



Goya Dr Phase II Water Main Replacement Project Update Meeting

Project ID #BR6189B16

Montré Dupree, Project Outreach Specialist
Diane Kershaw, Section Manager, Pipeline Infrastructure Planning
Jedidiah Bitango, Onsite Crew Supervisor

April 15, 2025

Agenda

- Introduction to Project Team
- WSSC Water Overview
- Project Overview
- Project Map & Updates
- Construction Schedule
- What to Expect During Construction
- Important Contacts/Customer Assistance
- Questions & Answers

Project **Contacts**

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Onsite Crew Supervisor

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Customer Advocate

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Emergency Services Center

Open 24/7

301-206-4002

emergencycallcenter@wsscwater.com



Scan or visit
wsscwater.com/projectmeetings
for more information on
Community Project Meetings

WSSC WATER AT A GLANCE



★ **106 years** of no drinking water quality violations, ever.

★ **Platinum Peak Performance** recognition for wastewater treatment and resource recovery excellence.



8th

Largest combined water and wastewater utility in the United States by population served



1.9M

Residents served



162 MGD

Water provided each day



1000 Sq. Miles

Size of WSSC Water's Service Area



1,700+

Members of Team H₂O deliver on our mission



\$114.9B

WSSC Water supports the economic output of Prince George's and Montgomery counties



