



# Derwood Sewer Rehabilitation Project

Project ID #CRCICKLRMH7I73A2I-TO III

**Joy Hamilton**, Project Outreach Manager  
**Walid Halboni**, Design Project Manager  
**Terry Wilkins**, Technical Contracts Supervisor

December 3, 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

## **Terry L. Wilkins**

Technical Contracts Supervisor

240-848-2374

Terry.Wilkins@wsscwater.com

## **James (Pete) Weese**

Systems Inspector

240-508-6934

James.Weese@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.
- ★ **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



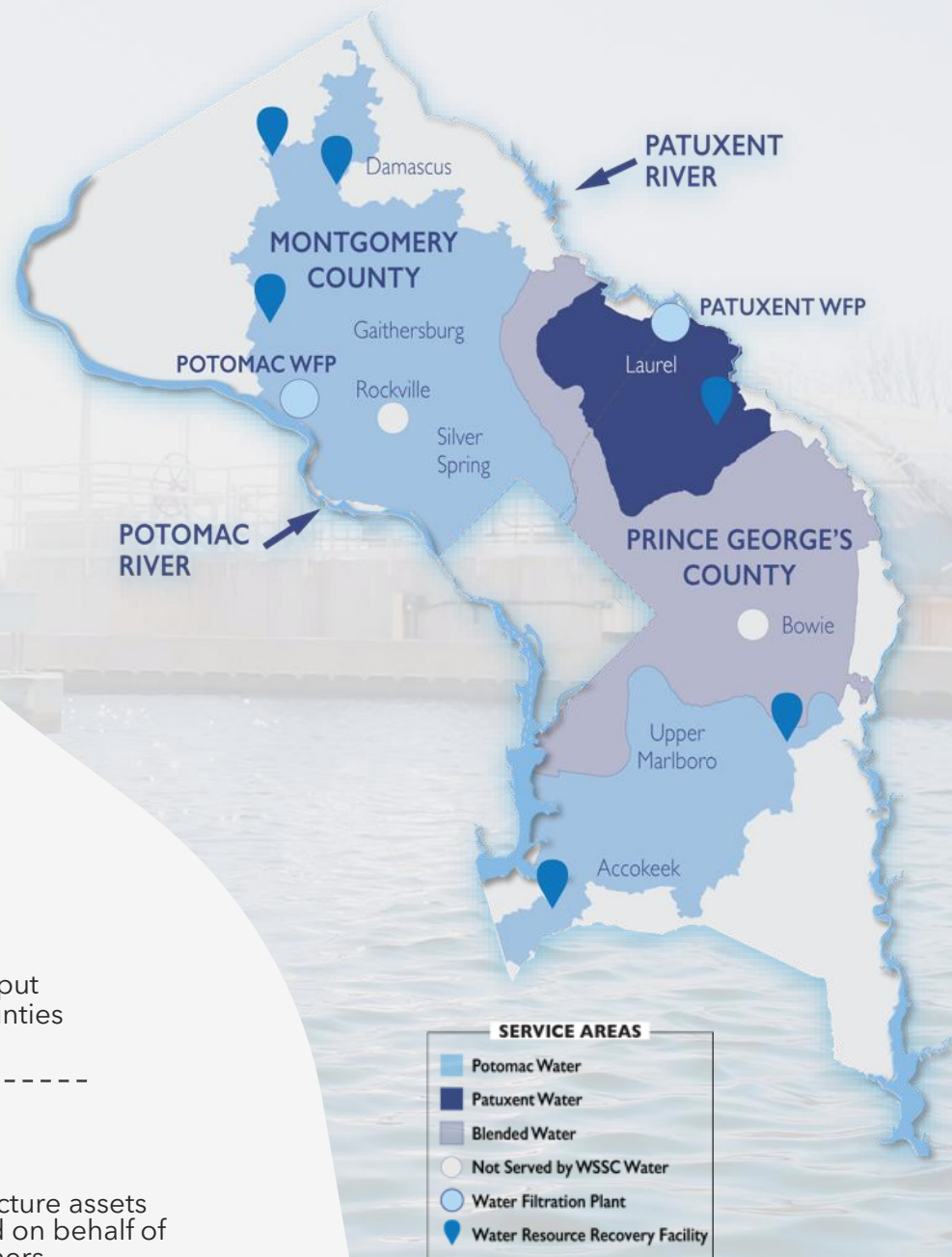
**\$5.9B**

6-Year Capital Improvements Program



**\$9B**

In infrastructure assets maintained on behalf of our customers



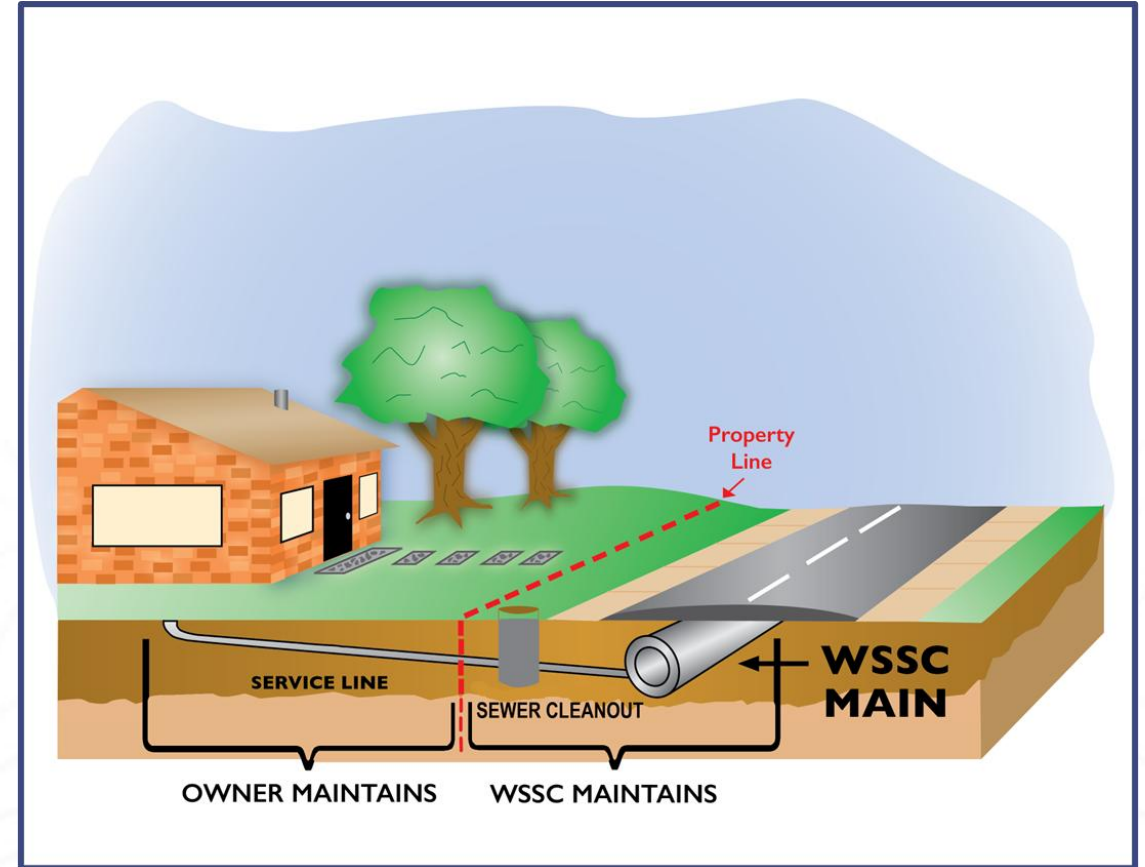
# Sewer Rehabilitation Program Overview

- Strategically replacing and rehabilitating aging infrastructure to enhance service and reliability to customers
- Replacing and repairing aging pipes and manholes as part of our comprehensive sewer rehabilitation program
- Correcting structural deficiencies in sewer mains that may result from soil settlement, root penetration or corrosion.
  - These often contribute to sanitary sewer overflows and backups into homes
- Protecting the environment for future generations



## Sewer Rehabilitation Program Overview (cont.)

- Sewer mains will be rehabilitated within the roadways
- New sewer service lines will be installed up to the property line



# Project Overview

- Approximately 4.31 miles of sewer pipes and 126 manholes to be rehabilitated
- Sewer pipes and manholes rehabilitated using primarily trenchless methods
- Completed projects will extend the life of sewer pipes by at least 50 years

