



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

We will get started shortly, thank you for your patience

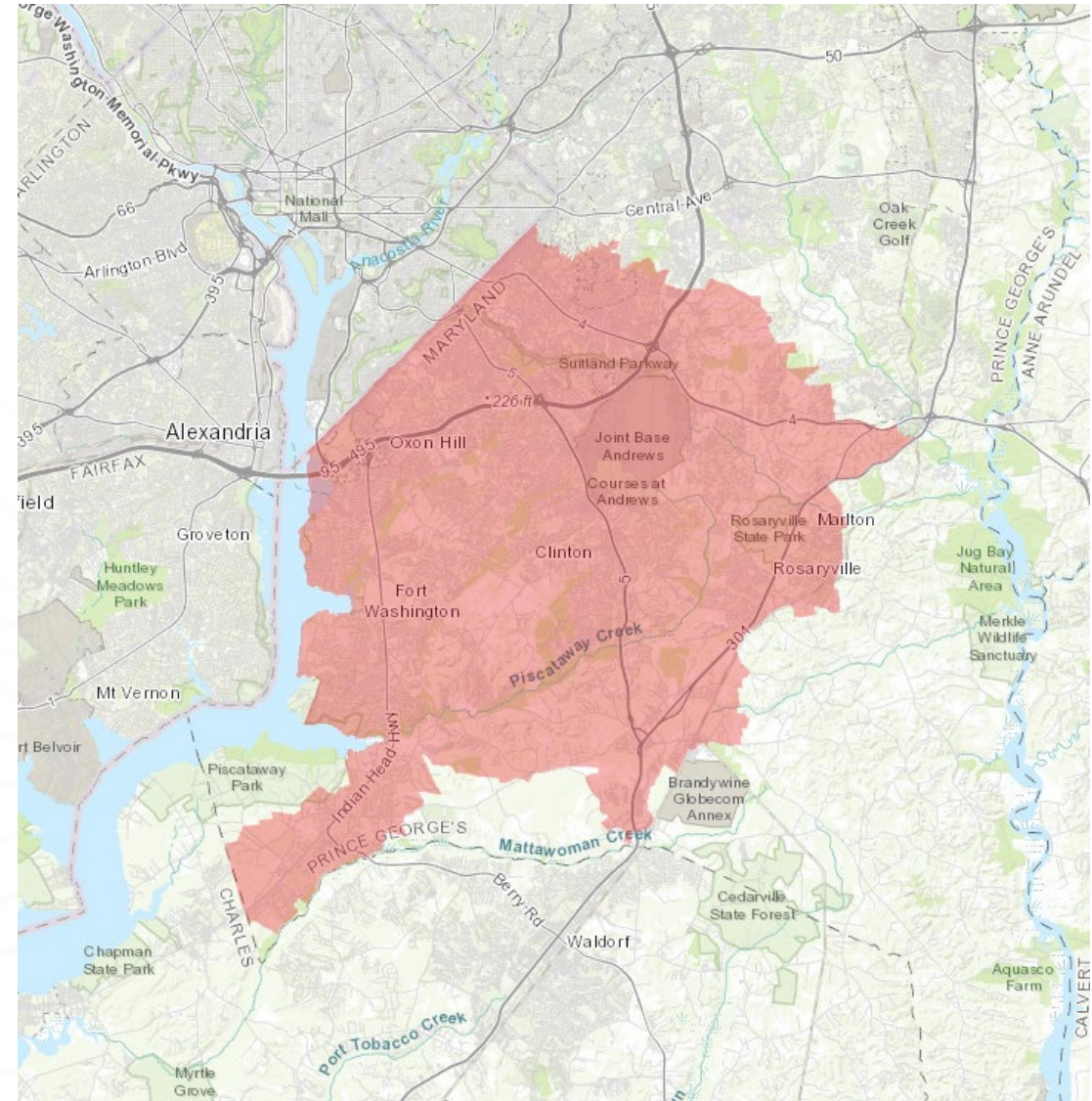
Wednesday, February 12, 2025 – 6:00 a.m.

Agenda

- Bottom Line Up Front
- Next Steps following a Boil Water Advisory
- Guidance For Customers **During** Boil Water Advisory
- Guidance for Customers **After** a Boil Water Advisory
- Boil Water Advisory FAQs
- Upcoming Briefings and Engagement

