



Beaverdam Basin, Low Impact Environmentally Sensitive Area Sewer Rehabilitation Project Project ID# CIMH7583A23

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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

Calvin Johnson

Technical Contracts Supervisor
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Calvin.Johnson@wsscwater.com

Mike Powell

Systems Inspector II
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Michael.Powell@wsscwater.com

Emergency Services Center

Open 24/7
301-206-4002
emergencycallcenter@wsscwater.com



Scan or visit
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 H₂O deliver on our mission



\$114.9B
WSSC Water supports the economic output of Prince George's and Montgomery counties



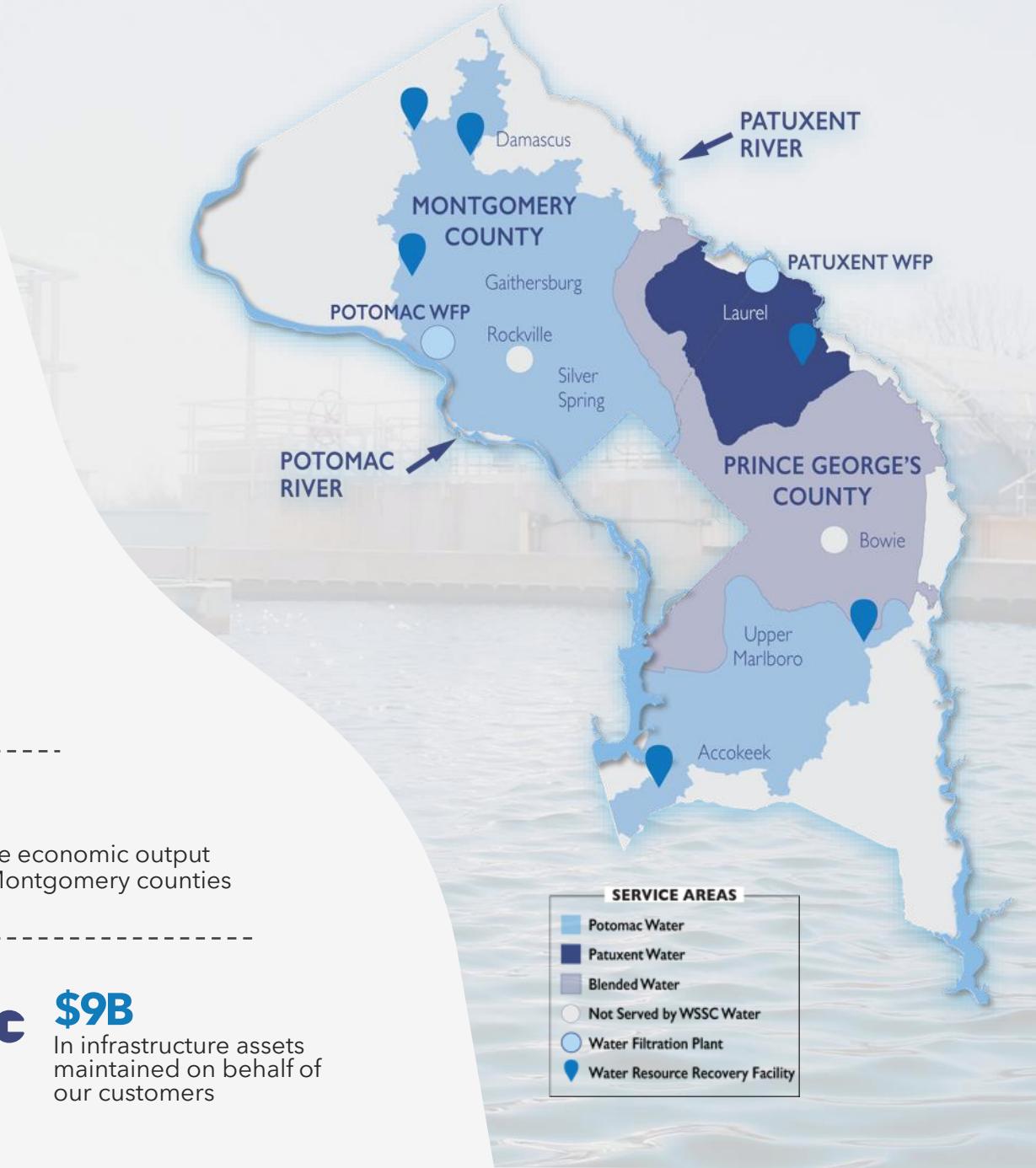
\$1.8B
FY2025 Operating & Capital Budget