*Pictured Below: Example of manholes in the right of way.*

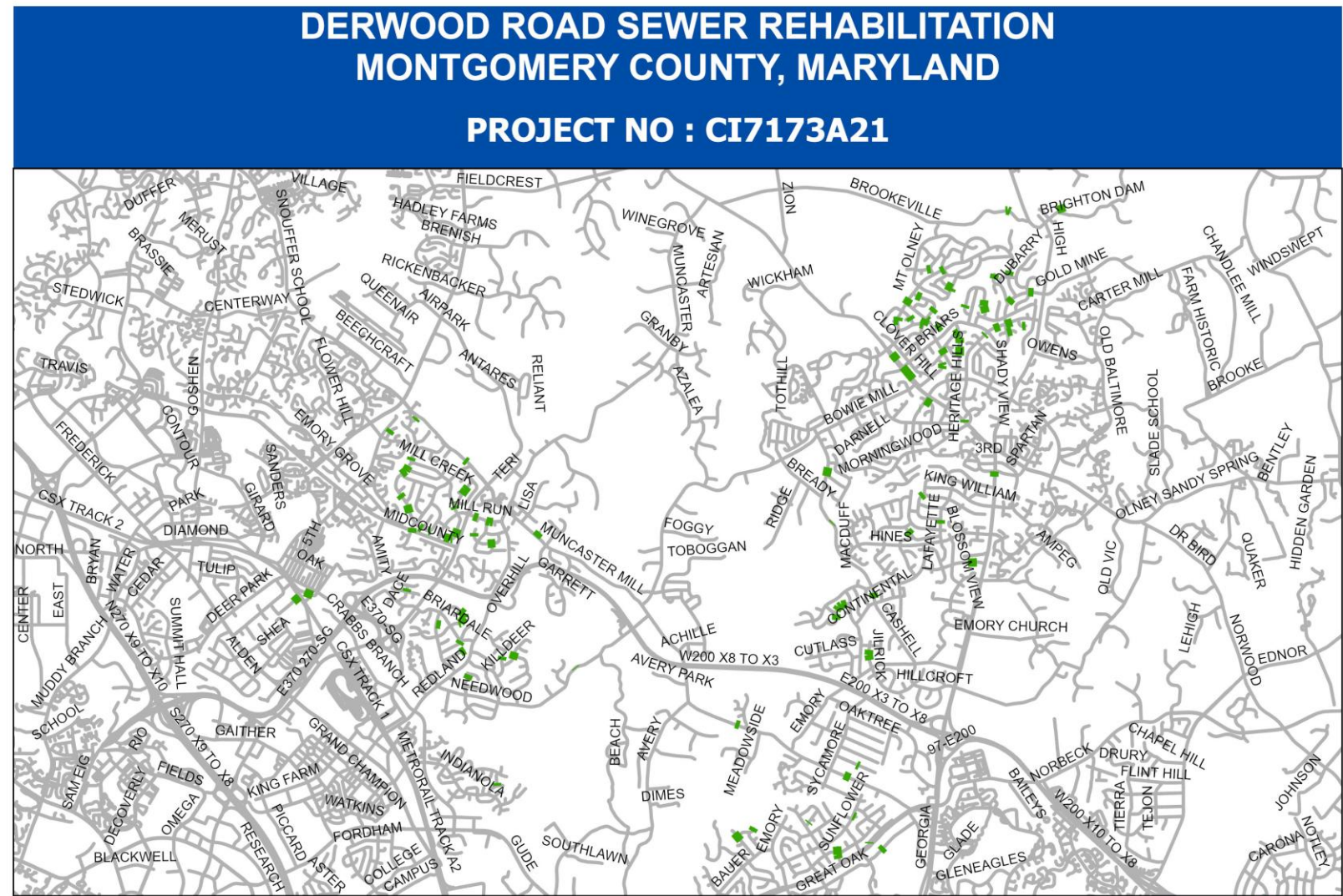




# Project Map

## Directly Impacted Streets

- Olney Laytonsville Road
- Muncaster Mill Road
- Norbeck Road
- Georgia Avenue
- Queen Elizabeth Drive
- Miller Fall Road
- Park Mill Drive



