

# Customer PIPELINE



## Meter Matters: Help Us Help You Get an Accurate Reading

With over 500,000 meters in our service area, our meter readers have many miles to cover to obtain quarterly readings. To assist them in getting a safe, quick reading, we ask that you please keep the area around the outside mounts, from which they can read your water usage, accessible and free from overgrown plants, grass, dirt or mulch. Please do not paint the mounts. Doing so ensures your water and sewer bills will be more accurate, with fewer chances of estimated bills.



External mounted meter pictured

For more detailed information about meters, where they're located and other helpful tips, visit [wsscwater.com/meterfacts](http://wsscwater.com/meterfacts).

## HOW TO SPOT A WSSC WATER METER READER

Our meter readers wear bright yellow safety vests and are required to prominently display their WSSC Water photo ID badges, featuring the reader's picture, employee ID number and WSSC Water logo.



If you're ever in doubt, ask to see the meter reader's ID badge for verification.

## New Streamlined Payment Plans

**Promise.** WSSC Water is offering a new service for customers with past-due bills. In partnership with Promise, residential and business customers who owe \$50 or more on their bill can establish affordable, flexible, interest-free payment plans.

By establishing a payment plan for past-due water and sewer bills and staying current with the plan, customers will avoid late fees and possible water service turnoffs. The bilingual PromisePay portal allows customers to:

- ◆ Sign up online or over the phone by calling 301-900-5551.
- ◆ Conveniently pay using credit or debit card, ACH, Apple Pay and Google Pay.
- ◆ Receive text reminders and notifications.
- ◆ Manage payments, request allowable extensions, modify due dates and change payment methods.

Learn more at [wsscwater.promise-pay.com](http://wsscwater.promise-pay.com).

## Public Hearings on Proposed FY25 Budget

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

### Montgomery County

Tuesday, January 31, 2024 @ 7 p.m.  
Stella B. Werner Office Building  
3<sup>rd</sup> Floor Hearing Room  
100 Maryland Avenue, Rockville, MD 20850

### Prince George's County

Thursday, February 1, 2024 @ 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

## Service with a Smile

Shaneise Lee is one of our many Customer Service Advisors, working tirelessly to answer questions, troubleshoot problems and find solutions for our 1.9 million customers. Whether in person or on the phone, she does it all with a friendly smile.



Scan the QR code to learn more about why Shaneise loves her job.

## Did You Know? We're Hiring!

WSSC Water is a top employer for a reason. And it's not just because of our competitive pay and generous benefits. It's because we value our employees and recognize their hard work.



We're currently looking to fill utility technician, meter reader, industrial electrician and more positions. Join us! Visit [wsscwater.com/careers](https://wsscwater.com/careers) for more details.

## Adopt a Hydrant



When fire emergencies occur, time is of the utmost importance. Fire hydrants that are blocked, concealed or difficult to access due to snow, weeds or other obstructions can impede emergency fire response.

We recently launched our Adopt a Hydrant program. Customers adopt a hydrant near their home or business and commit to clearing the area around the hydrant to ensure there is a path to the roadway, so the hydrant is visible and easily accessible to emergency responders.

Keeping hydrants clear means easier access to water and more time fighting the fire. For more information, visit [wsscwater.com/adopt-hydrant](https://wsscwater.com/adopt-hydrant).

## Are You Winter Ready?

We experience approximately 1,200 water main breaks each year between November and February, and we're prepared. We have contractors on standby 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](https://wsscwater.com/winterready).

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

It's hard to know what Mother Nature has in store for us this winter. But 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 supplies. 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.