Bottom Line Up Front

- WSSC Water lost pressure in six drinking water storage facilities due to a major break in a 54-inch diameter water main located near the northbound exit ramp from I-495 onto Central Avenue.
- A boil water advisory (BWA) was issued for significant portions of southern Prince George's County – 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/>
- Water service and pressure was restored to all customers at approximately 6:00PM on Tuesday, February 11, 2025 and the system is full and storage restored overnight Tuesday into Wednesday, February 12.
- **Customers within the zone will need to continue to boil water until the advisory is lifted.**
- Sampling was conducted at 50 sites across the impacted area and those samples were “planted” for analysis at approximately 8:00 PM on Tuesday, February 11, 2025 with results likely ready at approximate 4:00 PM today
 - NOTE: WSSC Water coordinated with Maryland Department of the Environment (MDE) to increase sampling locations in an effort to rapidly assess water quality from across the impacted area. This may enable WSSC Water to lift the advisory more quickly but only when it is safe to do so. This is a collaborative process between MDE and WSSC Water and may be different depending on the conditions specific to any event. MDE is the regulatory authority and must approve each sampling plan.
- 2 water distribution sites were in operations from 2:00-9:00pm yesterday and will be in operations from 11:00am to 4:00pm. today. Times may be adjusted based on weather/travel conditions. Current planned locations are:
 - 6336 Rosecroft Drive in Ft. Washington
 - 11000 Thrift Road in Clinton



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 taken samples from 50 sites across the impacted area and they are undergoing analysis at our state-of-the-art laboratory in Silver Spring
- Testing and finalization of results typically takes 36-72 hours following restoration of the system.
- Once testing confirms that the water is safe, WSSC Water will communicate to customers through all available means.

Guidance For Customer During Boil Water Advisories

- Bring water to a rolling boil for one minute, then allow it to cool before:
 - Consuming the water
 - Brushing Teeth
 - Preparing Baby Food and Formula
 - Washing Fruits and Vegetables for consumption
 - Giving to pets
 - Making Ice
- You do NOT need to boil water before using for washing dishes, hands, laundry, or bathing **as long as the water is not consumed.**

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



During a Boil Water Advisory



Customers in the impacted area, if you have any water coming from your taps, you should **bring your water to a rolling boil for one minute**, then cool it before:



Consuming
Any Water



Brushing
Teeth



Preparing
Baby Food
& Formula



Washing
Fruits &
Vegetables



Giving
to Pets



Making
Ice

Water does not have to be boiled before it is used for washing dishes, hands, laundry, or bathing **as long as it is not consumed.**

After the Boil Water Advisory is Lifted - Flush Your System

- Begin with sink faucet on the 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.

Customers and businesses should also **dispose of stored water, drinks, or ice made since the Boil Water Advisory.** The next three batches of ice should also be thrown out. Ice maker containers should be wiped clean with a solution of two tablespoons of bleach to one gallon of water.

If you still experience problems after performing the above procedures, or if you have any questions, please contact our **Emergency Services Center 24/7 at 301-206-4002.**

For more information, visit wsscwater.com/BWA

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Durante un Aviso de Hervir el Agua



Hervir Durante **1 Minuto**

Clientes en el área afectada, si tienen agua que sale de sus grifos, deben **hervirla durante un minuto** y luego dejarla enfriar antes de:



Consumo de Agua



Cepillarse los Dientes



Preparación de Alimentos y Fórmulas para Bebés



Lavar Frutas y Verduras



Darles a las Mascotas



Hacer Hielo

No es necesario hervir el agua antes de usarla para lavar platos, manos, lavar la ropa o bañarse, **siempre y cuando no se consuma.**

Después de que se Levante el Aviso de Hervir el Agua, Limpie Su Sistema.

- Comience con el grifo en el piso más bajo.
- Abra lentamente el grifo de agua fría lentamente para liberar el aire atrapado, esto puede reducir el ruido de golpes, conocido como "golpe de ariete" que puede ocurrir cuando el flujo y la presión del agua cambian como resultado de las reparaciones de la tubería principal.
- Repita en cada piso, desde el más bajo al más alto, abriendo solo los grifos de agua fría.
- Una vez que el agua salga clara, generalmente en 5 minutos o menos, cierre los grifos en el mismo orden, del más bajo al más alto.
- También debe limpiar la línea de agua del refrigerador.

Los clientes residenciales y comerciales también deben **desechar el agua, las bebidas o el hielo almacenados que se hayan hecho desde la advertencia de hervir el agua.** Los siguientes tres lotes de hielo también se deben desechar. Los envases de la máquina de hielo deben limpiarse con una solución de dos cucharadas de cloro por galón de agua.

Si aún tiene problemas después de realizar los procedimientos anteriores, o si tiene alguna pregunta, comuníquese con nuestro **Centro de Servicios de Emergencia las 24 horas, los 7 días de la semana al 301-206-4002.**

Para obtener más información, visite wsscwater.com/BWA

Boil Water Advisory FAQs



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

- The BWA remains in effect.
- WSSC Water recommends bring the water from the tap to a rolling boil for one minute and allowing it to cool prior to consuming.



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

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](https://www.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!

Next Briefing

- Planned for 1:00 pm today, please watch your email just in case a change in meeting time is required.



Questions?

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