— SEWER MAIN REHABILITATION AREA



**PROJECT NO : CI7173A21**



This map illustrates the Muncaster Mill area in Raleigh, North Carolina. The map features a dense network of streets, including major thoroughfares like North and East Center, and various local roads such as Duffer, Merust, Brassie, and Centerway. Key landmarks and institutions are labeled, including Snouffer School, Muncaster Mill, and several churches like Emory Church and Chapel Hill. The map also shows the proximity to the CSX tracks and the Muncaster Mill. Numerous green markers are placed throughout the map, indicating specific locations of interest, such as the Muncaster Mill, the Snouffer School, and various residential areas. The map is oriented with North at the top, and the streets are labeled with their names in a clear, legible font.

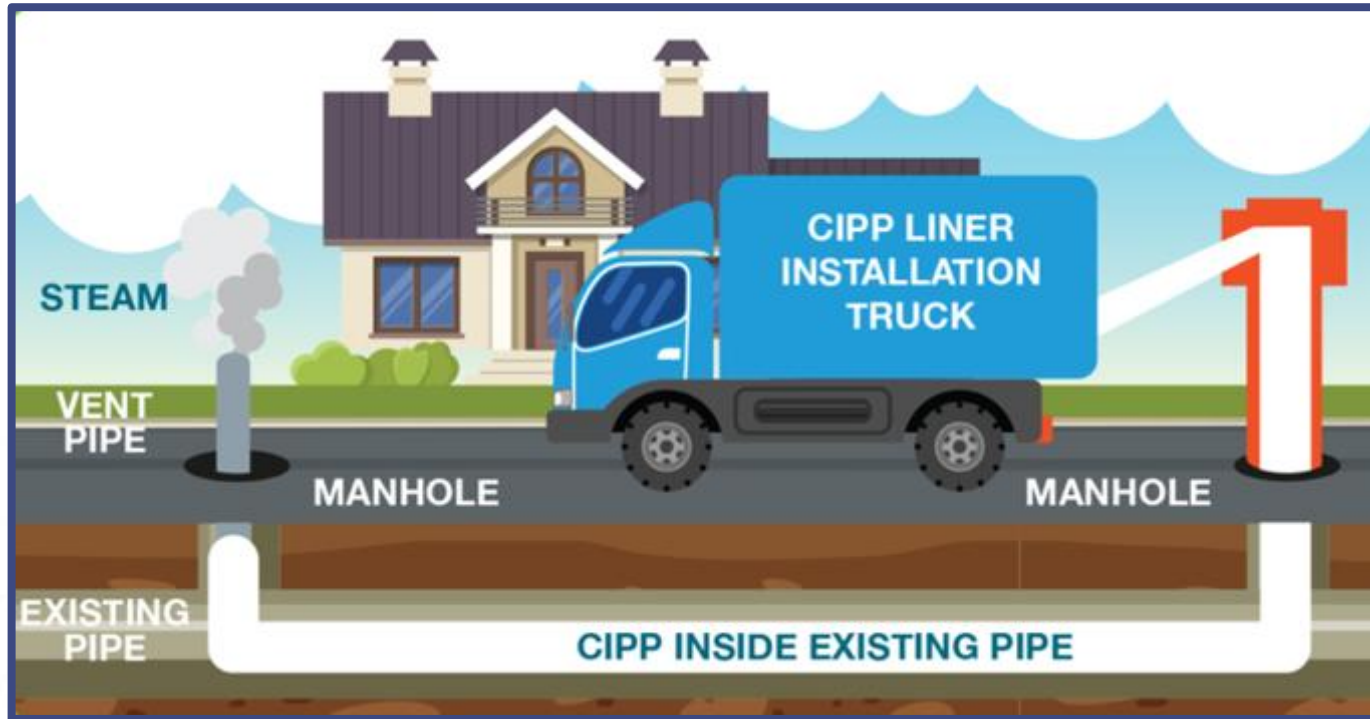
# Sewer Rehabilitation Methods

- Sewer Rehabilitation
  - Lining
  - Grouting
- Manhole Rehabilitation
  - Frame and Cover
  - Replacement/Adjustment
  - Lining