\$1.8B

FY2025 Operating & Capital Budget



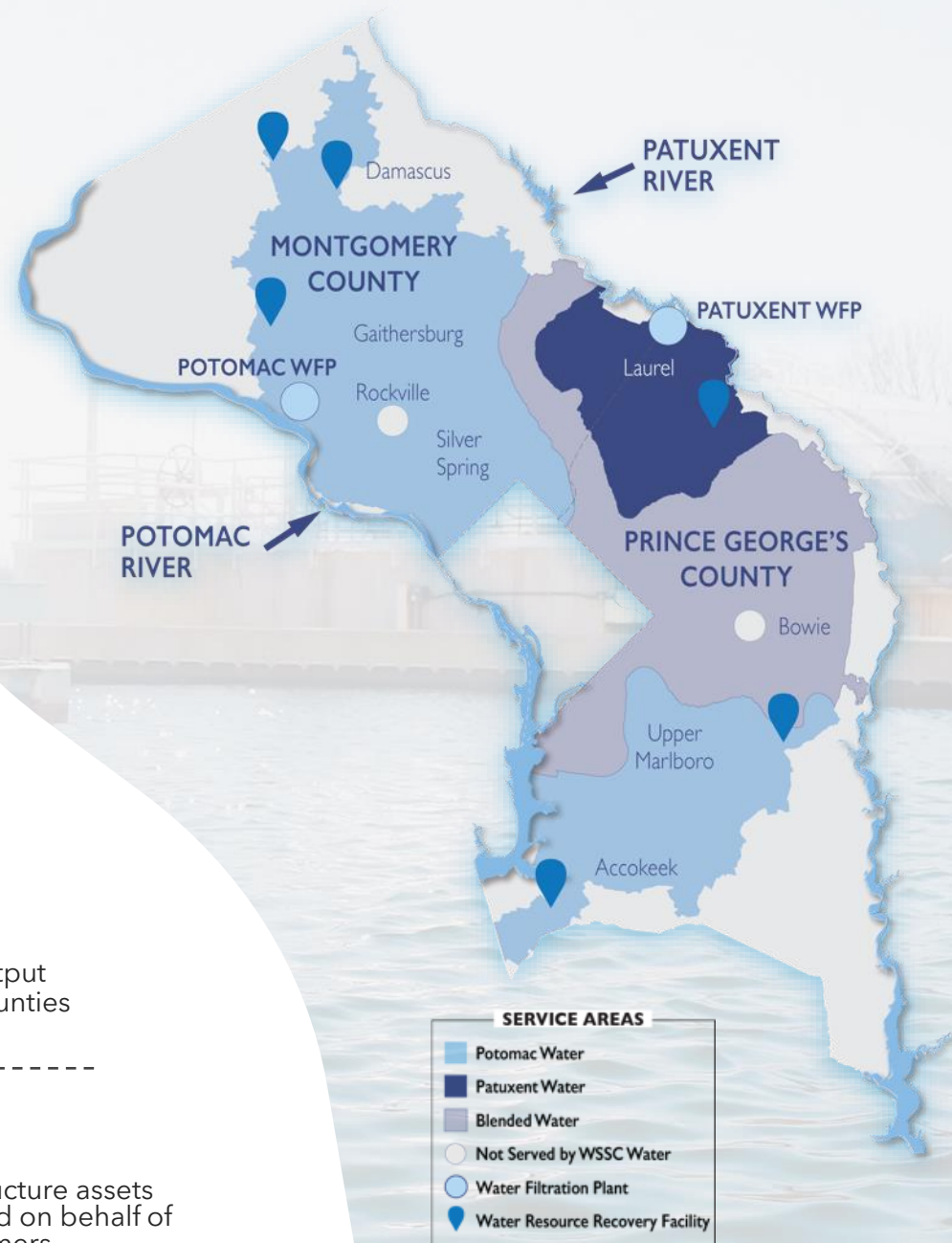
\$5.9B

6-Year Capital Improvements Program



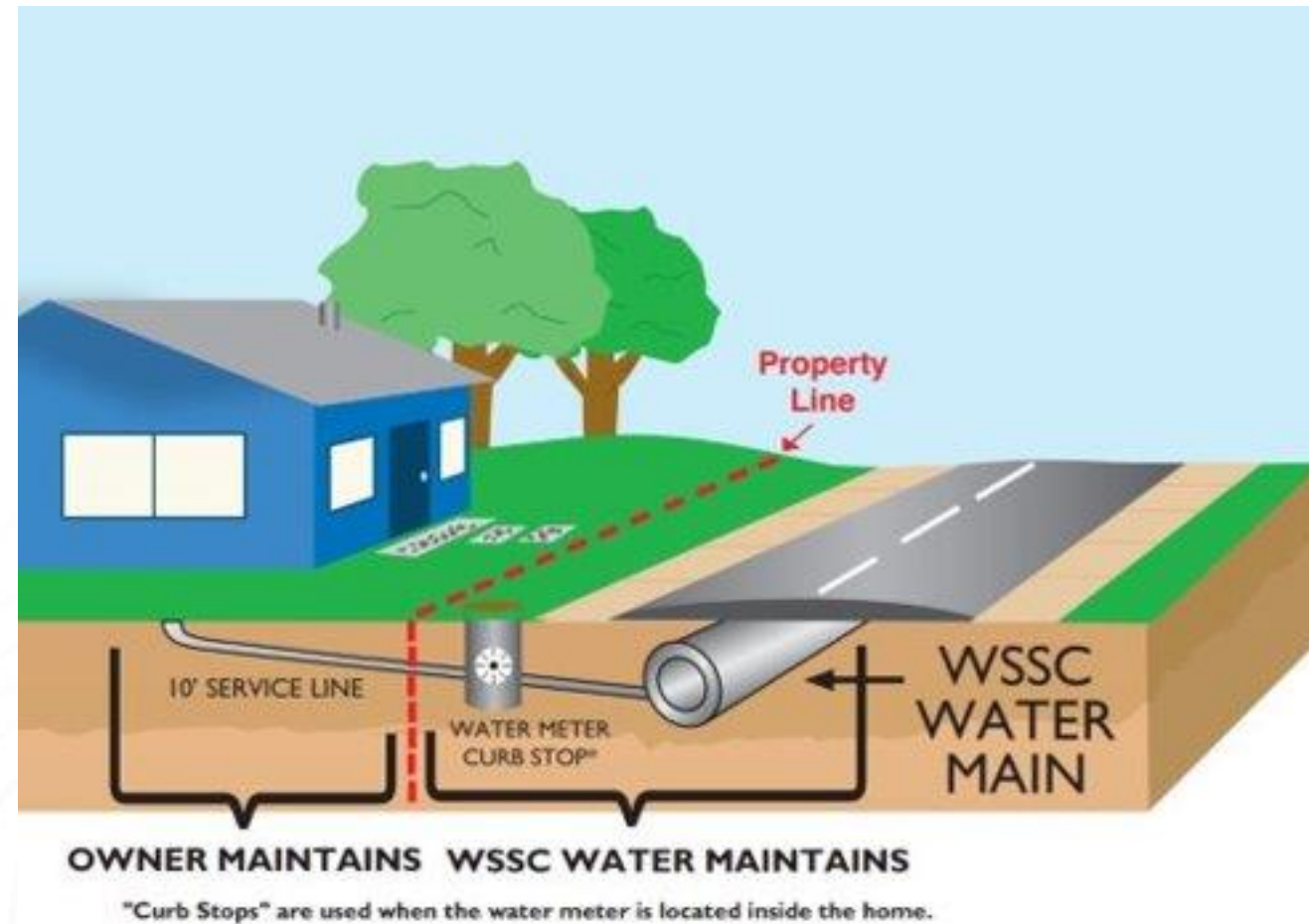
\$9B

In infrastructure assets maintained on behalf of our customers



Project Overview

- New watermain
were installed within the roadway
- New house connection
(service line) installations
up to property line or water
meter/curb stop are ongoing
- Replacing existing pipes helps
reduce disruptions to community,
environment and emergency
services due to water main breaks

