

Customer PIPE LINE



Federal Investment Helps Our Underserved Communities

Rep. Glenn Ivey and Sens. Ben Cardin and Chris Van Hollen present Prince George's County Exec. Angela Alsobrooks and WSSC Water GM/CEO Kishia L. Powell and Commissioners Fausto Bayonet and Lynnette Espy-Williams with \$1.6M in federal funds. This money will extend public sewer to homeowners in our service district with failing septic systems who cannot afford to pay without assistance.

Public Hearings on Proposed FY26 Budget

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

Montgomery County*

Wednesday, January 29, 2025 @ 7 p.m.

Stella B. Werner Office Building

3rd Floor Hearing Room

100 Maryland Avenue, Rockville, MD 20850

Prince George's County*

Tuesday, February 4, 2025 @ 7 p.m.

Department of the Environment Building

Conference Room 140

1801 McCormick Drive, Largo, MD 20774

*These times and locations are tentative. For more information, and to confirm the meeting schedule closer to January, visit wsscwater.com/fin.

Did You Know?

You can receive emails or texts about water and sewer emergencies in your community. Be prepared for water main break season by signing up for our Customer Notification System at wsscwater.com/cns today!



The Promise of Affordable Payment Plans

September 5 marked the one-year anniversary of our partnership with Promise Pay, an extremely helpful payment plan service for customers with past-due bills. Nearly 20,000 of your neighbors have completed these payment plans. Join them!

Residential and commercial customers who owe \$50 or more can establish affordable, flexible, interest-free plans. The program

helps customers avoid late fees and possible water service turnoffs.

Sign up online or over the phone at 301-590-5551 and conveniently pay using a credit or debit card, ACH, Apple Pay or Google Pay. Manage payments, request allowable extensions, modify due dates and change payment methods.

Details at wsscwater.promise-pay.com.

Promise.



wsscwater.com • EMERGENCIES 301-206-4002 • TTY: 301-206-8345
BILLING 301-206-4001 • OCTOBER-DECEMBER 2024



In Our Community

Water Fund is Crucial Lifeline

Many families in our community are struggling to pay their water and sewer bills. Thankfully, our Water Fund can help.



WATER FUND
Sharing the Essential

Established in 1994 by a group of caring WSSC Water employees, the Water Fund has since provided over \$3.2 million to more than 28,000 Montgomery and Prince George's County residents. Your tax-deductible donation can make a critical difference, as 100 percent of all donations go directly to customers in need. Visit wsscwater.com/donate for details.

Join Our Team

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. Scan the QR code to hear why Jason Flory pursued his passion with WSSC Water.



Join us! Learn more at wsscwater.com/careers.



Intern with Us

More than 60 interns gained hands-on experience this summer, learning from our experts in Engineering, IT, Construction, Governance, Budget,

Wastewater Treatment and more! Scan the QR code to meet five of our interns and learn what they loved about being part of Team H₂O.



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 are ready to roll and repair breaks quickly.

As homeowners, you can take steps to protect your home and pipes from the cold. See our tips at wsscwater.com/winterready.



Be Salt Wise This Winter

Salt levels have been steadily increasing in our drinking water sources. Once it gets in our waterways, salt doesn't go away! Get more details at wsscwater.com/saltwise.

1 SHOVEL RIGHT AWAY 	2 USE LESS SALT = Melts 10 Sidewalk Squares 	3 SWEEP & RESUSE
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How to Spot a Meter Reader



On any given day, you might see our meter readers walking in your neighborhood. This includes weekends and even some holidays. Because some meters are on the side or back of a house, don't be surprised when you see a meter reader on your property. Our meter readers will always wear our uniforms: bright yellow safety vests and a WSSC Water photo ID badge prominently displayed.

Scan this QR code to watch a video detailing how to spot a WSSC Water meter reader.