# Sewer Rehabilitation Method: Pipe Lining





# Manhole Rehabilitation



*Before*



*After*

# Estimated Construction Schedule



*\*Construction schedule is estimated and weather dependent*

# What to Expect During Construction

- Anticipated work schedule: 8:00 a.m. to 4:00 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
  - Rehabilitation of sewer mains, manholes and laterals
  - 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

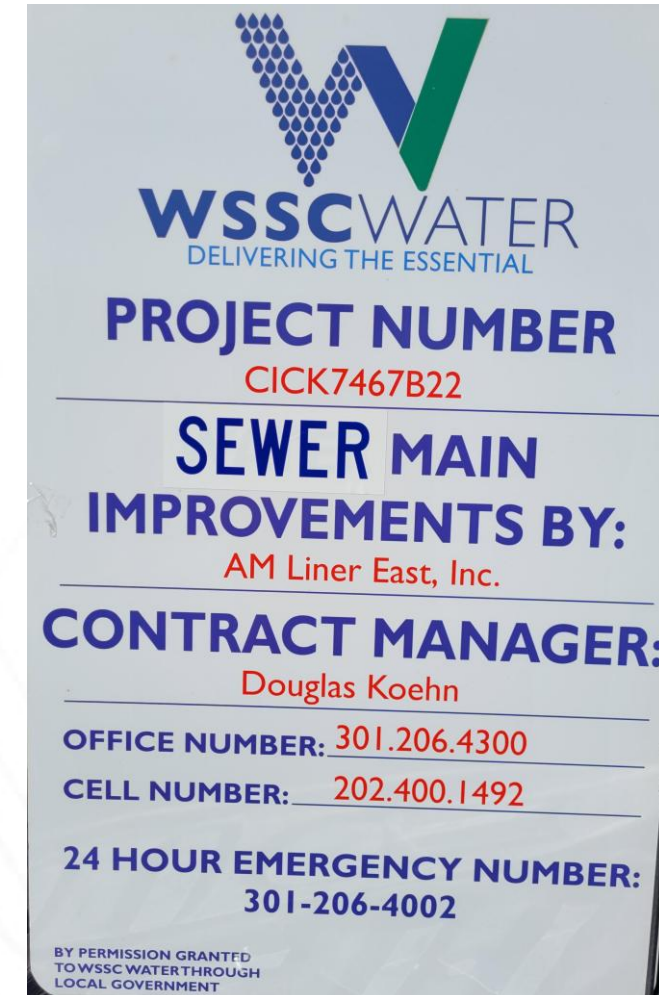
- Certain construction activities may require temporary changes to traffic patterns
  - Traffic will be managed to minimize community disruptions
- Access will be maintained to homes during construction
  - Access into homes is **NOT** required
  - Access onto private property is generally **NOT** required
- 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





# 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

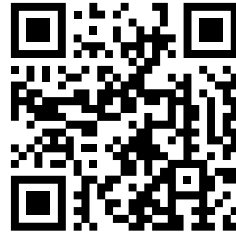
- **Overview:** Existing sewer mains are near the end of their useful lives
- **Replacements:** WSSC Water is replacing the sewer mains and laterals up to the property line
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will coordinate work 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 wastewater 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)



# Behind on your WSSC Water bill? **Get Current**



**Pay Half of  
Full Account  
Balance**



**Remaining  
Balance  
=  
\$0.00<sup>+</sup>**



**100%**  
late payment charges  
& turn-on fees **WAIVED**

**BUT WAIT, THERE'S MORE!**

Additional enhancements at ----->

**[wsscwater.com/getcurrent](https://wsscwater.com/getcurrent)**

**APPLY TODAY - Extended through 12/31/25**



# EMERGENCY CUSTOMER RELIEF FUND

Effective December 1, 2025



One-time  
assistance up to  
**\$750**

A helpful credit for eligible  
customers struggling to pay  
past-due water/sewer bills.

***FUNDS ARE LIMITED → ACT NOW***



Scan to learn more.  
Check eligibility.  
Apply today!

Learn about all of our financial  
assistance programs:  
[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 north of Randolph Road)



**Phil Callahan | 240-204-2123**  
Philip.Callahan@wsscwater.com





# Questions?