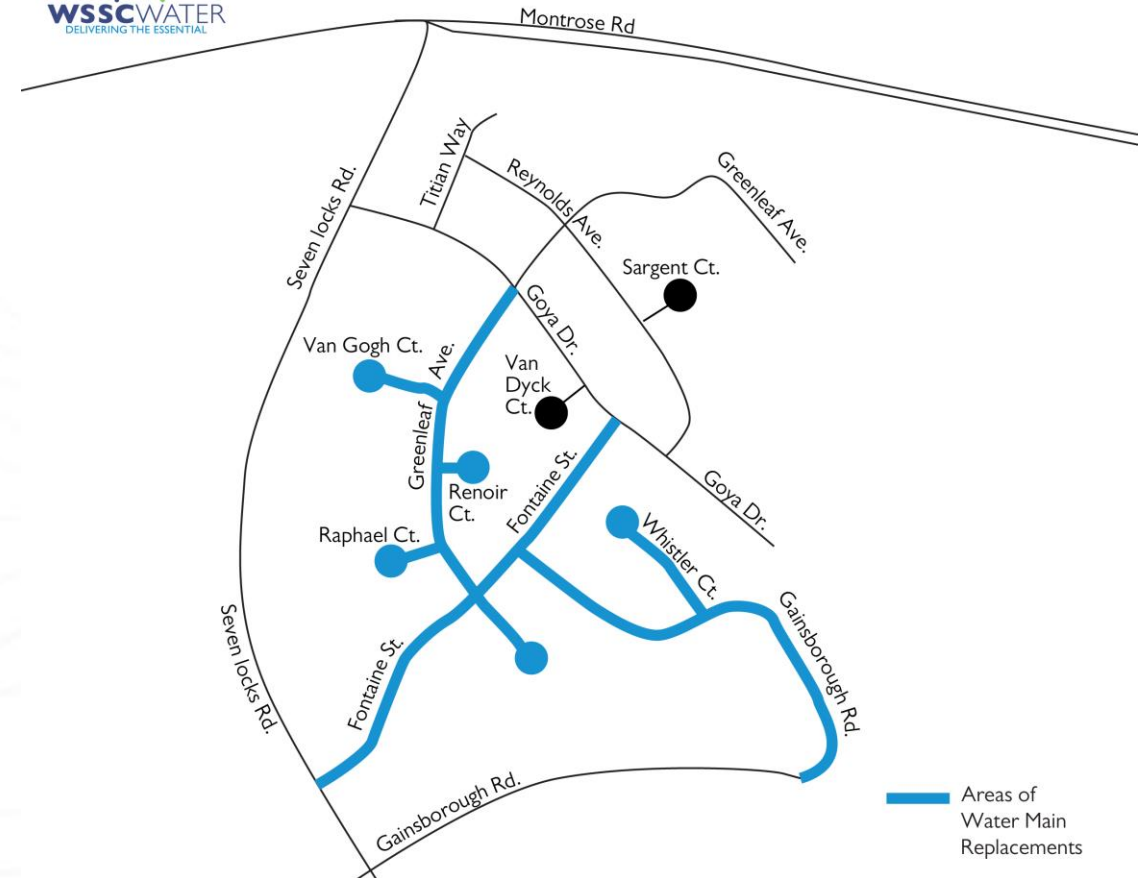


Project Map & Construction Progress

- Phase 2 construction began March 1, 2024
- Construction Progress:
 - Greenleaf Ave – Water Main Installation Complete
 - Van Gogh Court – Water Main Installation Complete
 - Renoir Court – Water Main Installation Complete
 - Raphael Court – Water Main Installation Complete
 - Fontaine Street – Water Main Installation Complete
 - Greenleaf Court – Water Main Installation Complete
 - Gainsborough Road – Under Construction
 - Whistler Court – Under Construction



