



Briefing on Boil Water Advisory for Customers in Southern Prince George's County

We will get started shortly, thank you for your patience

Tuesday, February 11, 2025 – 11:00 a.m.

Agenda

- Overview of current operations
- Areas impacted by Boil Water Advisory & No Water
- Next Steps following a Boil Water Advisory
- Boil Water Advisory FAQs
- What to do when service is restored AND once the Boil Water is lifted.
- Supporting communication efforts
- Upcoming Briefings and Engagement

More information is available at www.wsscwater.com/bwa

Bottom Line Up Front

- At approximately 12:40am, WSSC Water instrumentation indicated a sharp drop in the tank level at St. Barnabas Tank.
- This drop in pressure is due to a broken 54” water main located near the northbound exit ramp from I-495 onto Central Avenue
- WSSC Water commenced emergency coordination and determined that a Boil Water Advisory would be required – an interactive map for customers to enter their addresses to determine if they are in the impacted zone is available here: <https://gisportal.wsscwater.com/alerts/>
- Many customers were likely without water service but we expect pressure and service to normalize in the next 4-hours – minimum pressures of 20 psi.
- Customers within the zone will need to continue to boil water until the advisory is lifted.
- Notifications were sent to traditional media, social media, via WSSC Water’s customer notification system and in partnership with Prince George’s County through Alert Prince George’s and Wireless Emergency Alerts.

More information is available at www.wsscwater.com/bwa

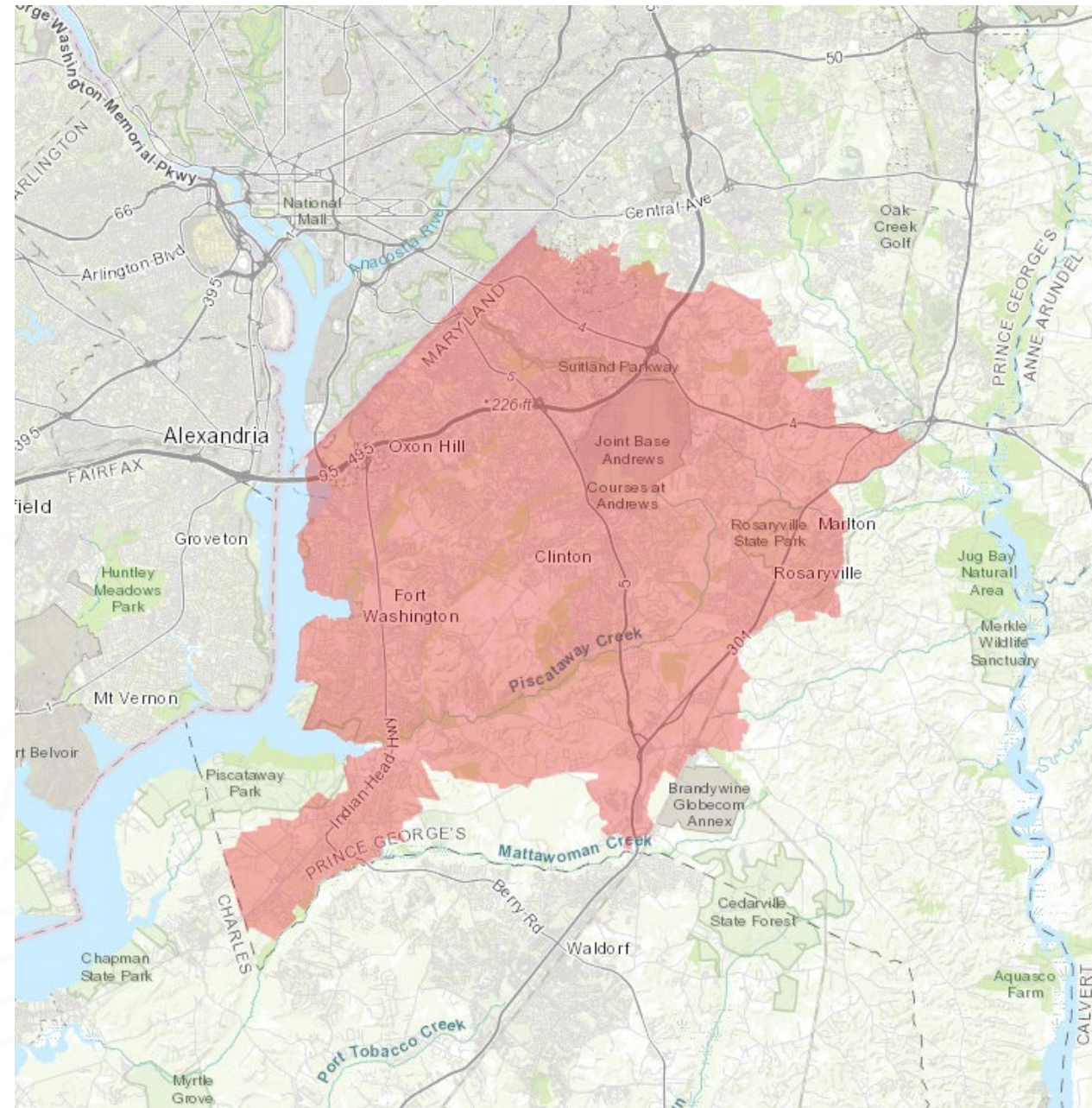
Boil Water Advisory in Place for Large Portion of Southern Prince George's County



