



## 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 – 5:45 a.m.

# Agenda

- Overview of current operations
- Areas impacted by Boil Water Advisory & No Water
- Next Steps following a Boil Water Advisory
- Supporting communication efforts
- Upcoming Briefings and Engagement

# 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 suspected water main break – the break location has not yet been identified.
- WSSC Water personnel have been out searching for the break since 1:00am; anyone in the area should call to report if they smell chlorine or if they see unexplained running water.
- WSSC Water commenced emergency coordination and determined that a Boil Water Advisory would be required for areas south of MD-4 Pennsylvania Avenue.
- Due to the ongoing loss of water, the impacted area was expanded northward.
- Many customers are likely without water service at this time as several tanks have lost pressure in the area.
- 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.

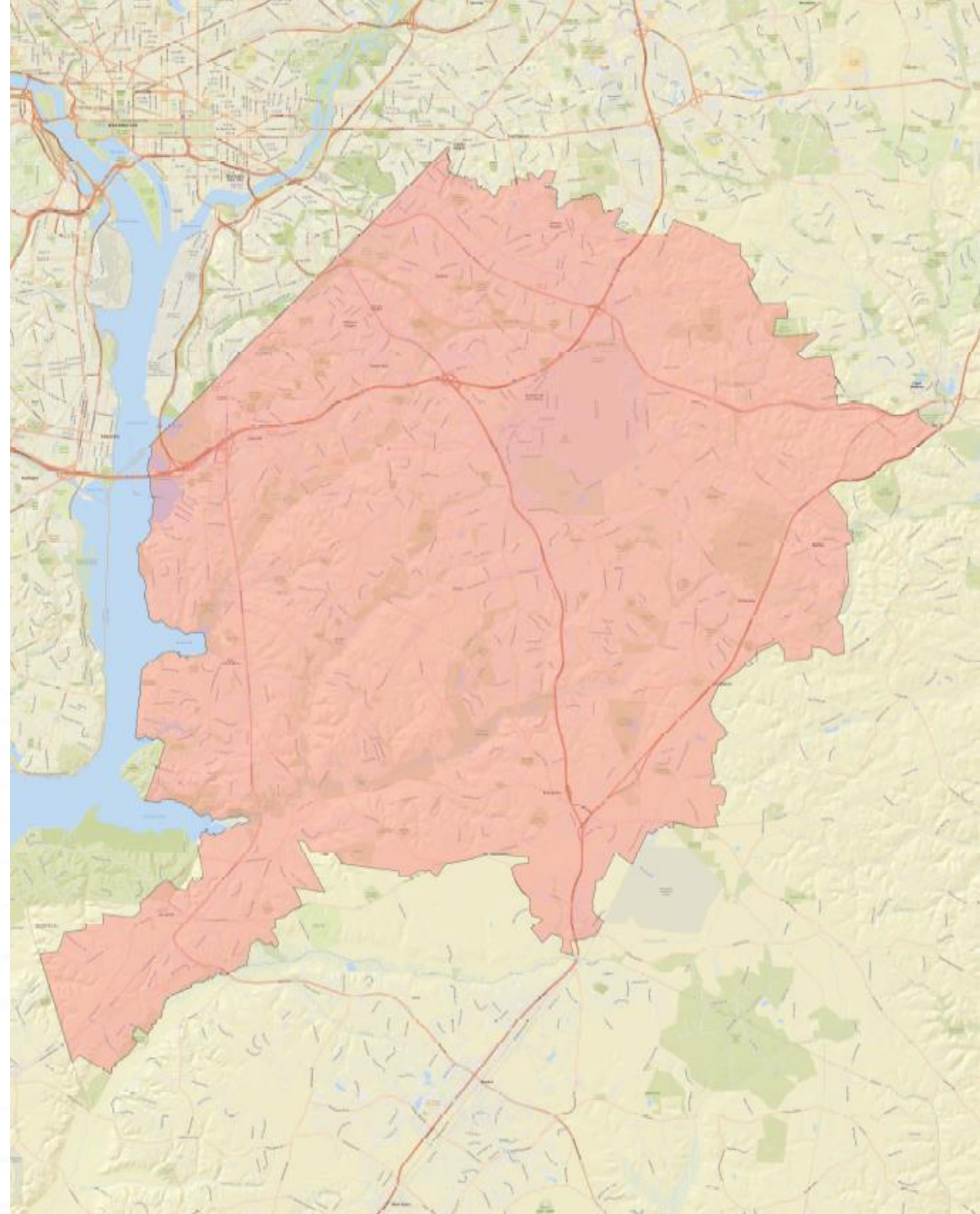
# Boil Water Advisory in Place for Large Portion of Southern Prince George's County

## 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



# Next Steps



- After isolating the suspected issue, pressure should return to most customers within several hours.
- WSSC Water is developing a sampling plan which will be implemented once water is restored.
- At least, two consecutive rounds of bacteriological sampling must be completed prior to lifting the Boil Water Advisory.
- Testing typically takes 48-72 hours following restoration of the system.
- At this time, there is no indication of contamination but, due to system pressure loss, sampling is a necessary step to ensure public health.

# How Can You/Customers Help?

- Water main break location has not yet been identified.
- Customers can help us locate this break by calling our Emergency Services Center.
- Look for water flowing steadily in wooded areas or streams running higher than normal.
- Customers can also notify us if they smell chlorine outside.



**301-206-4002**



**EmergencyCallCenter@wsscwater.com**



**WSSC Water Mobile App**

Available on Apple App Store and Google Play



# 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!

# Ongoing Engagement



- **Next briefing planned for 11:00am**
- Your feedback is appreciated – send your thoughts and suggestions to [iro2@wsscwater.com](mailto:iro2@wsscwater.com)



**Questions?**