



# Montgomery Knolls Water Main Replacement Project

Project ID #BR63I5A17

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# Agenda

- Introduction to Project Team
- WSSC Water Overview
- Project Overview
- Project Map
- Estimated Construction Schedule
- What to Expect During Construction
- What's Your Pipe Type?
- Important Contacts/Customer Assistance
- Questions & Answers

# Project **Contacts**

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Technical Contracts Supervisor

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## **Emergency Services Center**

Open 24/7

301-206-4002

[emergencycallcenter@wsscwater.com](mailto:emergencycallcenter@wsscwater.com)



Scan or visit  
[wsscwater.com/projectmeetings](https://wsscwater.com/projectmeetings)  
for more information on  
Community Project Meetings

# WSSC WATER AT A GLANCE



- ★ **107 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 H<sub>2</sub>O 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



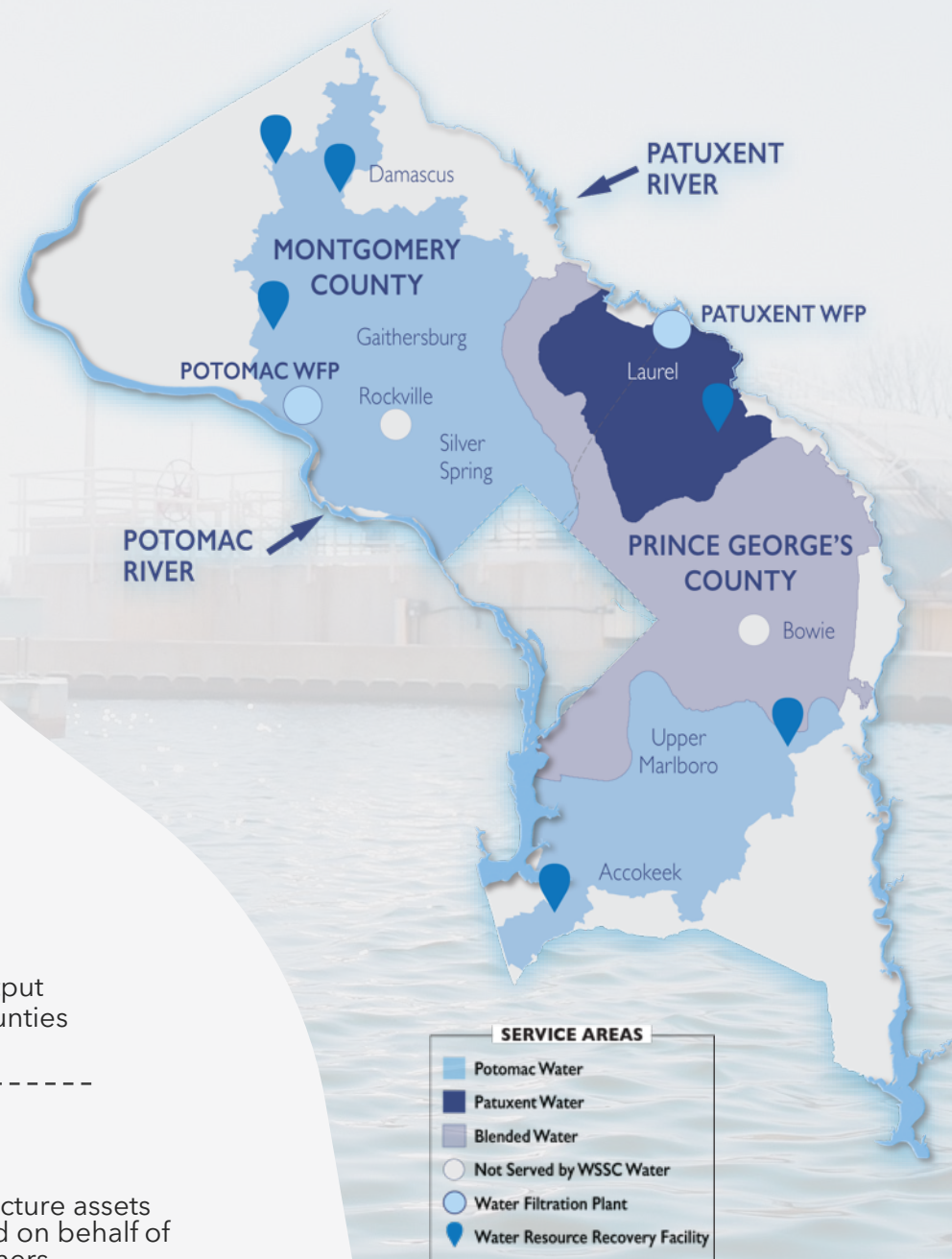
**\$5.9B**

6-Year Capital Improvements Program



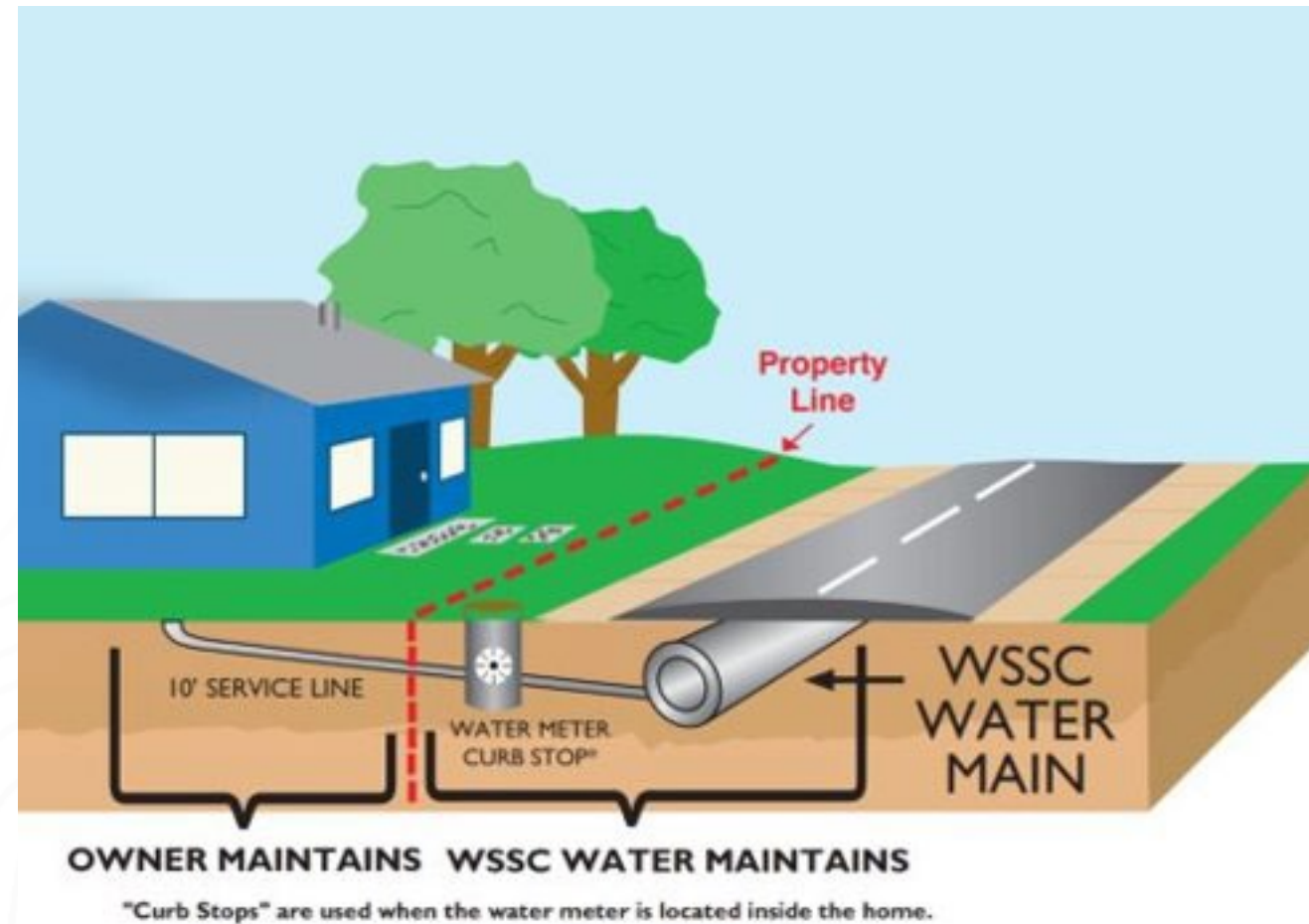
**\$9B**

In infrastructure assets maintained on behalf of our customers



# Project Overview

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



# Project Map

## Directly Impacted Streets

### Phase 1

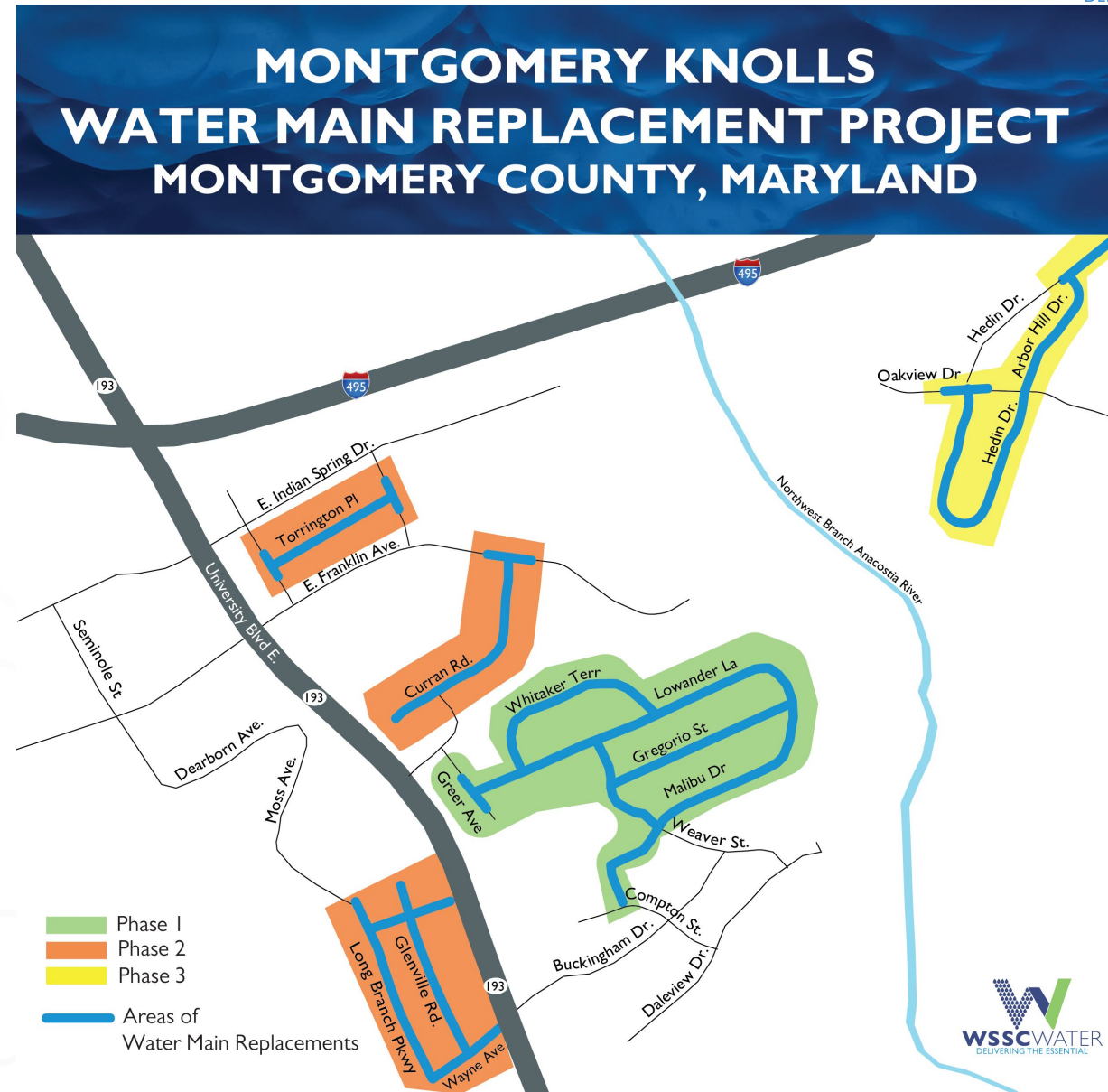
- Greer Avenue
- Gregorio Street
- Lowander Lane
- Malibu Drive
- Whitaker Terrace