Boil Water Advisory:

If customers have water, they should bring it to a rolling boil for one minute and then cool before:

- Drinking
- Brushing teeth
- Washing fruits and vegetables
- Preparing baby food and formula
- Making ice
- Giving to pets



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Next Steps



- At this time, there is no indication of contamination but, due to system pressure loss, sampling is a necessary step to ensure public health.
- WSSC Water has proposed a sampling plan to Maryland Department of Environment which will be implemented once water is restored.
- MDE has provided approval for an approach and WSSC Water will begin sampling once the pressures in the system have normalized
- Testing typically takes 36-72 hours following restoration of the system – however, earlier or longer durations are possible.

Boil Water Advisory FAQs



Can I drink the water now that service has been restored?

- WSSC Water recommends bring the water from the tap to a rolling boil for one minute and allowing it to cool prior to consuming. This includes:
 - Drinking
 - Brushing teeth
 - Washing fruits and vegetables
 - Preparing baby food and formula
 - Making ice
 - Giving to pets



Are there any issues with flushing toilets or related sanitation uses?

- No, once water service is restored, customers can use the restroom as needed



Can I shower or wash my hands with the water without boiling?

- Yes, you can shower and wash hands as long as you don't consume the water



Can I wash my clothes without boiling the water?

- Yes



Can I wash my dishes without boiling the water?

- Yes

When Service is Restored – and also – After the BWA is Lifted



Discolored Water → Flush Your Pipes



Discolored water is common after a water main repair in your area. Follow these simple steps to flush your pipes and relieve trapped air.



Begin with the **SINK** faucet on **lowest** floor.



SLOWLY open the **COLD** water **SINK** faucet.

Opening slowly allows for the release of trapped air and may reduce the banging noise, known as a “water hammer” that can occur when water flow and pressure changes as a result of water main repair work.

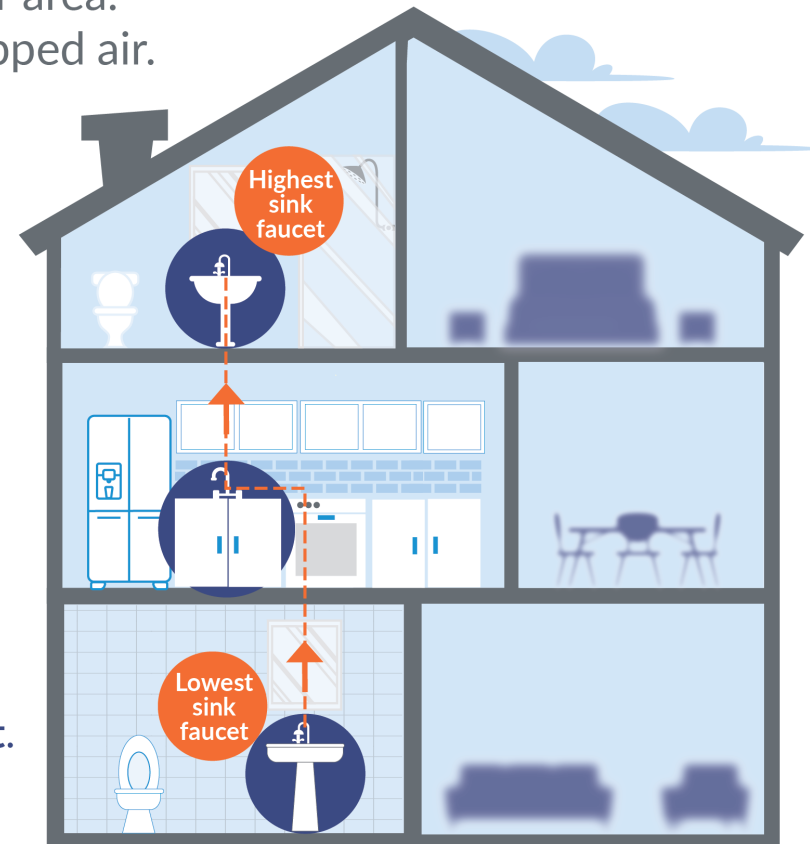


Repeat on **each floor**, moving from **lowest to highest**, only opening **COLD** water SINK faucets.



Once the **water runs clear**, usually in 5 minutes or less, **turn off** faucets in the same order, **lowest to highest**.

You should also flush your refrigerator’s water lines.



For more details: wsscwater.com/discoloredwater

Register for WSSC Water Alerts



Receive alerts about WSSC Water-related incidents near your home, office, school, or other important addresses.



Register for *text or email* alerts on up to three addresses.

REGISTER AT WSSCWATER.COM/CNS

- Create an account
- Opt-in to the alerts that you want
- Enter up to 5 different addresses to receive alerts associated with that location
- Text and email available
- Encourage others sign up too!

More information is available at www.wsscwater.com/bwa



Questions?

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