



# Northeast Branch Basin Environmental Sensitive Area Sewer Rehabilitation

Project No. CI7604B23

October 19, 2023

# Agenda

- Introduction to Project Team
- WSSC Water Overview
- Sewer Rehabilitation Program Overview
- Project Overview
- Project Map
- Sewer Rehabilitation Methods
- Estimated Construction Schedule
- What to Expect During Construction
- Questions & Answers

# Project Team



- Robert Scott, Design Project Manager  
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- Jose Paz, Technical Contract Manager  
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- David Wilkins, Customer Advocate  
301-648-6953, [David.Wilkins@wsscwater.com](mailto:David.Wilkins@wsscwater.com)
- Thomas Johnson, Project Outreach Manager  
301-206-8542, [Thomas.Johnson@wsscwater.com](mailto:Thomas.Johnson@wsscwater.com)
- AM-Liner East, Inc., Construction Contractor

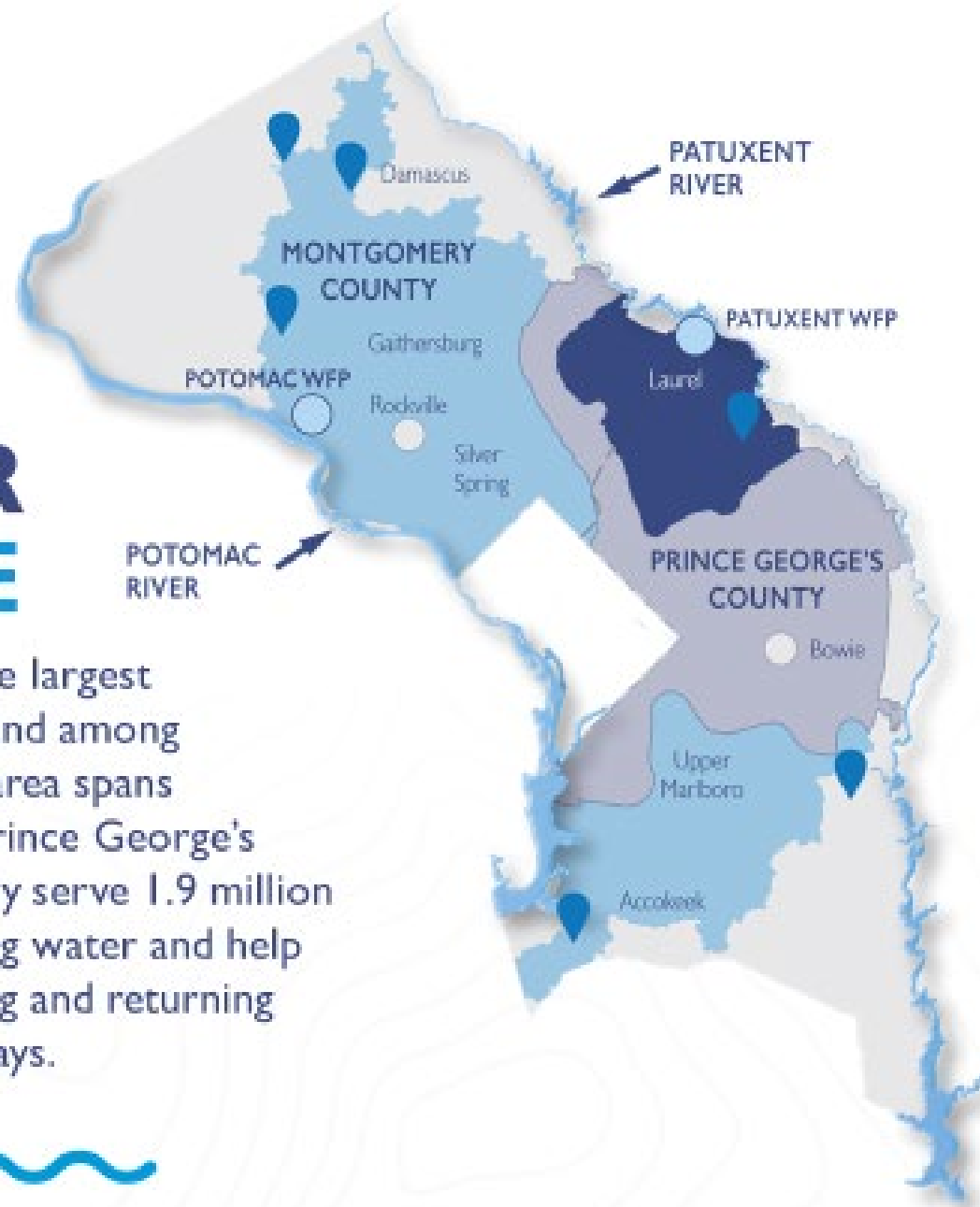


**105** years & counting  
No drinking water  
quality violations... ever!



# WSSC WATER AT A GLANCE

Established in 1918, WSSC Water is the largest water/wastewater utility in Maryland and among the largest in the nation. Our service area spans approximately 1,000 square miles in Prince George's and Montgomery counties. We proudly serve 1.9 million residents with safe and reliable drinking water and help protect the Chesapeake Bay by treating and returning clean water back to Maryland waterways.



# WSSC WATER AT A GLANCE



**162,000,000** GALLONS OF  
WATER PER DAY  
DELIVERED TO 1.9 MILLION RESIDENTS

**3** RESERVOIRS

**2** WATER FILTRATION  
PLANTS

**60** WATER  
TANKS

**55** PUMPING  
STATIONS

**6** WATER RESOURCE  
RECOVERY FACILITIES

**1,630** EMPLOYEES

Our drinking water  
system spans  
