

# Customer PIPELINE



## We're Winter Ready, Are You?

We experience approximately 1,200 water main breaks each year between November and February, and we're prepared. We have extra materials and equipment, contractors on standby, the latest technology, and our crews ready to roll and repair breaks as quickly as possible.

As homeowners, there are steps you can take to protect your home and pipes from the cold. Learn more at [wsscwater.com/winterready](http://wsscwater.com/winterready).

## Go Paperless with e-Bill!

Here's why customers enroll in e-Bill:



- Email notification(s) when your bill is available
- Easily view your bill online
- Fee free payments from your checking account
- Set up recurring payments
- View your account history and usage

If you already have an account, click Enroll under paperless billing. To enroll in e-Billing, go to [my.wsscwater.com](http://my.wsscwater.com) and select Create A New Account and Register. Then add your WSSC Water account and choose "enroll me in paperless billing."

When paying your bill, click on "View or Set Up Payment(s)" for a payment with no service fee from your checking account.

## Did You Know?

Since the start of the pandemic, our Water Fund has contributed more than \$1.2 million to help over 8,200 of our neighbors pay their water and sewer bills. Learn how you can make a tax-deductible donation to the fund. Every dollar goes directly to local families in need. Visit [wsscwater.com/donate](http://wsscwater.com/donate).

## Financial Assistance Options

We're always working to expand access to financial assistance programs for customers who may need help paying their water and sewer bills. With the Maryland Homeowner Assistance Fund (MHAF),



eligible customers can access up to \$20,000 toward housing expenses, including water and sewer bills.

Administered by the Maryland Department of Housing and Community Development, the fund was established by the American Rescue Plan in March 2021 to help homeowners experiencing financial hardship.

To learn more about the MHAF and our many assistance programs, visit [wsscwater.com/assistance](http://wsscwater.com/assistance).

## FY 2024 Proposed Budget Hearings

You're invited to learn about and comment on our plans to invest in clean-water projects.

### Montgomery County

Tuesday, January 31, 2023 @ 7 p.m.  
Stella B. Werner Office Building  
7th Floor Hearing Room  
100 Maryland Avenue, Rockville, MD 20850

### Prince George's County

Thursday, February 2, 2023 @ 7 p.m.  
Department of the Environment Building  
Conference Room 140  
1801 McCormick Drive, Largo, MD 20774

The public will have an opportunity to comment at the hearings or submit written comments. For more information, visit [wsscwater.com/fin](http://wsscwater.com/fin).



# In Our Community

## Don't Be Salty... Be Salt Wise!

**What's the problem?** Using salt to melt ice on driveways and walkways can corrode concrete and masonry, harm pets, damage surrounding plants and lawns, and contaminate our water supply. Salt levels have been steadily increasing in our streams, posing a major risk to sensitive wildlife and stream health. In many cases, salt simply isn't needed. Once it gets in our waterways, salt doesn't go away!

### It's Easy as 1-2-3!



#### 1 Shovel Right Away

Clear pavement and driveways before snow turns to ice.



#### 2 Use Less Salt

If you must use salt, a 12-oz mug holds enough salt to treat a 20-foot driveway or 10 sidewalk squares.



#### 3 Sweep & Reuse

Keep unneeded salt out of our waterways by sweeping and collecting it for reuse.

Learn more at [wsscwater.com/saltwise](https://wsscwater.com/saltwise)

Original image courtesy of Montgomery County, MD Department of Environmental Protection. Image has been altered for this use.

## Engineering a Bright Future

Congratulations to Malcolm Doster, Jr., and Jacob Sidlowski, winners of WSSC Water's 2022 Commissioners' Engineering Scholarship. Both were awarded \$2,000 and are eligible for an additional \$2,000 each year for up to four consecutive years.



Malcolm, of Prince George's County, is a sophomore at North Carolina A&T State University majoring in mechanical engineering, where he maintains a 3.95 GPA. Malcolm sees his future role as a changemaker for his generation's big challenges.

A recent graduate of Albert Einstein High School, Jacob Sidlowski, of Montgomery County, excelled in a long list of AP and Honors classes, including Honors Spanish. He believes technology can play a critical role in saving water sources and possibly lives, too.



To read Malcolm and Jacob's winning essays and learn more about the scholarship, visit [wsscwater.com/scholarship](https://wsscwater.com/scholarship).

## Our Customers Say Thanks!

### Friendly, Fascinating Crews

Our crew working on a long-term project in a Bethesda neighborhood drew big compliments from one resident.

"A special thank you to the workers replacing the pipes. They have been incredibly friendly and professional over the past year they've been in the neighborhood. My four-year-old son is in love with construction equipment, and the workers always greet him with a smile and a wave and let him watch (from a safe distance) as they do their work. They're respectful of drivers and pedestrians in the neighborhood and they make sure to leave the street in a drivable state at the end of each day. I can honestly say we'll be a bit sad to see them go when the work is all done!"



James Dickerson, Jonathan Bishop, Dwayne Peoples, Jed Bitango, Brandon Grubbs and James Turner are proof that we're more than a water utility; we are your friends and neighbors.

### Polite and Professional

A couple in Hyattsville extended their thanks in response to our crew's work on a water main break in front of their home.

"All of these WSSC Water workers have been extremely polite, friendly, thorough, and exceptionally professional. I thought you should know that each of them represents your company extremely well, and we are very grateful for the wonderful job they do."

Elijah Howard, Quintin Williams, Wayne Dews, Chris Ware, Andre Stewart, Edwin Scott and William Shannon always deliver excellent customer service.

