

We're Here to Help: Financial Assistance

WSSC Water offers a variety of programs aimed at helping our customers in need of financial assistance paying their water/sewer bills. Approved residential customers in our Customer Assistance Program (CAP) are only charged for water and sewer usage (no fees), get a free annual plumbing inspection for water leaks and are eligible for payment plans that can run up to 48 months.

Current CAP customers: remember to re-enroll in the program beginning July 1, 2023 at dhs.maryland.gov/ohep.

If you're behind on your water/sewer bills, you might qualify for the state's **Low Income Household Water Assistance Program** (LIHWAP) or the **Homeowner's Assistance Fund** (HAF).

To learn more about these and other programs, visit wsscwater.com/assistance.

Water Fund Donations Welcomed!

Established in 1994 by WSSC Water employees, the Water Fund is a critical resource that helps residential customers in financial need pay their water/sewer bills. Your tax-deductible donation ensures that our neighbors continue to have access to clean, safe, reliable water, with 100 percent of your gift going directly to those in need.



To learn more, visit wsscwater.com/donate.

Fiscal Year 2024 Budget Invests in Critical Infrastructure and Financial Assistance Programs

Our FY24 \$1.6 billion budget was unanimously approved by the Montgomery and Prince George's County Councils at their annual bi-county meeting on May 11. The new budget invests in infrastructure projects to continue our track



record of water quality excellence and protection of the Chesapeake Bay. In response to the ongoing financial impact of COVID-19, the budget also includes millions to help customers in need.

The budget is based on a seven percent average increase to water/sewer rates and fixed fees. A typical family of three using 50 gallons per day, per person, will see a quarterly increase of \$16.43 in their bill.

THE COST OF A TOILET LEAK

Toilet leaks are the leading cause of high water bills. As you can see below, the numbers add up quickly, no matter how small or large the leak. Visit wsscwater.com/leaks to learn more.

Small Leak	Medium Leak	Large Leak
Additional 200 gallons per day	Additional 2,000 gallons per day	Additional 4,000 gallons per day
Estimated \$330 on top of your normal bill	Estimated \$4,244 on top of your normal bill	Estimated \$8,488 on top of your normal bill

New Customer Service Hours



Effective June 12, 2023, our Call Center operates weekdays, 8 am to 6 pm, and our in-person service center in Laurel, weekdays, 8 am to 5 pm.

In Our Community

Jeff Bell is a Keeper



Jeff Bell is one of several employees at Brighton Dam who manage the Triadelphia and Duckett Reservoirs watersheds. His title of maintenance mechanic belies the extent of his responsibilities; he's also a keeper of fish, bees, chestnut trees and hiking trails.

Scan the QR code to see a video highlighting why Jeff is so passionate about source water protection. If you're looking to pursue your passion for safe, clean water, join us at wsscwater.com/careers.



Reservoir Project Restores Drinking Water Capacity

The Triadelphia Reservoir is one of two drinking water sources on the Patuxent River. To restore the reservoir's capacity and operate our Brighton Dam more efficiently, we're removing sediment accumulated over the last 80 years.

The Triadelphia Sediment Removal Project will remove 18,500 cubic yards of sediment in the reservoir. Once complete, the capacity will increase by about four million gallons.

The expected completion date for the project is October 31, 2023.

Visit wsscwater.com/Triadelphia to learn more.

Related Recreation Area Closures:

Due to lower reservoir levels, all boat ramps on Triadelphia Reservoir are closed, and no boating is allowed. The Greenbridge and Pig Tail recreation areas also are closed. Recreational activities on the T. Howard Duckett Reservoir are not impacted.

Giving Back Through Volunteerism

WSSC Water turned 105 on May 1, and our employees celebrated by giving back to the communities we proudly serve. From May 1 through May 5, we partnered with the following organizations, in Montgomery and Prince George's counties, to assist our neighbors: A Wider Circle, Defensores de la Cuenca, Habitat for Humanity, Interfaith Works, Laurel Advocacy Resource Services and Mission of Love.



From stocking food pantries and packing meal kits to hauling furniture and sorting clothing, our dedicated team were happy to help make a difference.

WSSC Water In Your Neighborhood

This past spring, we hosted two open houses in Prince George's and Montgomery counties.

Customers met one-on-one with customer service advisors about

billing questions and financial assistance, got tips on finding and fixing toilet leaks, and learned about our projects and career opportunities. We also had children's activities.

If you missed these events, don't worry; we have more **In Your Neighborhood** events in the works. Look for updates at wsscwater.com/openhouse.



Did You Know?

Grease and wipes in the pipes are the leading causes of sanitary sewer overflows. Don't pour fats, oils or grease down the drain, and don't flush wipes (even the ones marked "flushable") in your toilets.

Get all the details at wsscwater.com/cantthegrease and wsscwater.com/wipes.