**5,800+ miles**

Our wastewater  
system spans  
**5,600+ miles**

**500,000** WATER QUALITY  
TESTS PER YEAR

**504,800** METERS IN  
OUR SYSTEM

**2.25** MILLION METER READS  
PER YEAR

## TEAM H<sub>2</sub>O



**\$5.3 MILLION**

FINANCIAL ASSISTANCE TO 12,345 CUSTOMERS  
SINCE THE PANDEMIC BEGAN.  
(WSSC WATER, FEDERAL, AND STATE PROGRAMS)

**17,343**

RESIDENTS ENROLLED IN OUR CUSTOMER  
ASSISTANCE PROGRAM IN FY 2022.  
(\$1.8 MILLION BENEFIT TO ENROLLEES)

**\$1.6 BILLION**

FY2024  
PROPOSED BUDGET

# Sewer Rehabilitation Program Overview



- Strategically replacing and rehabilitating aging infrastructure to enhance service and reliability to customers
- Replacing and repairing aging pipes and manholes as part of our comprehensive sewer rehabilitation program
- Correcting structural deficiencies in sewer mains that may result from soil settlement, root penetration or corrosion
  - These often contribute to sanitary sewer overflows and backups into homes
- Protecting the environment for future generations

# Environmentally Sensitive Areas Overview

- Environmentally sensitive areas (ESAs) are landscape elements or places vital to long-term maintenance of soil, water or other natural resources both on site and in the region.
- Examples of ESAs
  - Critical Areas (within 1,000 feet of rivers or bays)
  - Sensitive Species Habitat
  - Historic Properties
  - Parklands
  - Forests
  - Wetlands and Waterways



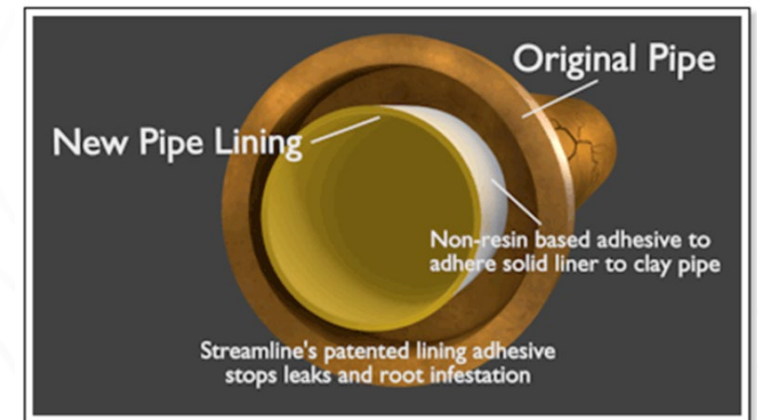
Above grade manhole



Exposed sewer pipes

# Project Overview

- Approximately 1.11 miles of sewer pipes and 30 manholes to be rehabilitated
- Sewer pipes and manholes rehabilitated using trenchless methods
- Completed project will extend the life of sewer pipes by at least 50 years