\$5.9B
6-Year Capital Improvements Program



\$9B
In infrastructure assets maintained on behalf of our customers



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

Project Overview

- Approximately 1.1 miles of sewer pipes and 13 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

The Following Photos: Example of manholes in the right of way.

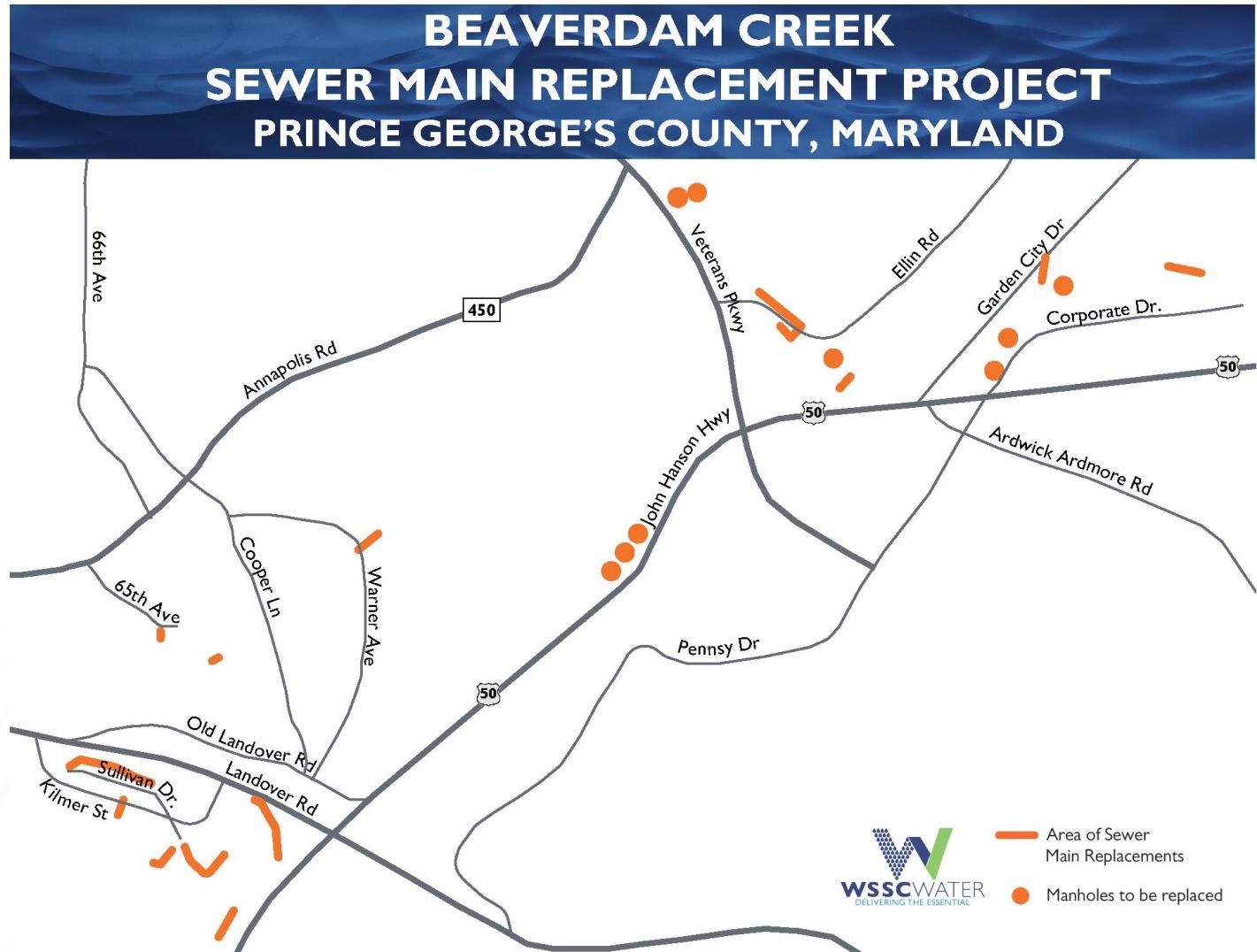


Project Map



Directly impacted streets

- 63rd Pl
- 64th Ave
- 65th Ave
