

# Customer PIPE LINE



## Safeguarding Every Sip!

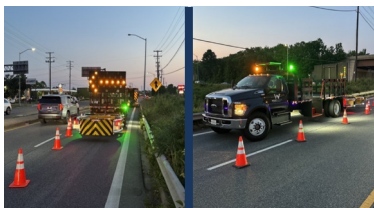
WSSC Water recently celebrated the grand opening of our newly expanded, technologically advanced laboratory, which will enhance testing capacity to ensure water-quality excellence for generations to come. Construction on the \$38 million upgrade to our Maryland Department of the Environment-certified laboratory began in spring 2022 and was substantially complete in spring 2025.



The existing laboratory was constructed in 2001 and during the past 24 years, WSSC Water's Laboratory Division has experienced an increased analytical workload, number of employees and instruments and additional functions. Over 500,000 water quality tests are performed annually at this laboratory, including analysis of drinking water, source water, wastewater, stormwater, landfill effluent and biosolids samples. The number of yearly analyses is expected to increase to more than 750,000 over the next 20 years. This expansion will help continue our track record of zero drinking-water-quality violations.



## Work Zone Safety



At WSSC Water, safety is mission critical – for our employees and our customers. To create safer work zones when our crews are repairing water mains on roadways, we recently deployed attenuator trucks to each of our depots. These trucks come equipped with a crash barrier and bright arrow board to protect workers and motorists.

While the trucks are an added protection, we also ask drivers to please drive safely in work zones. There are three simple actions that will save lives: **Slow Down, Move Over and Pay Attention.**

## Public Hearings on FY 2027 Preliminary Proposed Budget

We want to hear from you. You're invited to learn about and comment on our plans to invest in clean-water and wastewater projects.

### Prince George's County\*

Wednesday, January 28, 2026 | 7:00 p.m.  
Wayne K. Curry Administration Building  
1<sup>st</sup> Floor Hearing Room  
1301 McCormick Dr., Largo, MD 20774

### Montgomery County\*

Thursday, January 29, 2026 | 7:00 p.m.  
Stella B. Werner Council Office Building  
3<sup>rd</sup> Floor Hearing Room  
100 Maryland Ave., Rockville, MD 20850

\*These times and locations are tentative.

For more information, and to confirm the meeting schedule closer to January, scan the QR code.



## Got Water Meter Questions? We've Got Answers



From how your water meter works to tips on what to do if your bill is high, our new Flow & Tell video series offers a wealth of information. There are nine videos in the series and countless answers; everything you need to know is in one place.

Watch now! Scan the QR code or visit [wsscwater.com/meter-faqs](https://wsscwater.com/meter-faqs).



# In Our Community



## Temple Hills Gets Renovated

In late August, we officially opened our newly renovated Temple Hills Depot. This exciting renovation allows Team H2O to be more efficient, more modern and more engaged. Most importantly, these improvements allow us to better serve you, our customers.



**Now Hiring**

**Explore Our Current Job Openings**

[wsscwater.com/careers](https://wsscwater.com/careers)



## Are You Winter Ready?

We experience approximately 1,100 water main breaks each year between November and February, and we're prepared. We have contractors on standby, and our crews are ready to roll and repair breaks quickly. As homeowners, you can take steps to protect your home and pipes from the cold. Scan the QR code to see our winter-ready tips.



## Be Salt Wise This Winter

Salt levels have been steadily increasing in our drinking water sources. Once it gets in our waterways, salt doesn't go away! Get more details by scanning the QR code.

<b>1</b> SHOVEL RIGHT AWAY 	<b>2</b> USE LESS SALT  Melts 10 32 oz. Sidewalk Squares	<b>3</b> SWEEP & RESUSE 
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## Water Fund Is A Crucial Lifeline



Many families we serve are struggling to pay their water and sewer bills. Thankfully, our Water Fund can help. Since its creation in 1994 by a group of caring WSSC Water employees, the Water Fund has enabled WSSC Water to distribute \$3.7 million dollars to 31,000 families throughout Prince George's and Montgomery counties. Your tax-deductible donation can make a critical difference, as 100 percent of all donations go directly to customers in need. Scan the QR code for details.