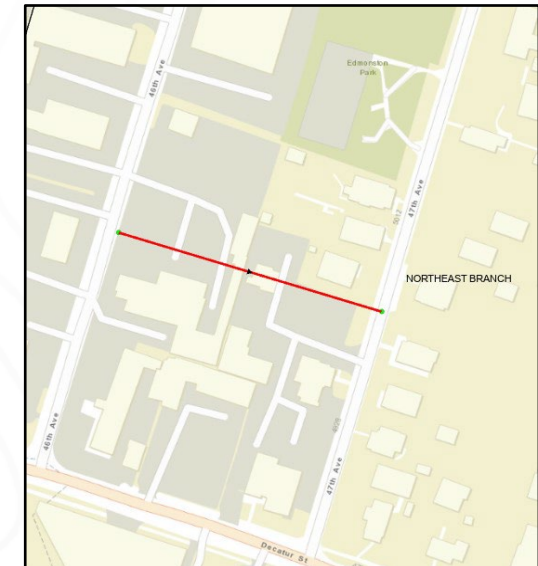
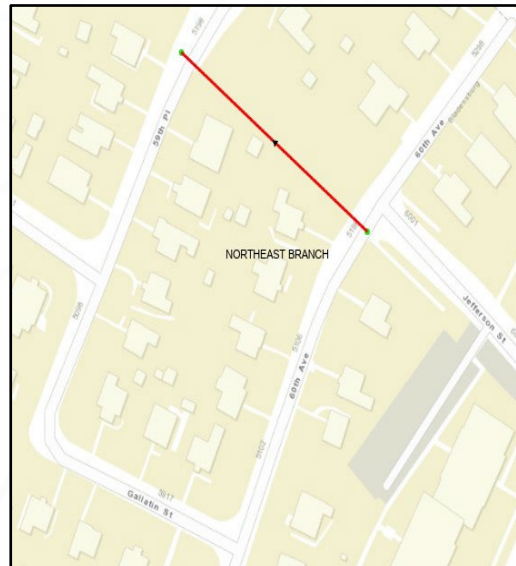
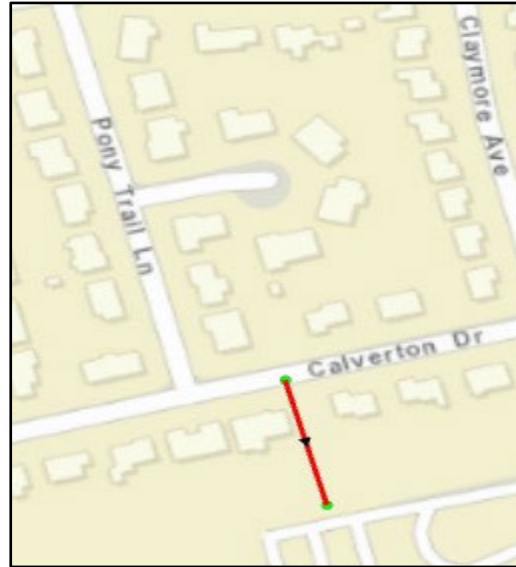




