



Chapman Avenue Water Main Replacement Project

Project ID #AW7795A24

Montré Dupree, Project Outreach Specialist
Adrienne Capkovic, Design Project Manager
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April 30, 2025

Agenda

- Introduction to Project Team
- WSSC Water Overview
- Project Overview
- Project Map
- Estimated 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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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



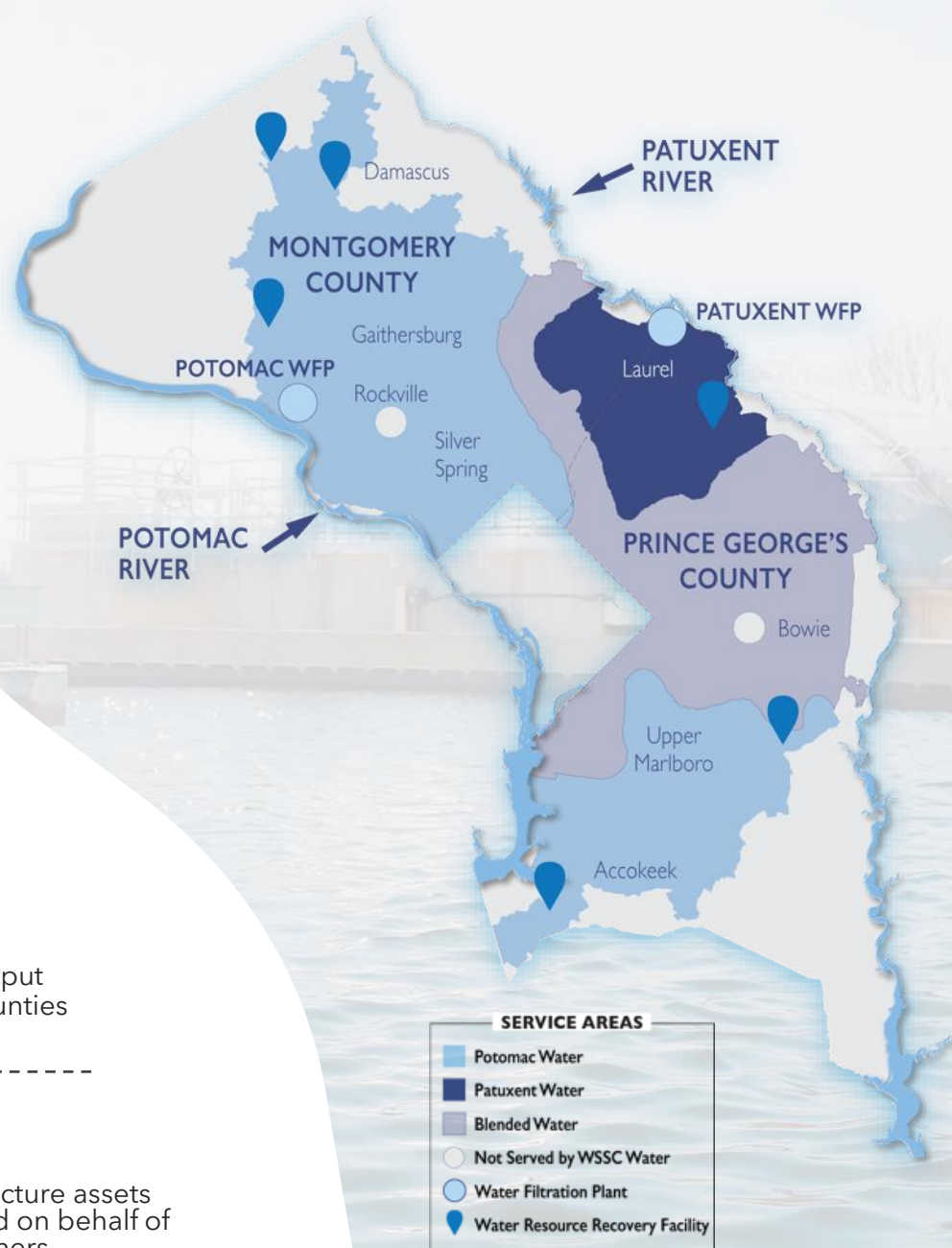
\$5.9B

6-Year Capital Improvements Program



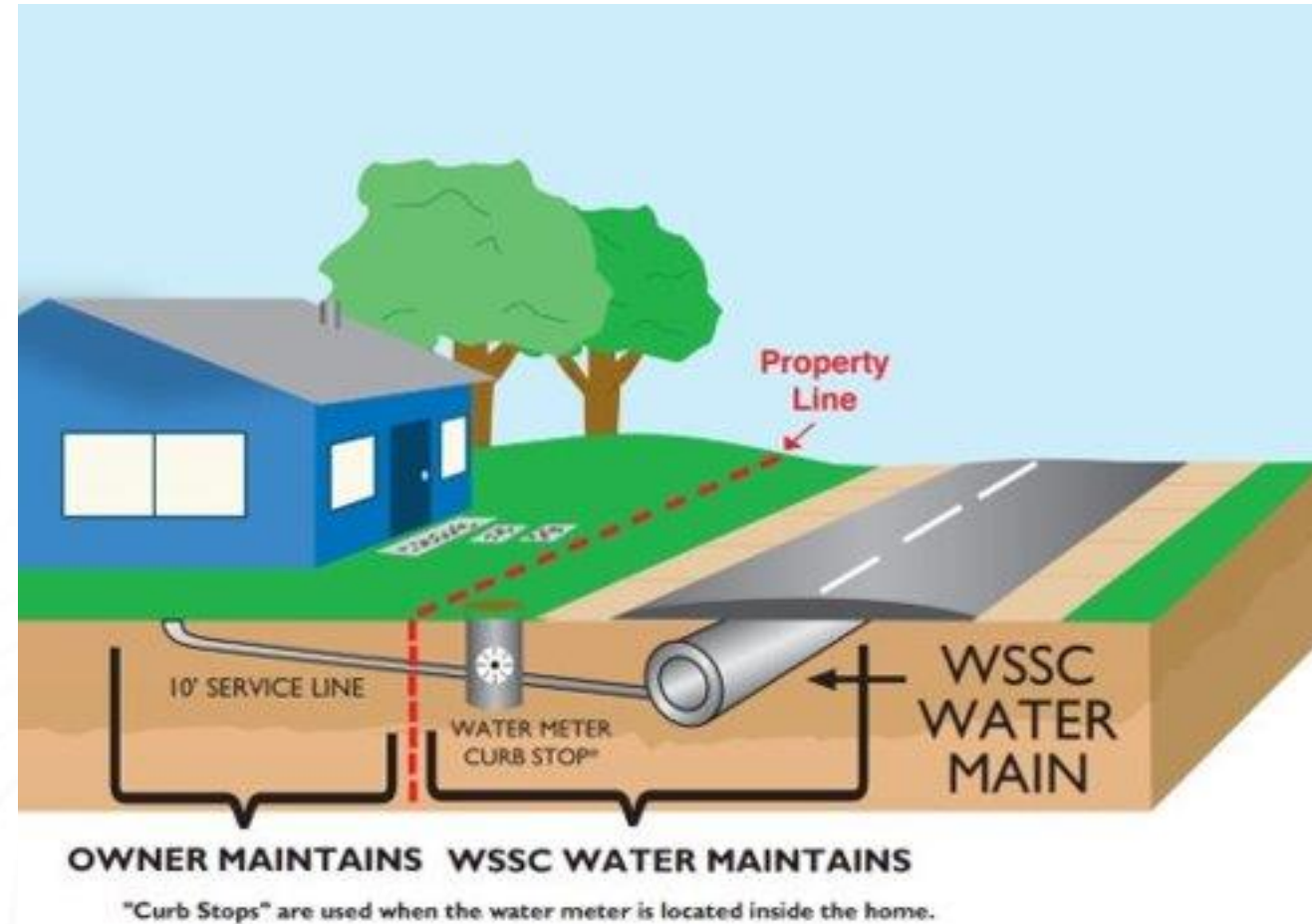
\$9B

In infrastructure assets maintained on behalf of our customers



Project Overview

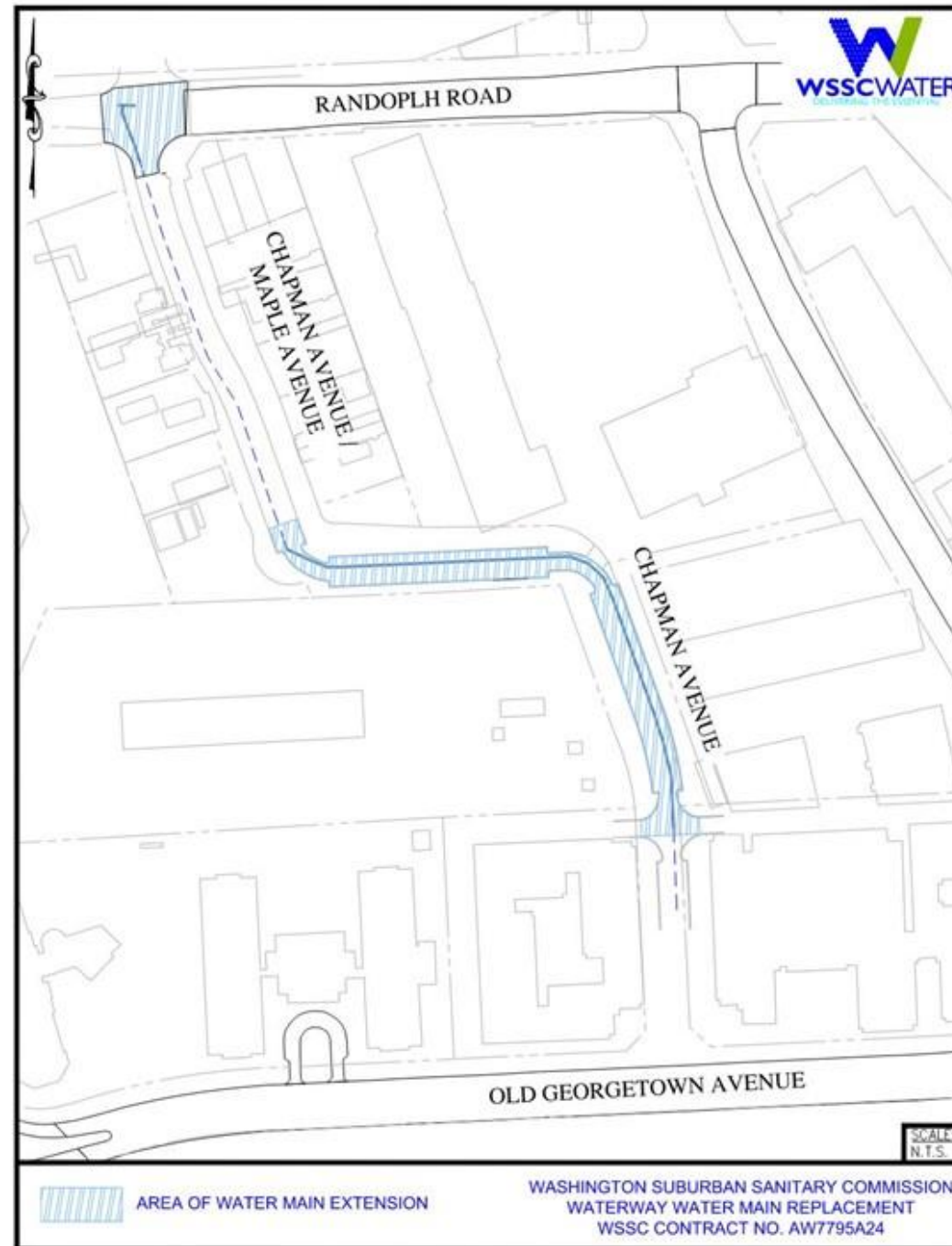
- New watermain will be installed within the roadway
- Replacing existing pipes helps reduce disruptions to community, environment and emergency services due to water main breaks
- By connecting the two existing pipes on Chapman Ave, we will be able to increase pressure and reduce dirty water issues common at dead ended pipelines



Project Map

Directly Impacted Streets

- Chapman Avenue