- 73 Rd Ave
- Cheverly Hills Ct
- Cheverly Park Dr
- Corporate Dr
- Decatur Rd
- Emerson Rd
- Forest Rd
- Garden City Dr
- Hanson Oaks Dr
- Landover Rd
- Oak Forest Ct
- Old Ardwick
- Ardmore Rd
- Professional Pl
- Randolph St
- Warner Ave

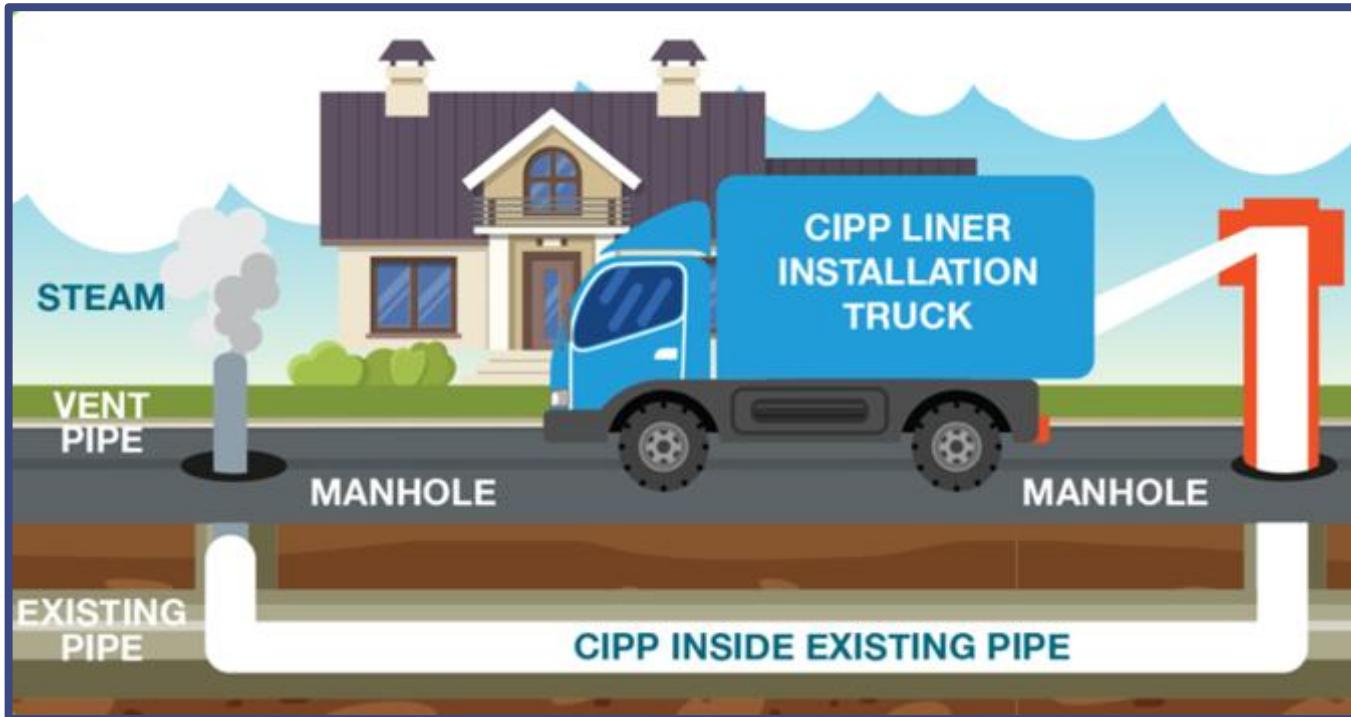


Sewer Rehabilitation Methods

- 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: 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
 - 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.)