### Phase 2

- Curran Road
- Glenville Road
- Long Branch Parkway
- Torrington Place
- Wayne Avenue

### Phase 3

- Arbor Hill Drive
- Hedin Drive
- Oakview Drive



# 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: 9:00 a.m. to 3:00 p.m., Monday-Friday
  - Conditions at some locations may require different work hours
  - Residents will be notified at least two days prior to construction activity changes
- Construction activities may include:
  - Marking locations of utilities
  - Field inspections
  - Replacement of water mains, and house connections
  - 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



# Temporary Water Service Installation

- Above ground (bypass) pipes may be installed to maintain water service to your home
  - Bypass pipes are not used in cold weather months
- These pipes will be placed along the roadway edge and provide the same quality of water to your home.



# Construction 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, except for those whose service lines need to be verified
  - Access onto private property is generally **NOT** required, again, except for those whose service lines need to be verified
- 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



# What's Your PIPE TYPE



- Lead & Copper Rule is a national public health effort to remove lead from America's drinking water.
- Multi-year EPA rule focuses on identifying pipe materials, including those on private property.
- WSSC Water treats drinking water, which is lead-free as it leaves the plant and flows through the water mains.
- But lead can get into water as it passes through service lines, household plumbing and/or faucets and fixtures that contain lead.
- WSSC Water removed all known lead pipes within our distribution system in the early 2000s.



**GALVANIZED STEEL**  
(DULL GRAY)



**COPPER PIPE**  
(COLOR SIMILAR TO PENNY)



**PLASTIC PIPE**  
(COLORS VARY)



**LEAD PIPE**  
(GRAY, OFTEN WITH BULB)



**PAINTED PIPE**  
(ANY MATERIAL MAY BE PAINTED)

*More information on identifying your pipe type can be found at: [wsscwater.com/pipetype](https://wsscwater.com/pipetype)*