- Randolph Road



Fire Hydrant Installation

- WSSC Water is responsible for providing **water for fire protection** to Montgomery and Prince George's counties
- To safeguard public safety, we proactively replace and maintain our fire hydrants to monitor water pressure and flow rate, as well as inspect internal working parts to **ensure the highest level of protection**
- Per the Fire Safety Code, the maximum spacing between fire hydrants is **250-600 feet**, depending on the building structure
- WSSC Water fire hydrants are made of cast iron materials and **can last more than 50 years**

WSSC Water fire hydrants have dark green top and gray body.



Estimated Construction Schedule



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-Friday
 - Conditions at some locations may require different work hours
 - Businesses will be notified at least two days prior to construction activity changes
- Construction activities may include:
 - Marking locations of utilities
 - Replacement of water mains
 - Pavement restoration where digging is necessary
- WSSC Water coordinates with local and state agencies, as well as other utilities for all planned work to avoid potential conflict and minimize disturbances to neighborhoods



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 businesses during construction
 - Access into buildings is **NOT** required
 - Access onto private property is generally **NOT** required
 - We are aware of concerns to access the shopping center during construction. We will do our very best to allow access during construction with the exception of the day we lay pipe in front of the entry point. But we will try to time it so that only minimal disruption occurs.
- 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

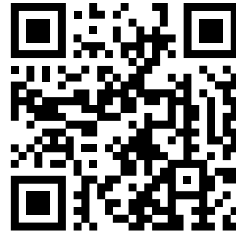
- **Overview:** Existing water mains are near the end of their useful lives
- **Replacements:** WSSC Water is replacing the water mains in the roadway
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will coordinate work activities with property 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



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)

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



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?

