

# Customer PIPE LINE



## Difficulty Paying Your Bill? We're Here to Help



WSSC Water is committed to providing financial assistance to customers to make your water and sewer bills more affordable. One of our key programs is the Customer Assistance Program (CAP), which

provides financial assistance to approved residential customers.

CAP customers receive the following benefits:

- Only charged for water and sewer usage,
- Exemption from the State's Bay Restoration fee,
- Permanently waived late fees, and
- Free annual plumbing inspection for water leaks.

In addition, CAP-approved customers may be eligible for payment plans up to 48 months. **Current CAP customers: remember to re-enroll in the program beginning July 1, 2022.**

If you'd like to learn more about the CAP and how to enroll or re-enroll, visit [wsscwater.com/CAP](https://wsscwater.com/CAP).

## Clean-water Projects, Financial Assistance Focus of FY 2023 Budget

WSSC Water's nearly \$1.5 billion budget for Fiscal Year (FY) 2023 went into effect July 1, 2022. Unanimously approved by both County Councils, the new budget enables us to continue protecting public health by investing in clean-water projects.



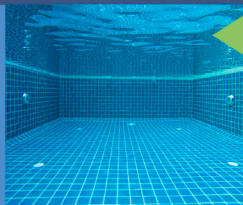
In response to the pandemic and corresponding economic uncertainty, the budget includes \$3.5 million – a \$200,000 increase from the FY 2022 budget – to enhance financial assistance programs. Also included is a 6.5 percent average rate increase. A typical customer with a family of three, using 55 gallons of water per person per day, will see a quarterly increase of \$15.68 in their bill.

To get complete details about the budget, visit [wsscwater.com/fin](https://wsscwater.com/fin).

## Get more tips at [wsscwater.com/conservation](https://wsscwater.com/conservation)

### Lawn & Garden

- Save moisture with mulch
- Plant native shrubs that require less watering
- Use a broom to clean driveways/walkways



### Pool

- A sub-meter could reduce average daily consumption!
- Use a cover to slow evaporation
- Lease a meter to fill pool

### Hoses

- Replace leaky parts
- Use a nozzle to adjust to fine spray
- Shut off at the house to avoid leaks



### Car

- Rinse car once, wash with soapy water, rinse quickly
- Go to the car wash. Washing at home uses 100s of gallons of water



## Did You Know?

There's been an increase in our district of thieves stealing checks from mailboxes and cashing them in or using them to commit identity theft. One way to avoid this problem when paying your WSSC Water bill is to pay online. It's safe and convenient. Learn more about this and other payment options at [wsscwater.com/paymybill](https://wsscwater.com/paymybill).



# In Our Community

## Our Customers Say Thank You

### Banishing Backup Blues



A customer in Lanham who had a sewer backup in her basement submitted a claim for damages. Denise Beckett in our Claims Office provided the customer with an amazingly positive experience about which the customer wrote: “Thank you for the outstanding professionalism and customer support that you

provided. Your demeanor throughout the process was amazing. You were kind and courteous, which made it easy to talk to you and ask questions.”

We’re proud to say Denise turned a bad situation into a memorable interaction.

### Easing Easement Pain



A Bethesda customer having a hard time with a permitting company regarding an easement and residential fence, reached out directly to WSSC Water. He was connected with Jeff Lohrmann and Emmanuel Benyella, who proved to be exceptionally helpful.

“Emmanuel was infinitely patient and informative,” said the customer. “He made me feel like my issue was a priority even though he’s got a million other things on his plate.”

The customer further noted: “No one even gives what you do a second thought because you manage it all so competently. We take it for granted! On top of that, however, is the striking level of individualized support.”

We always appreciate when customers recognize our employees’ here-to-help attitude.

## Keep on Trucking and Learning



Our trucks are vital to the work we do every day. Some are specially equipped with cameras that help us explore our underground pipes, others are used for

repairing fire hydrants and large meters.

But nobody loves our trucks like preschoolers. Thanks to several crews at our Gaithersburg Depot, more than 500 of our youngest customers got to see our trucks up close at Touch-a-Truck events this past spring.

These types of events are among the many we offer through educational and other customer outreach. If you’d like WSSC Water

to participate in your community event or share an educational program with your class, visit [wsscwater.com/outreach](https://wsscwater.com/outreach) to learn more.



## Passionate Protectors are Cleanup Champions



It started with a casual walk along the T. Howard Duckett Reservoir to exercise and enjoy the outdoors. But it was hard to miss all the trash scattered on and around the trail.

One year later, Silver Spring residents Nicholas Clements and Larry Morales are Patuxent Watershed Protectors on a mission to “be the difference” and clean up the Patuxent River one bag – or 30 – at a time.

You can find a video capturing their inspiring story and information about becoming a Patuxent Protector at [wsscwater.com/protectors](https://wsscwater.com/protectors).

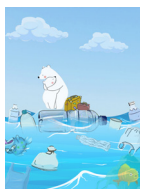
## The Art of Protecting Source Water



Diana Silva

Two Gwynn Park High School (Brandywine) students are the winners of our recent art contest highlighting the importance of protecting source water. Diana Silva won in the painting and drawing category, and Franyelis Aquino won in the photography and digital art category. Each was awarded \$100 and had their art entered in a regional competition with other D.C. Metro-area water and wastewater utilities. Franyelis placed second.

Congratulations to our talented winners!



Franyelis Aquino