



Winterset Court/Winterset Terrace Water Main Replacement Potomac

Phil Callahan, Customer Advocate
Ivelina Bonilla, Project Manager
Blen Jimma, Principal Materials Engineer

December 18, 2025

Agenda

- Introduction to Project Team
- WSSC Water Overview
- Winterset Ct Water Main Project Details and Overview
- Construction Briefing – Winterset Ct Water Main Replacement
- Important Contacts/Customer Assistance
- Questions & Answers

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 H₂O 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



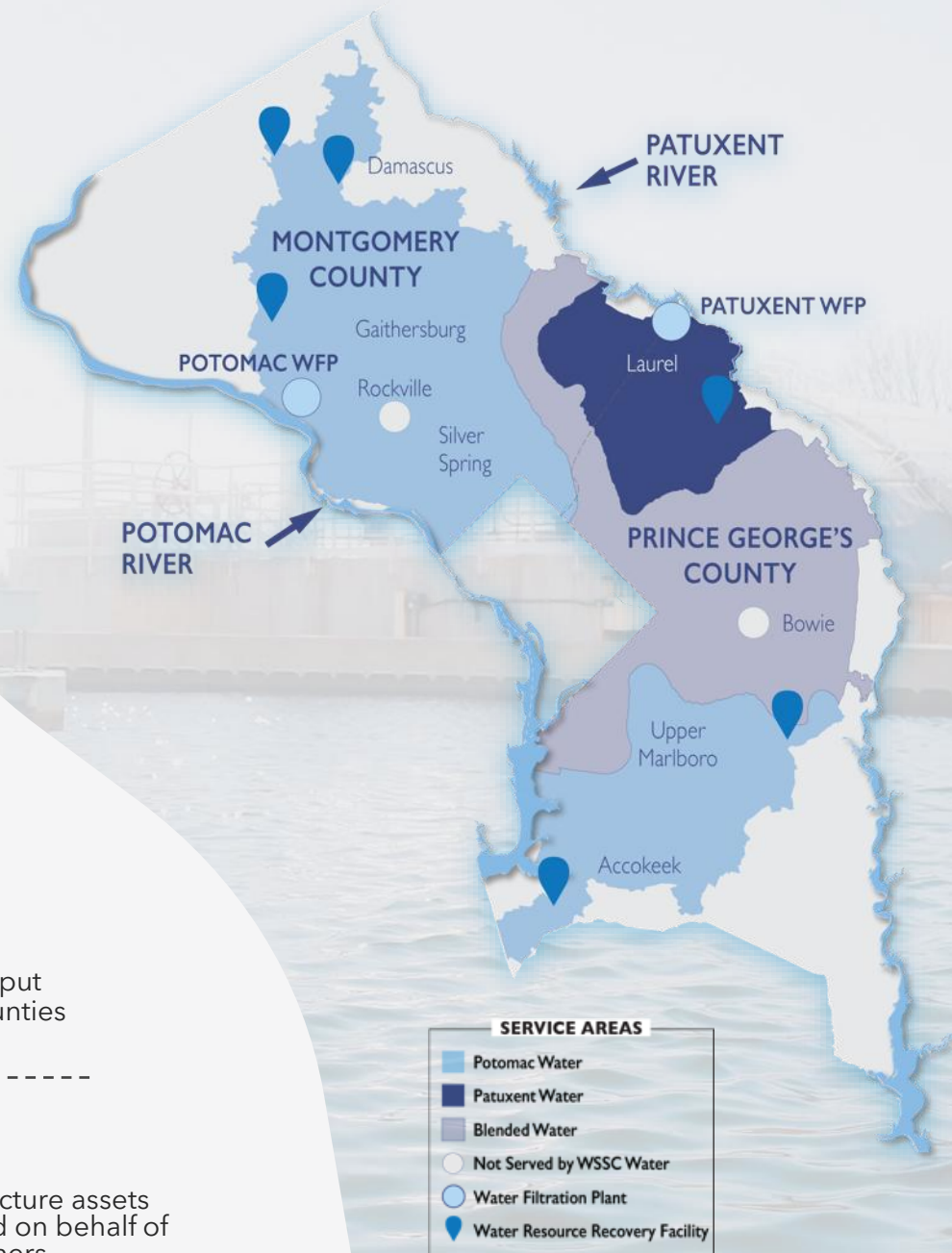
\$5.9B

6-Year Capital Improvements Program



\$9B

In infrastructure assets maintained on behalf of our customers



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)



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Project **Contacts**

Ivelina Bonilla

Project Manager

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Emergency Services Center

Open 24/7/365

301-206-4002

emergencycallcenter@wsscwater.com



Scan or visit
wsscwater.com/projectmeetings
for more information on
Community Project Meetings

Visit [WSSC Water In Your Neighborhood](#) for more
information on Projects in Design and Construction

Project Background

- **Winterset Court:** 3-inch cast iron pipe installed in 1973, and current average pipe age is 53 years old.
 - Five water main breaks were reported in the past two years
- **Winterset Terrace:** 8-inch cast iron pipe installed in 1972 and 1996, and current age between 29 and 53 years old.
 - 1029 linear feet of 8-inch water main was replaced in 2017





Pipe Study Findings & Efforts

- WSSC Water performed pipe evaluation investigation and concluded the following:
 - Pipe showed external corrosion caused by age, soil moisture and long-term environmental exposure; conditions common seen in older cast-iron-pipes in the service area.
 - Soil conditions in the area range from moderate to appreciable.
 - Recommended to replace affected pipes

Project Map & Overview (If applicable)



- Approx. 200 linear feet of 8-inch water main on Winterset Terrace to be replaced with the proposed project
- Approx. 315 linear feet of 3-inch water main on Winterset Court to be replaced and upsized to 4-inch water main with the proposed project.

Next Steps

- WSSC Water to complete site survey and utility location. (1 month)
- WSSC Water to complete project design documents (2-3 months)
- WSSC Water to prepare project bid package and select a contractor. (2-4 weeks)
- Replacement pipes for the project will be new zinc-coated ductile iron, wrapped to protect against corrosion and stray currents.
- WSSC to ensure contractor executes the pipe replacement project per WSSC standards and specifications.



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 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



Project Summary

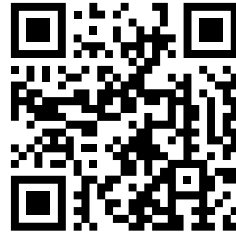
- **Overview:** Existing water mains are near the end of their useful lives
- **Replacements:** WSSC Water is replacing the water mains and water house connections up to the property line
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will 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



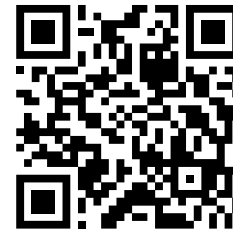
Promise.

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

Get Current



Behind on your
WSSC Water bill?
Get Current



BUT WAIT, THERE'S MORE!

Additional enhancements at

wsscwater.com/aetcurrent

APPLY TODAY

Extended through 12/31/25

Emergency Customer Relief Fund

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



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



Questions?

