



# Darlene Dr Water Main Replacement Project

## Project ID #BR6558A18

**Joy Hamilton**, Project Outreach Manager  
**Abiodun Ola**, Design Project Manager  
**Tim Allen**, Technical Contracts Supervisor

August 26, 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**

## **Tim Allen**

Technical Contracts Supervisor

240-676-5970

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## **Steven Mogel**

Systems Inspector

240-302-6324

Steven.Mogel@wsscwater.com

## **Emergency Services Center**

Open 24/7

301-206-4002

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.
- ★ **Peak Performance Awards** 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



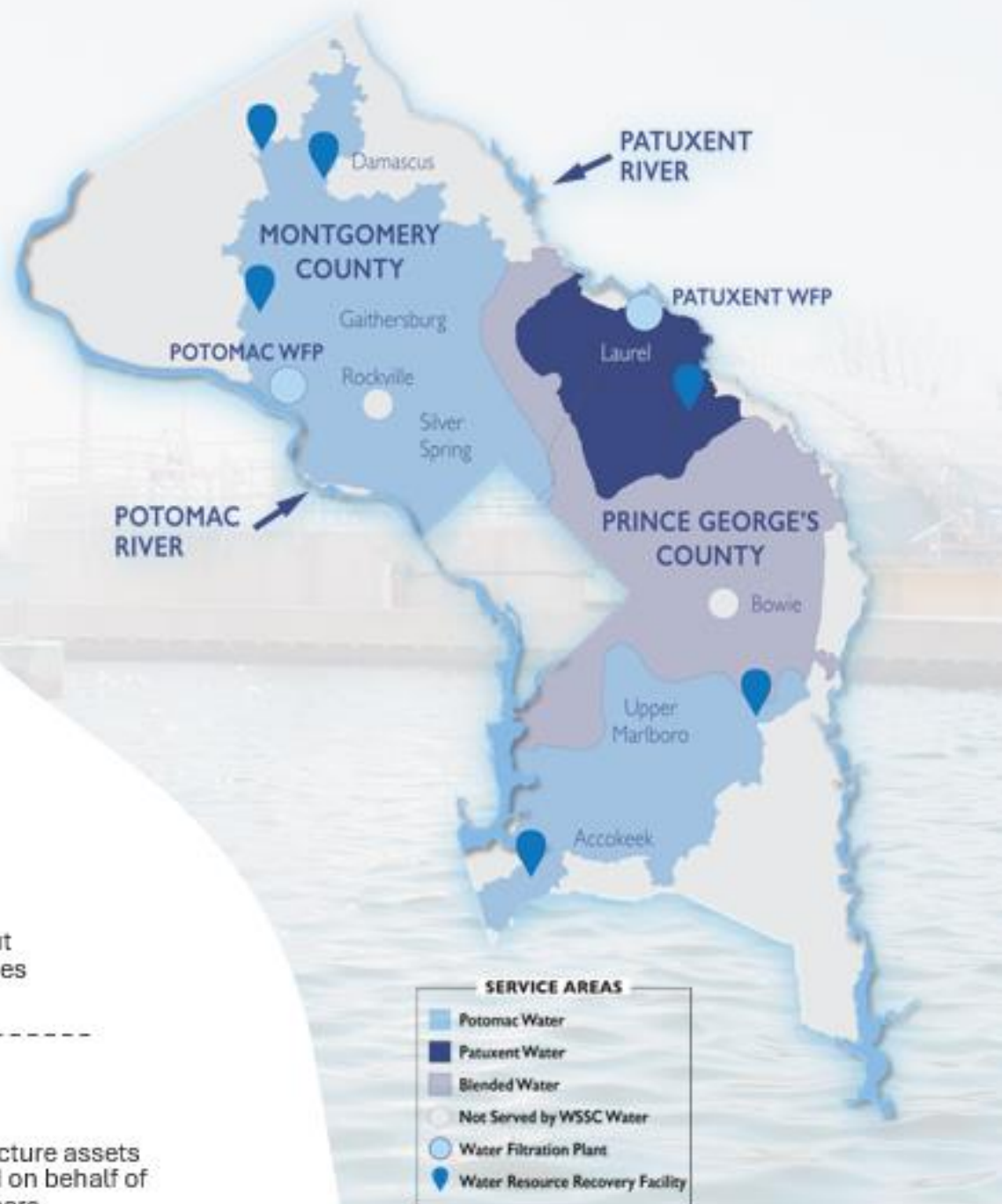
**\$4.9B**

6-Year Capital Improvements Program



**\$9B**

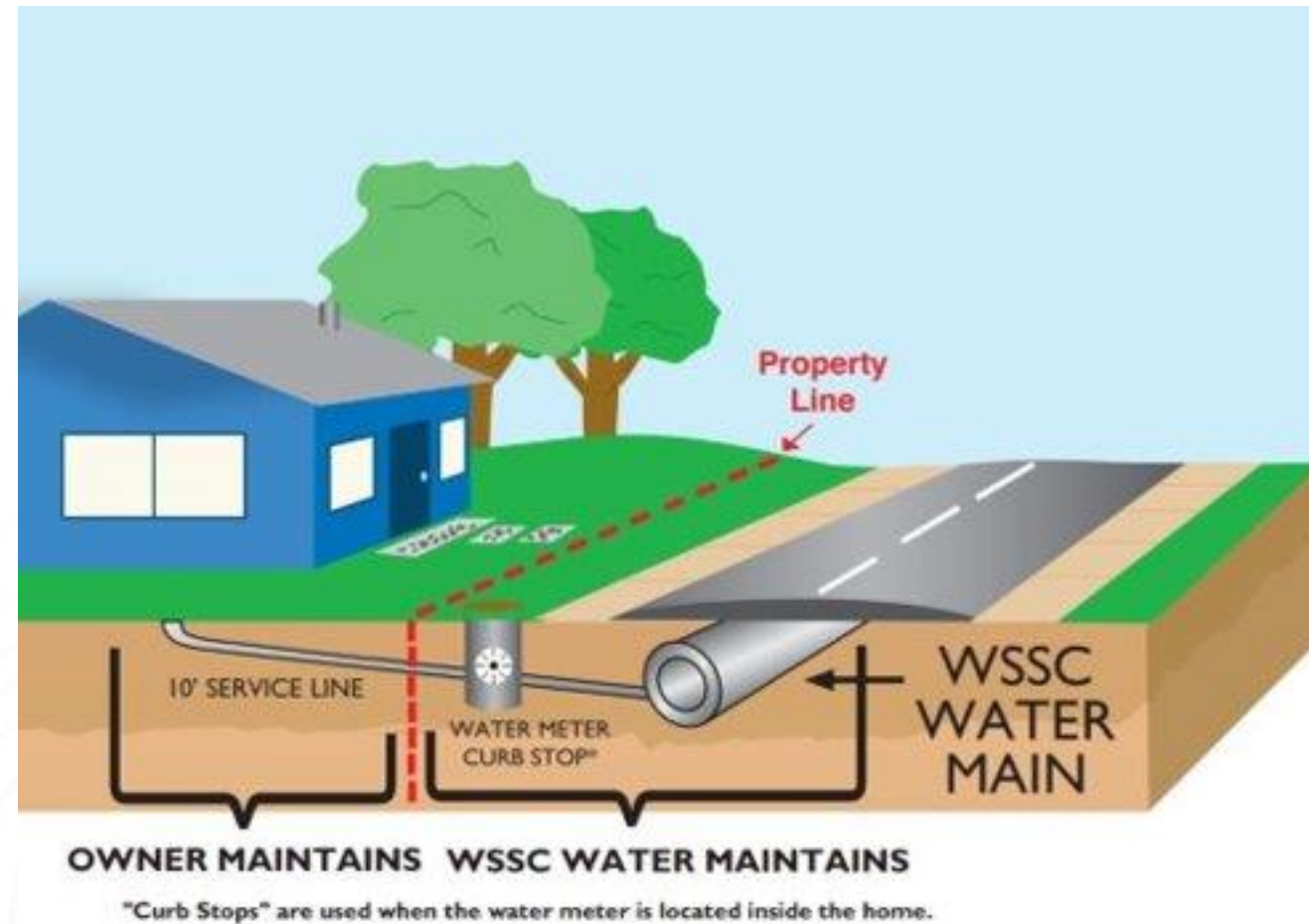
In infrastructure assets maintained on behalf of our customers