# Project Map

## Directly Impacted Streets (Hyattsville)

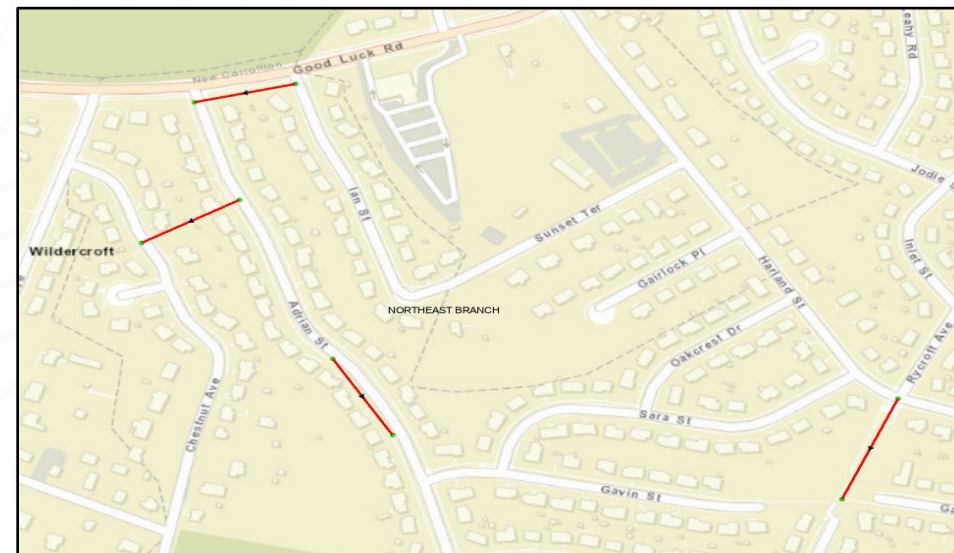
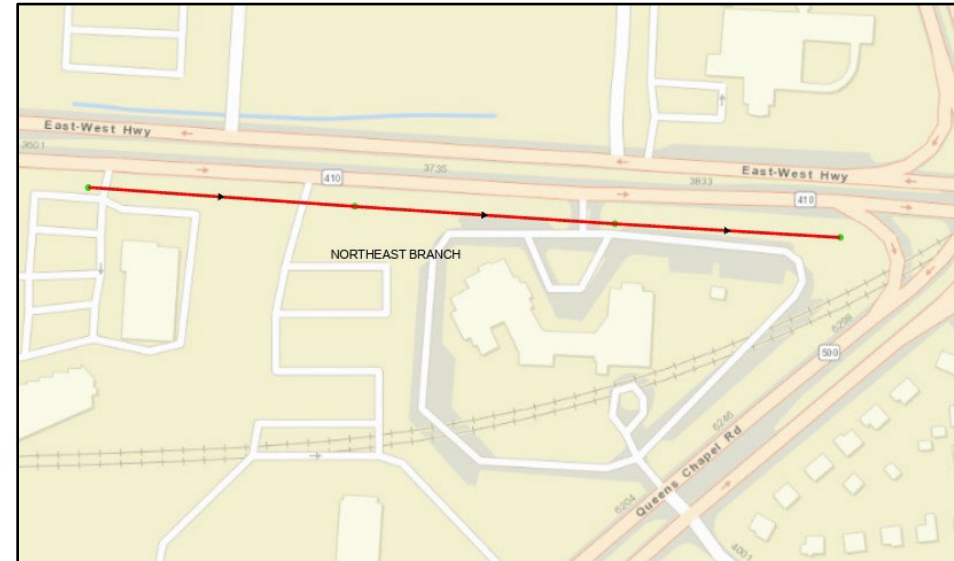
- Calverton Drive
- College Heights Drive
- Jefferson Street
- 41<sup>ST</sup> Avenue
- 59<sup>TH</sup> Avenue
- 60<sup>TH</sup> Avenue
- 46<sup>TH</sup> Avenue
- 47<sup>TH</sup> Avenue



