

Customer PIPELINE



We're Here to Help



WSSC Water is committed to making water/sewer bills more affordable. For customers in need of help, we offer an enhanced portfolio of financial assistance initiatives, including convenient payment plans, bill adjustments, access to state and federal funding and a robust

Customer Assistance Program.

Find out more by visiting wsscwater.com/assistance.

Water Fund is Crucial Lifeline

With food, gas and other expenses running high, many families in our community are being hit especially hard. Thankfully, our Water Fund can help customers struggling to pay their water and sewer bills.

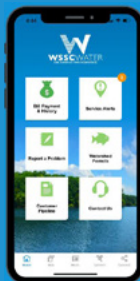


Established in 1994 by a group of caring WSSC Water employees, the Water Fund has since provided more than \$2.4 million to 23,400 people in Prince George's and Montgomery counties. Your tax-deductible donation can make a critical difference, as 100 percent of all donations go directly to customers in need.

Learn more at wsscwater.com/donate.

Updating Our Mobile App

If you use the WSSC Water Mobile App to pay your bill, as of November 2022, you need to update to the latest version to ensure that credit card payments made through the app are processed. Go to the App Store or Google Play Store for updates. In addition, the convenience fee for paying with a credit card has decreased from \$1.75 to \$1.69 per transaction.



Kishia L. Powell to Lead WSSC Water as GM/CEO



WSSC Water Commissioners unanimously selected Kishia L. Powell as the next General Manager/CEO. Powell most recently served as DC Water's Chief Operating Officer and Executive Vice President,

overseeing Shared Services, IT, Operations and Engineering, including oversight of the \$6.4 billion capital improvement program, as well as Customer Service.

"I'm incredibly honored to have the trust of the Commissioners and excited to lead this world-class utility in our efforts to continue investments in critical infrastructure, improving service delivery and pursuing equity for the communities we serve," says Powell. "I look forward to working with the Commissioners, a dedicated workforce and stakeholders as we enter a new era of leadership focused on opportunities to improve services across the board."

Powell has 24 years of public- and private-sector water and wastewater utility experience serving clients across the United States and London, England. She is recognized as a global leader in the water sector – improving service delivery, driving equity and inclusion and implementing strategies to address affordability concerns, climate change, resilience and innovation.

Did You Know

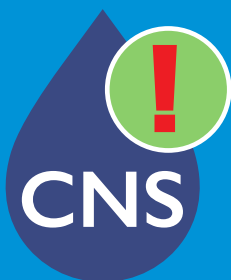
WSSC Water's FY23-25 Strategic Plan, developed with the input of our Commissioners, employees and customers, is now available to view on our website. To learn more, visit wsscwater.com/strategic-plan or scan the QR code.



In Our Community

Winter is Water Main Break Season

From November through February, we repair about 1,200 water main breaks. Put in context, we experience about 1,800 breaks throughout the year. Be prepared for water main break season by signing up for our Customer Notification System. You will receive emails or texts about repair activity in your area as information comes available. Sign-up at wsscwater.com/cns today!



Toilet Leak Detection Could Save You Big Bucks

A toilet leak doesn't spill water on the floor and often doesn't make noise, but you'll notice it on your water bill. A leaking toilet uses anywhere from 200 to 2,000 gallons of water a day.

With a small leak, a typical family of three would see an extra \$325 on their quarterly bill. If you had an extended toilet leak – perhaps from a little-used basement toilet that is constantly running – your usage and your bill could skyrocket!

Learn more at wsscwater.com/leaks.

Sewer Blockages and Backups



Sewer backups and blockages (like the one pictured, left) are not pretty. If you experience one, call WSSC Water's 24-hour emergency number, 301-206-4002 or 1-800-634-8400. We will work with you to determine how we can assist you.

Visit wsscwater.com/backups.

To help avoid these messy backups, can your cooking grease instead of pouring it down the drain. Request your free Can the Grease Lid at wsscwater.com/canthegrease.



Our Customers Say Thanks!

A Rockstar and Problem Solver

A Chevy Chase customer received multiple high bills and statements showing excessive water use for a second home he and his wife rarely used. After several attempts to resolve the issue, he was thrilled to connect with Lisa Fogle of our Billing & Revenue Department.



“[Lisa] handled the problem on the spot and then kept looking at my account in a proactive way,” says the customer. Lisa arranged for a technician to meet the customer at the home.

“You are very lucky to have such an incredible employee on your team and I am very grateful!”

Excellent Service and Professionalism



A College Park homeowner has nothing but high praise for Alicia Edwards of our Revenue Division. After sub-dividing a lot to build a second house, he said he had several questions regarding the cost of sewer and water connections and front foot costs.

“Alicia was outstandingly patient with me and provided excellent information, including payment options for the sewer and water connections.”

Outstanding and Enjoyable Outreach

An employee with the Rockville Science Center is appreciative of WSSC Water's community service efforts and had kudos to share about Jeff Bernier of our Seneca Water Resource Recovery Facility.



The customer toured the Seneca facility with a mix of 30 scientists and homeschool families --“a tough crowd,” he says, because of their different knowledge levels. But Jeff made the tour fascinating, he adds. “Jeff was able to talk about the technology in a way that satisfied our technical questions and presented in a way that kept the interest of the students on the tour.

Thank you all, especially Jeff for a most enjoyable and informative morning.”