

Customer PIPE LINE



SEWER BLOCKAGES AND BACKUPS



Sewer backups and blockages 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.

Did You Know?



A toilet leak 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 daily. Those gallons add up quickly.

Learn more at wsscwater.com/leaks.

Streamlined Payment Plans Help Customers

Promise.

WSSC Water has 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 setting up a payment plan for past-due water and sewer bills and staying current with the plan, customers avoid late fees and possible water service turnoffs. To learn more, visit the bilingual Promise Pay portal at wsscwater.promise-pay.com.

State Resource for Financial Assistance

Customers can apply for the Low Income Household Water Assistance Program (LHWAP) until March 31, 2024, or until the funding runs out. New applicants may qualify for up to \$10,000. Find out if you qualify at <https://dhs.maryland.gov/office-of-home-energy-programs/>. Funds are limited, so apply today.

Expanding Affordability Programs

Last November, WSSC Water Commissioners approved several measures to enhance our portfolio of financial assistance programs to help more income-constrained customers pay their water/sewer bills. The enhancements cover bill adjustments, our CAP programs and a new leak repair program.

Visit wsscwater.com/assistance to learn about all of our assistance programs, including available state and county programs available. Or sign up for our Customer Connect newsletter wsscwater.com/newsletter to receive updates and more.



In Our Community

Hero in a Lab Coat

Laboratory Analyst Kimberly Brackett uses highly precise instruments to test water and wastewater samples every day. Working in our state-of-the-art laboratory, she knows that what she does makes a big impact on delivering safe water to you.

Scan the QR code to learn how this former WSSC Water intern turned happy Team H₂O member ensures safe water flows from your tap every day.



Walk for Water Affordability

Last fall, employees participated in two community walks in Montgomery and Prince George's counties. The goal was to engage with customers and help them understand our financial assistance programs, and how to address toilet leaks and properly dispose of grease and wipes.

If you'd like us to come to your community, read the article below.



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, whom we proudly call Team H₂O, and recognize their hard work and contributions. Join us and #PursueYourPassion.

We're currently looking to fill these positions:

- Industrial Electrician (high voltage)
- Electrical/Mechanical Technician
- Utility Technician
- Instrumentation & Electronics Technician
- Water/Wastewater O&M Technician
- Meter Reader
- Field Meter Mechanic

Be a part of our One Water Mission. Visit wsscwater.com/careers to learn more about these and other current job openings.

We'd Love to Talk with You

We're doing all we can to help our most financially vulnerable customers receive assistance in paying their water/sewer bills. Last fall, we began sharing crucial financial assistance resources with underserved communities across Montgomery and Prince George's counties.

We're happy to speak to faith-based communities or other organizations about our many financial assistance programs and other resources. Contact Daisy.Rickert@wsscwater.com, and she will answer your questions or set up a time for someone from WSSC Water to speak with your group.