# Project Map

## Directly Impacted Streets (Hyattsville cont'd)

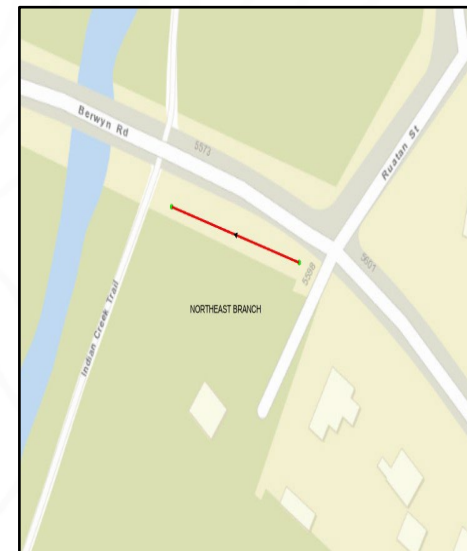
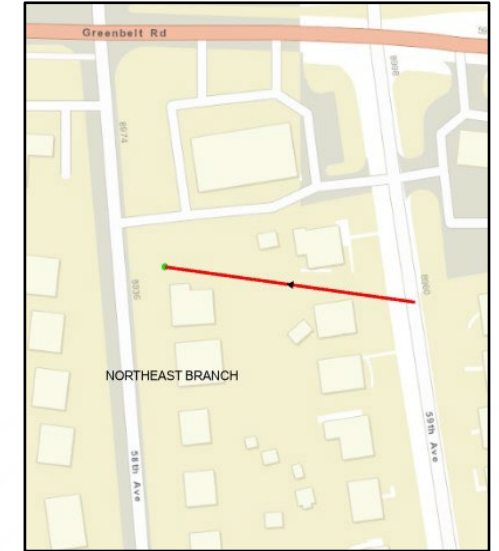
- East West Highway
- Good Luck Road
- Ian Street
- Adrian Street
- Chestnut Avenue
- Harland Street
- Rycroft Avenue



# Project Map

## Directly Impacted Streets (College Park)

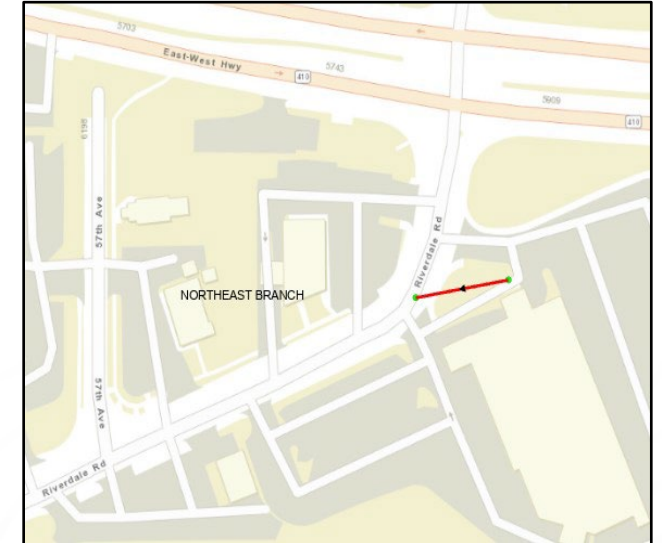
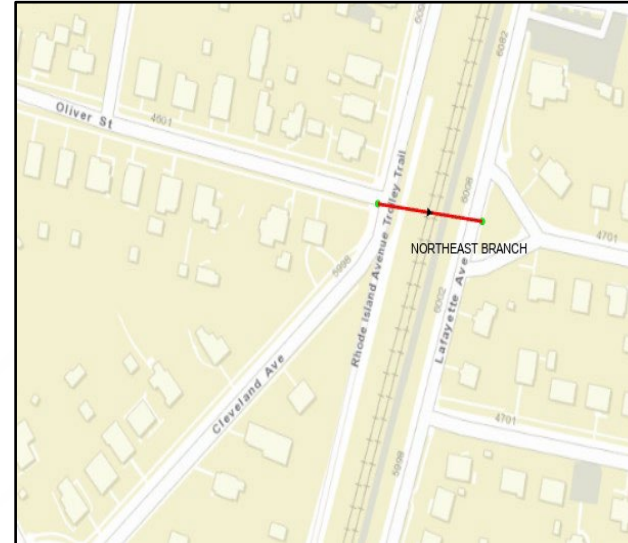
- 52<sup>ND</sup> Avenue
- 53<sup>RD</sup> Avenue
- 58<sup>TH</sup> Avenue
- 59<sup>TH</sup> Avenue
- Berwyn Road
- Ruatan Street



# Project Map

## Directly Impacted Streets (Riverdale)

- Oliver Street
- Cleveland Avenue
- Rhode Island Avenue
- Lafayette Avenue
- Riverdale Road
- \*Auburn Manor Apartments





# Project Map

## Directly Impacted Streets (Greenbelt and Lanham)

- Lakecrest Drive
- Ridge Road
- Ridge Court
- Magnolia Drive
- Good Luck Road
- Princess Garden Parkway
- Washington Bible College Road
- Brightlea Drive
- 3<sup>RD</sup> Street