- Temporary construction access within parks and private properties constructed and maintained by WSSC Water until all rehabilitation work is completed
- Right-of-Entry Agreements from owners of impacted properties obtained prior to construction if needed
- Construction vehicles and bypass pumps on temporary access road occasionally

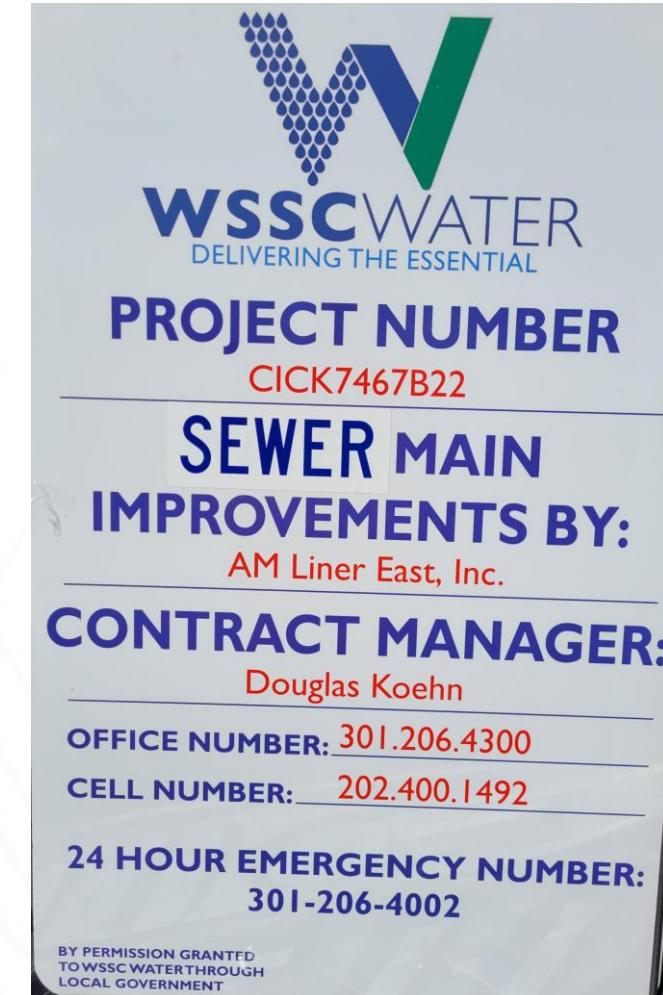
Traffic Impacts

- 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 within 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

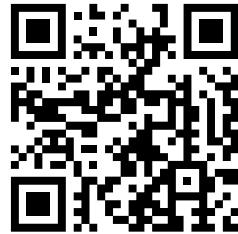


Helping Our Neighbors: Water Bill Assistance



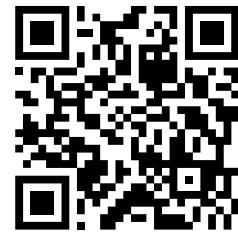
Promise.

Sign up for an affordable, flexible and interest-free payment plan. **Customers with a past-due balance of \$50 or more are eligible.**

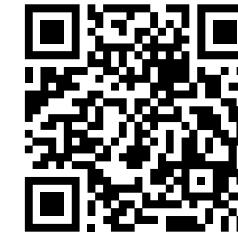


CUSTOMER ASSISTANCE PROGRAM (CAP)

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

Get Current



Behind on your
WSSC Water bill?
Get Current



Pay Half of
Full Account
Balance
\$

Remaining
Balance
=
\$0.00*



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

BUT WAIT, THERE'S MORE!

Additional enhancements at

→ wsscwater.com/aetcurrent

APPLY TODAY Extended through 1/31/26

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

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.



**Northern Prince George's County
(areas North of 214 Central Avenue)**



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Questions?