# Project Overview

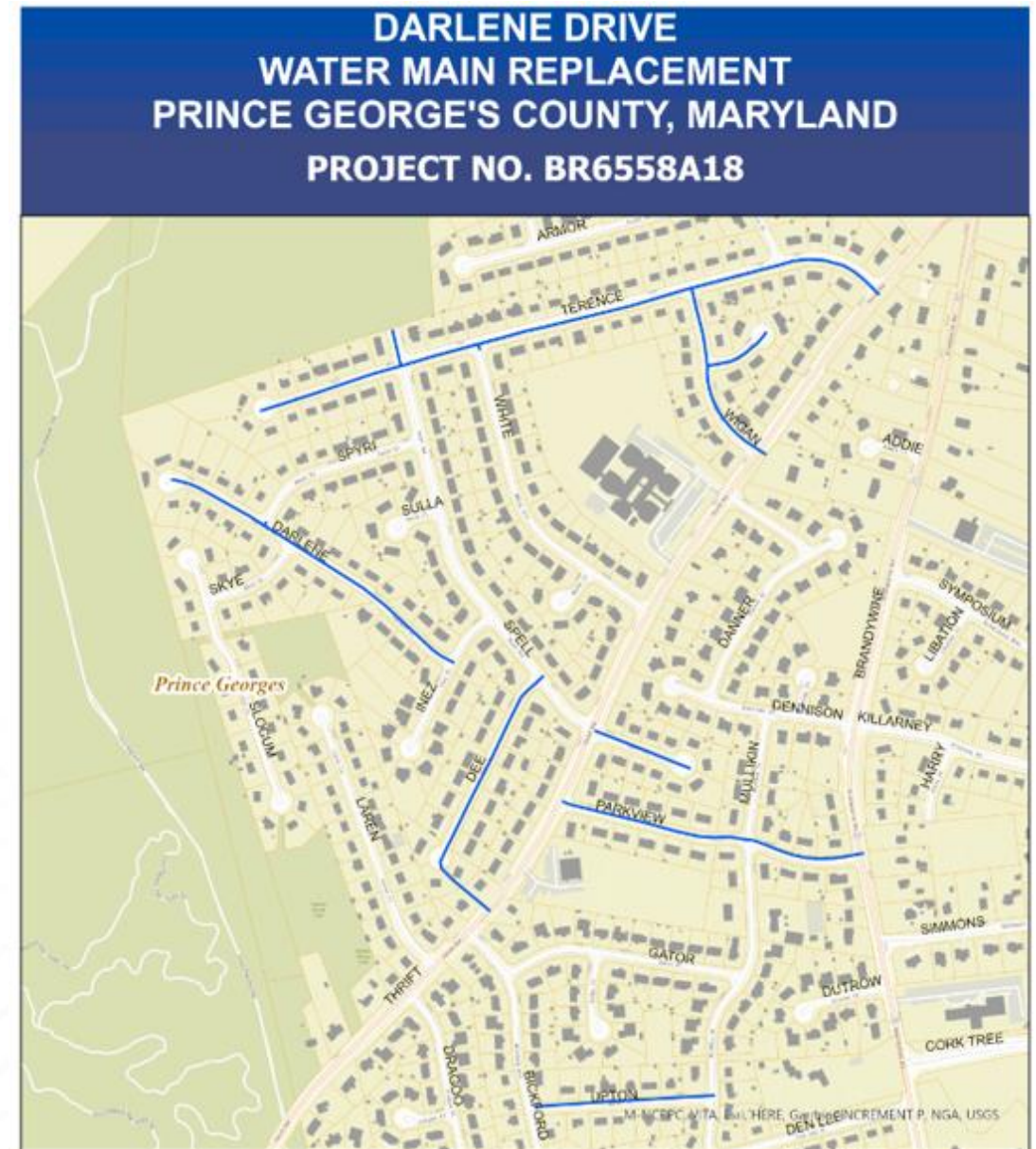
- New watermain will be installed within the roadway
- New house connections (service lines) will be installed up to property line or water meter/curb stop
- Replacing existing pipes helps reduce disruptions to community, environment and emergency services due to water main breaks



# Project Map

## Directly impacted streets

- Bickford Avenue
- Darlene Drive
- Dee Lane
- Inez Place
- Mullikin Drive
- Parkview Lane
- Paros Drive
- Skye Drive
- Spell Road
- Spyri Drive
- Terence Drive
- Thrift Road
- Upton Place
- White Avenue
- Wigan Court
- Wigan Drive



— WATER MAIN REPLACEMENT AREA

# 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 3:30 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.





# 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

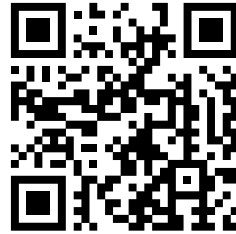


# Helping Our Neighbors: **Water Bill Assistance**



## **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](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](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.

**Southern Prince George's County  
(areas south of Central Avenue)**



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# Questions?