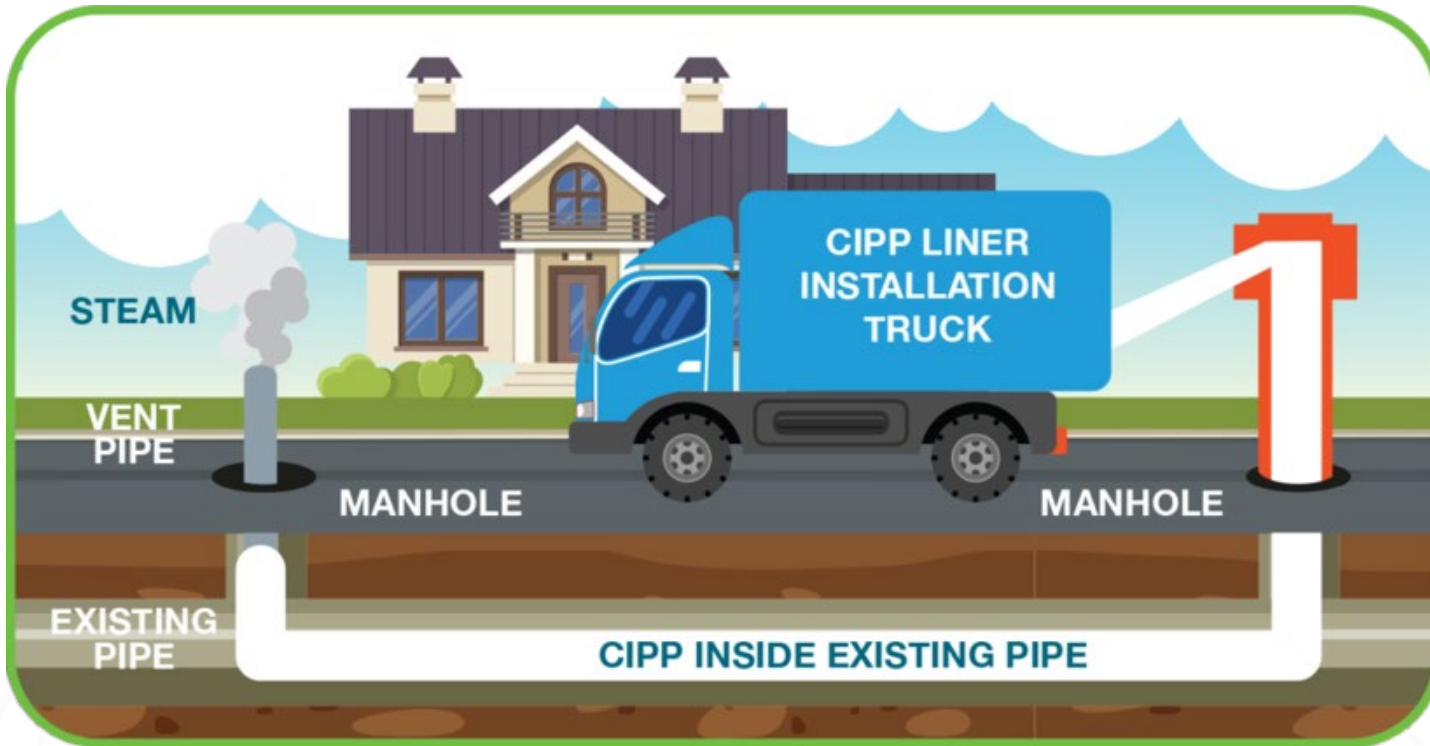


# Sewer Rehabilitation Methods

- Sewer Rehabilitation
  - Lining
- Manhole Rehabilitation
  - Lining



# Sewer Rehabilitation Method: Pipe Lining





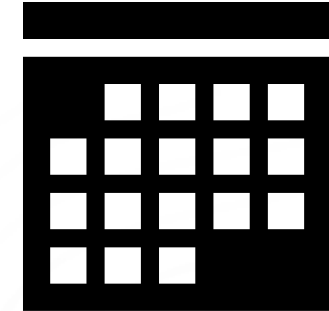
# Manhole Rehabilitation





# Estimated Construction Schedule

- Expected Construction Start Date: Fall 2023  
*(Pending Permit Acquisition)*
- Estimated Construction Duration: 190 Days
- Expected Construction Finish Date: Spring 2024  
*(Weather Permitting)*