GOYA DRIVE - PHASE II WATER MAIN REPLACEMENT PROJECT MONTGOMERY COUNTY, MARYLAND



Project Updates

- **Gainsborough Road**

- New water main has been installed
- **Next Steps**
 - Connect water services to the new water main
 - Estimated completion date: April 30, 2025

- **Whistler Court**

- New water main is being installed
- **Next Steps**
 - Connect water services to the new water main
 - Estimated completion date: April 30, 2025

- **Final Paving**

- Fontaine Street
- Gainsborough Road
- Whistler Court
- Greenleaf Road (Court)



Phase 2 Construction Schedule

March 2024
Construction Start



April 2025
Estimated Construction
Completion

Construction schedule is estimated and weather dependent

What to Expect During Construction

- Anticipated Work schedule: 7:00 a.m. to 5:30 p.m., Monday-Thursday
- Construction activities may include:
 - Marking locations of utilities
 - Field inspections
 - Rehabilitation of water mains and house connections
 - Pavement restoration where digging is necessary



What to Expect During Construction (cont.)

- Open-cut construction method, which involves cutting and excavating a section of the pavement
- This construction method does create noise and dust



Traffic Impacts

- Certain construction activities may require temporary changes to traffic patterns
 - Traffic will be managed to minimize community disruptions
- Access will be maintained to homes during construction
 - Access into homes is **NOT** required
 - Access onto private property is generally **NOT** required
- Parking restrictions
 - WSSC Water will provide 48-hour advance notice (denoted by “No Parking” signs) before any parking restrictions
 - Any vehicles not removed from the designated area will be towed to a nearby street at no cost to owner
- Final restoration of sidewalks, roadways and landscaping will take place within 90 days of construction completion

Final restoration may take place in phases when possible



Signage and Restoration

- Construction signs with contact persons placed throughout project area
- Projects completed during winter months are permanently paved and restored to their original state or better the following spring



Project Summary

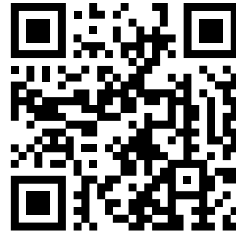
- **Overview:** Existing water mains are near the end of their useful lives
- **Replacements:** WSSC Water is replacing the water mains and water house connections up to the property line
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will coordinate work activities with property owners in the project area
- **Restoration:** WSSC Water will restore all areas impacted by construction activities at the end of the project
- **Objective:** WSSC Water's goal is to provide a reliable water system to customers

Helping Our Neighbors: Water Bill Assistance



Promise.

Sign up for an affordable, flexible and interest-free payment plan. **Customers with a past-due balance of \$50 or more are eligible.**



CUSTOMER ASSISTANCE PROGRAM (CAP)

CAP assists approved residential customers by **waiving fixed fees**, providing **free annual leak investigations** and **much more.**



Eligible customers can access the Water Fund multiple times, **up to \$500 per year.**



PipeER+

Provides a loan **up to \$10,000** to finance the repair, replacement or diagnostics of sewer or water on-property service line. The WSSC Federal Credit Union administers PipeER.



wsscwater.com/assistance



Contact Us: (301) 206-4001
customerservice@wsscwater.com



CNS Customer Notification System

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

Customer Notification System (CNS)

REPORT A WATER OR SEWER EMERGENCY

301-206-4002

EmergencyCallCenter@wsscwater.com

WSSC Water Mobile App
Available on Apple App Store and Google Play

WSSC WATER
DELIVERING THE ESSENTIAL

Report Water/Sewer Emergency

Customer Advocate

- The Customer Advocate provides a support interface between both commercial and residential customers, WSSC Water employees, public officials, county agencies, HOAs/civics and other key external stakeholders with the goal of providing exceptional customer service.
- Advocates are responsible for educating WSSC Water's external customers on a variety of topics including financial assistance, water conservation and other important commission initiatives.
- They also coordinate "on the scene" customer support during emergency events.

Montgomery County (areas north of Randolph Road)



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Questions?

