

Customer PIPELINE



Supporting Our Neighbors with Financial Assistance

WSSC Water offers many new and expanded programs to provide our customers with support and peace of mind during periods of financial uncertainty. We're committed to offering financial assistance to make your water and sewer bills more affordable. Highlighted here are a few of the many options available. Thank you to all our customers who have been able to pay your water/sewer bill during these uncertain times.



Promise Pay

For customers with past-due bills, we've partnered with Promise to offer affordable, interest-free pay plans for customers who owe \$50 or more on their bill.



PipeER

Helps customers finance the replacement of a leaking residential water or sewer service line. Qualified customers are eligible to receive a loan up to \$10,000.



The Water Fund

Customers can make multiple requests for assistance with water and sewer bills, up to \$500 per year.



Learn More

To learn more about these and other financial assistance programs, visit wsscwater.com/assistance.

Sewer Backups and Blockages and How to Avoid Them

Sewer backups and blockages are not pretty. If you experience one, call WSSC Water's 24-hour emergency number, 301-206-4002 or 1-800-634-8400. We will work with you to determine how we can assist you. Visit wsscwater.com/backups.



To help avoid these messy backups, can your grease instead of pouring it down the drain. Grease hardens inside pipes creating a blockage that will eventually lead to a nasty sewer backup. Can it. Cool it. Toss it. Get more information, including how to order a free Can the Grease lid, by visiting wsscwater.com/canthe grease.



Save Water and Money — Repair Leaks!



According to the U.S. Environmental Protection Agency (EPA), household leaks can waste an estimated ONE TRILLION gallons of water annually. For WSSC Water customers, toilet leaks are one of the leading causes of high water bills.

A leaky faucet can also waste water and money. At the rate of one drip per second, more than 3,000 gallons of water is lost each year. That's equivalent to 180 showers.

Check out our leaks page featuring helpful videos and tips for identifying toilet leaks wsscwater.com/leaks.



EMERGENCIES 301-206-4002 • TTY: 301-206-8345 • BILLING 301-206-4001
wsscwater.com • January-March 2026



In Our Community

Make Bill Pay Easy by Going Online

e-Bill is WSSC Water's initiative to be more environmentally friendly through electronic or paperless billing. Here are the benefits of e-Bill:

- Secure - Protect your personal information by reducing the risk of lost or stolen mail.
- Convenient - View and pay your bill anytime, anywhere.
- Free - Saves you money on stamps, envelopes and checks.

To learn more about these and other simplified bill pay options, visit wsscwater.com/paymybill.



What's Your PIPE TYPE?



Helping Homeowners Go Lead-Free.

WSSC Water is proud to be part of the U.S. Environmental Protection Agency's (EPA) enhanced Lead and Copper Rule, an important national public health initiative to remove lead from America's drinking water. While WSSC Water removed all known lead pipes within our distribution system in the early 2000s, and the water we deliver to customers is lead-free, this multi-year EPA rule focuses on identifying pipe materials, including those on private property.

As part of this effort, we will be visiting many

neighborhoods to verify pipe types inside homes. This is a FREE service. Our team wants to ensure that all water service lines are safe and free of lead. Follow us on Nextdoor (see QR code left) and you'll know if/when we're coming to your neighborhood.



Want to verify your own pipe type? Use our interactive inventory map found on our Pipe Type page: wsscwater.com/pipetype.



Pursue Your Passion

We do more than deliver clean, safe water. We protect public health, support our communities and preserve the environment.

Ready to make a difference every day? Find the role that fits your passion and be part of something bigger.



We're Here to Help!

Take a moment to watch our inspiring new video featuring members of our Customer Service team. It's a powerful reminder of how we live our values, called JACCET: Just, Accountable, Caring, Community-Focused, Excellent and Trustworthy every day as we serve our customers and community.



DID YOU KNOW?

You can receive emails or texts about water and sewer emergencies in your community. Be prepared for water main breaks and other projects by signing up for our Customer Notification System at wsscwater.com/cns today!