# Operational Changes in response to COVID-19

- WSSC Water has implemented protocols that align with recommendations from local, state and federal public health authorities
- Working to minimize impact
  - Facial masks (when indoors) and physical distancing
- All employees and contractors required to refrain from coming to work if displaying symptoms of COVID-19
  - We have implemented robust internal contact tracing and quarantine requirements
- Earlier notification to customers



# What to Expect During Construction

- Anticipated Work schedule: 9:00 a.m. to 3:30 p.m., Monday-Friday
  - Conditions at some locations may require different work hours
  - Residents will be notified at least two days prior to all construction activities
- Construction activities may include:
  - Marking locations of utilities
  - Field inspections
  - Rehabilitation of sewer mains and manholes



# What to Expect During Construction

- Temporary construction access within parks and private properties constructed and maintained by WSSC Water until all rehabilitation work completed
- Right-of-Entry Agreements from owners of impacted properties obtained prior to construction
- Construction vehicles and bypass pumps on temporary access road occasionally



# What to Expect During Construction

- Reliable sewer service maintained during construction
- Street parking may be limited on streets with active construction
  - 48-hour advanced notification provided
  - NO PARKING signs posted
  - All roads will remain accessible at all times during construction
    - Certain activities may require temporary closures and delays.
- Access from the public roadway to businesses and homes maintained at all times
- Entry into homes is **NOT** required
- Tree removal, only when necessary, pruning and/or stump removal
  - New trees planted where trees needed to be removed
  - Property owners notified if a tree on their property has to be removed

# Traffic Impacts

- Certain construction activities may require temporary changes to traffic patterns
  - Traffic managed to minimize community disruptions
- Access to homes maintained during construction
  - Access into homes is **NOT** required
  - Access onto private property is generally **NOT** required
- Parking restrictions
  - WSSC Water will provide 48-hour advance notice (denoted by “No Parking” signs) prior to any parking restrictions
  - Any vehicles not removed from designated area will be towed to nearby street at no cost to owner
- Final restoration of sidewalks, roadways and landscaping will take place within 90 days of construction completion



# Contact WSSC Water



- **Customer Service** | Monday-Friday, 8:00 a.m. to 6:00 p.m.

Phone: 301.206.4001 | 1.800.634.8400

Email: [customerservice@wsscwater.com](mailto:customerservice@wsscwater.com)



- **24-Hour Emergency Call Center**

**Water Emergency, Sewer Emergency or Discolored Water**

Phone: 301.206.4002 | Email: [emergencycallcenter@wsscwater.com](mailto:emergencycallcenter@wsscwater.com)

Report a Problem: [wsscwater.com/customer-service/report-problem](http://wsscwater.com/customer-service/report-problem)

Discolored Water: [wsscwater.com/discoloredwater](http://wsscwater.com/discoloredwater)



- **File a Claim**

Phone: 301.206.7095

Online: [wsscwater.com/claims](http://wsscwater.com/claims)



- **WSSC Water Financial Assistance Programs**

Online: <https://www.wsscwater.com/assistance>



**FINANCIAL  
ASSISTANCE**  
for Our Neighbors

- **Customer Notification System Sign-Up**

Online: [www.wsscwater.com/cns](http://www.wsscwater.com/cns), email and/or text alerts on work in your neighborhood



# HELPING OUR NEIGHBORS WATER BILL ASSISTANCE

**Promise.**

Sign up for an affordable, flexible and interest-free payment plan. Customers with a past-due balance of \$50 or more are eligible.



New applicants may qualify for up to \$10,000 to help pay for your past-due water/sewer bill. Applications accepted through December 31, 2023.

**Customer  
Assistance  
Program (CAP)**

CAP assists approved residential customers by waiving fixed fees, providing free annual plumbing inspections for water leaks, and much more.



Eligible customers can access the Water Fund multiple times, up to \$500 per year.

<https://www.wsscwater.com/assistance>





**Questions?**