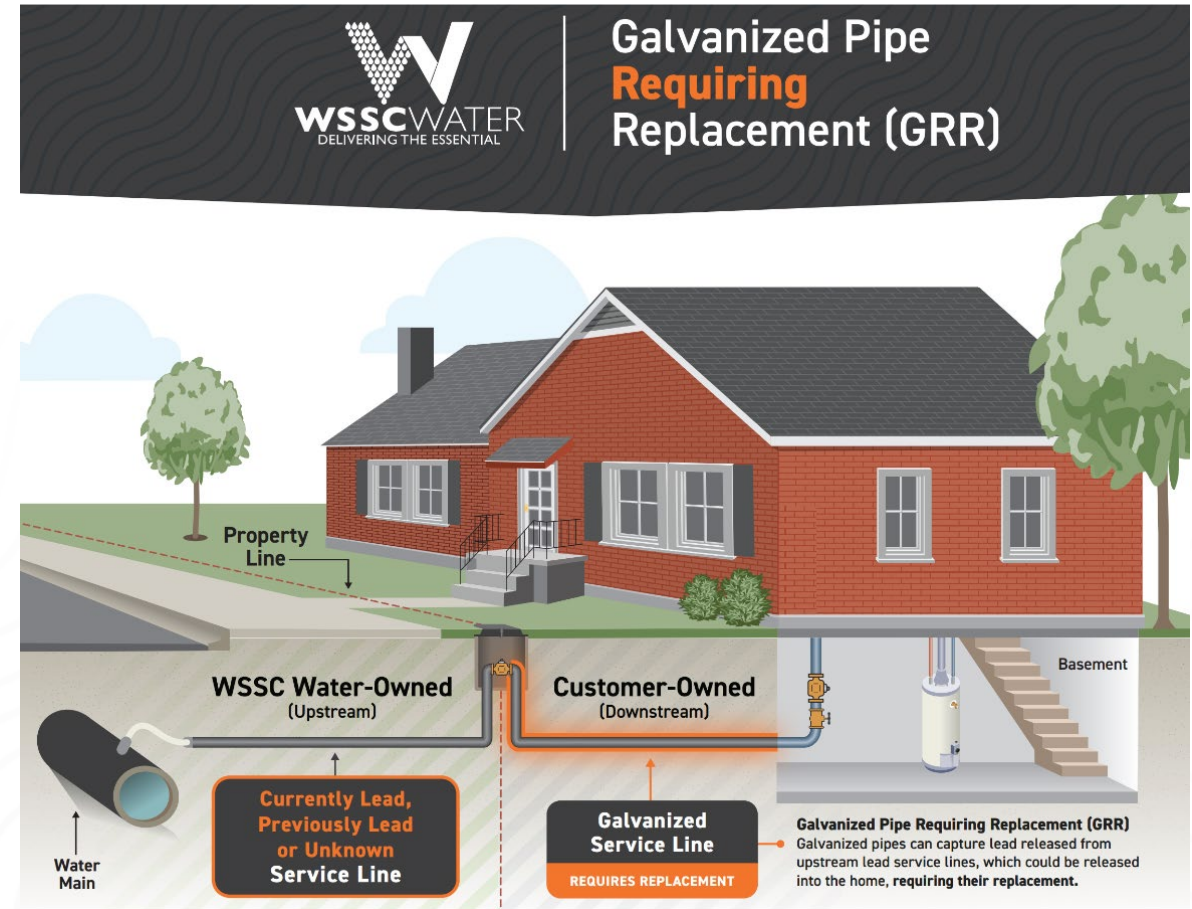
# Unknown & Galvanized Pipes

## Unknown

- Customer-side only, utility-side only or both sides

## Galvanized

- If the WSSC Water-owned portion was NEVER lead, it doesn't need to be replaced.
- If the WSSC-Water-owned side is lead, or was ONCE lead, or cannot be proven it was ever non-lead, this service line requires replacement.



# If confirmed GRR (or Lead)



- EPA and WSSC Water recommend replacement
  - Currently developing replacement plan
  - Also developing financial assistance plan
- In the meantime
  - WSSC Water can provide a sampling kit for residents to collect water samples. We will provide free analysis.
  - Ways to reduce lead exposure
- Actions required after construction
  - Flushing (running the taps)
  - Sampling
  - Filtering your drinking water

# Ways to Reduce Lead Exposure



## Run your water

- Before drinking or cooking, flush your pipes for 5 min by running the tap, taking a shower, or doing laundry or dishes
- Use only cold water for drinking, cooking, or making baby formula



## Clean faucet aerators

- Regularly remove and clean the aerator on your faucets
- Aerators can trap lead particles if you have, or previously had, a lead service line



## Use and maintain water filters

- Consider using a water filter certified to remove lead
- There are various types including filters for: water pitchers, faucet-mounted, under-sink, refrigerators, and more
- Follow the manufacturer's schedule for filter replacement



## Replace old faucets and fixtures

- Faucets and fixtures installed prior to 2014 do NOT meet today's requirements for "lead free" fixtures. Consider replacement

# Project Summary

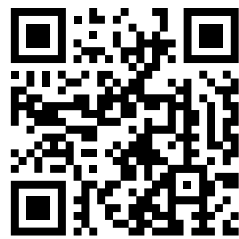
- **Overview:** Existing water mains are near the end of their useful lives
- **Replacements:** WSSC Water is replacing the water mains and water house connections up to the property line
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will 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 plumbing inspections** for water leaks 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](https://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 south of Randolph Road)**



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# Questions?

