



Forest Heights Roads Sewer Rehabilitation Project

Project ID#CRCICNCKLRMH7707A24 - TO 118

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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

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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



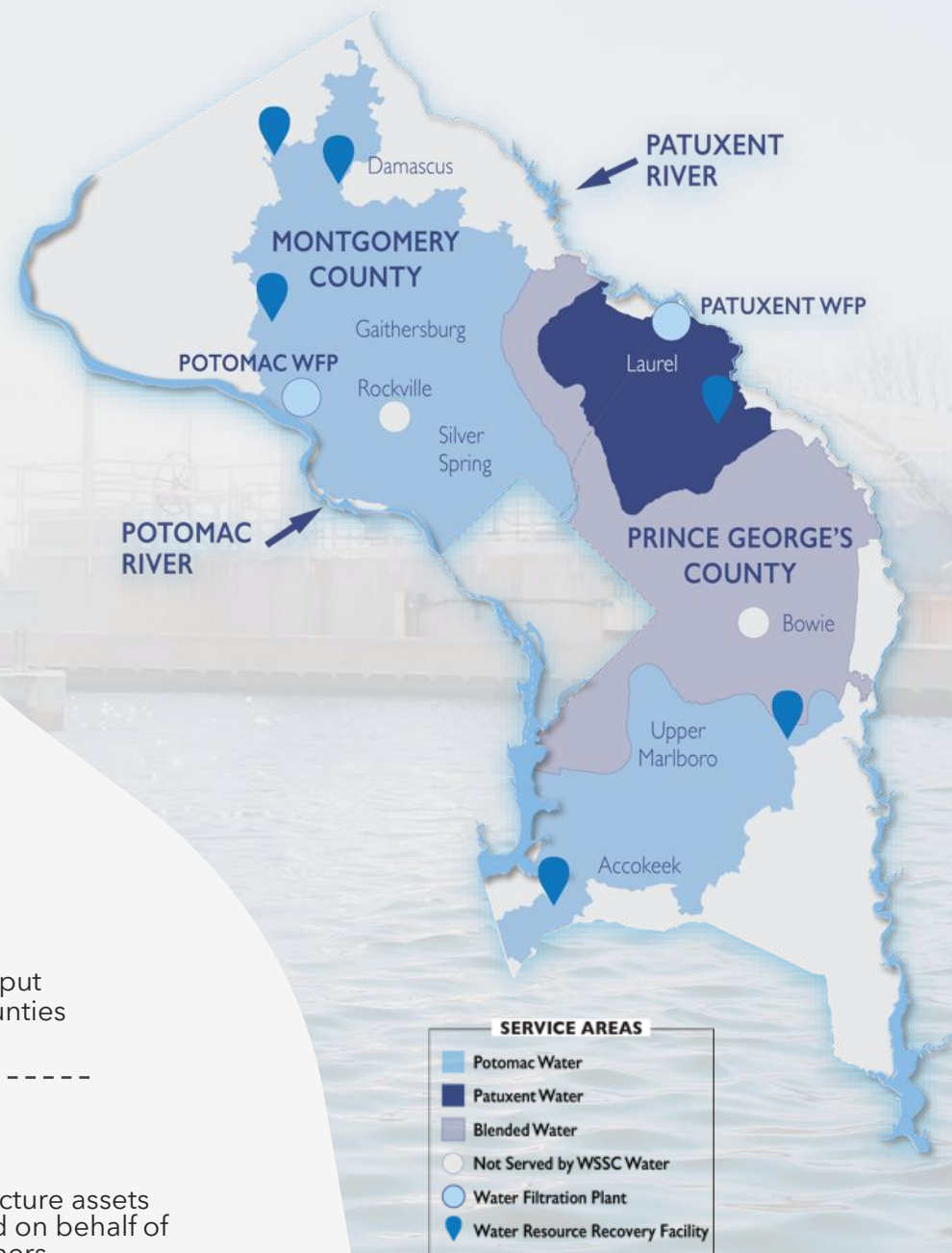
\$5.9B

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 2.8 miles of sewer pipes and 78 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: Examples of manholes in the right of way.

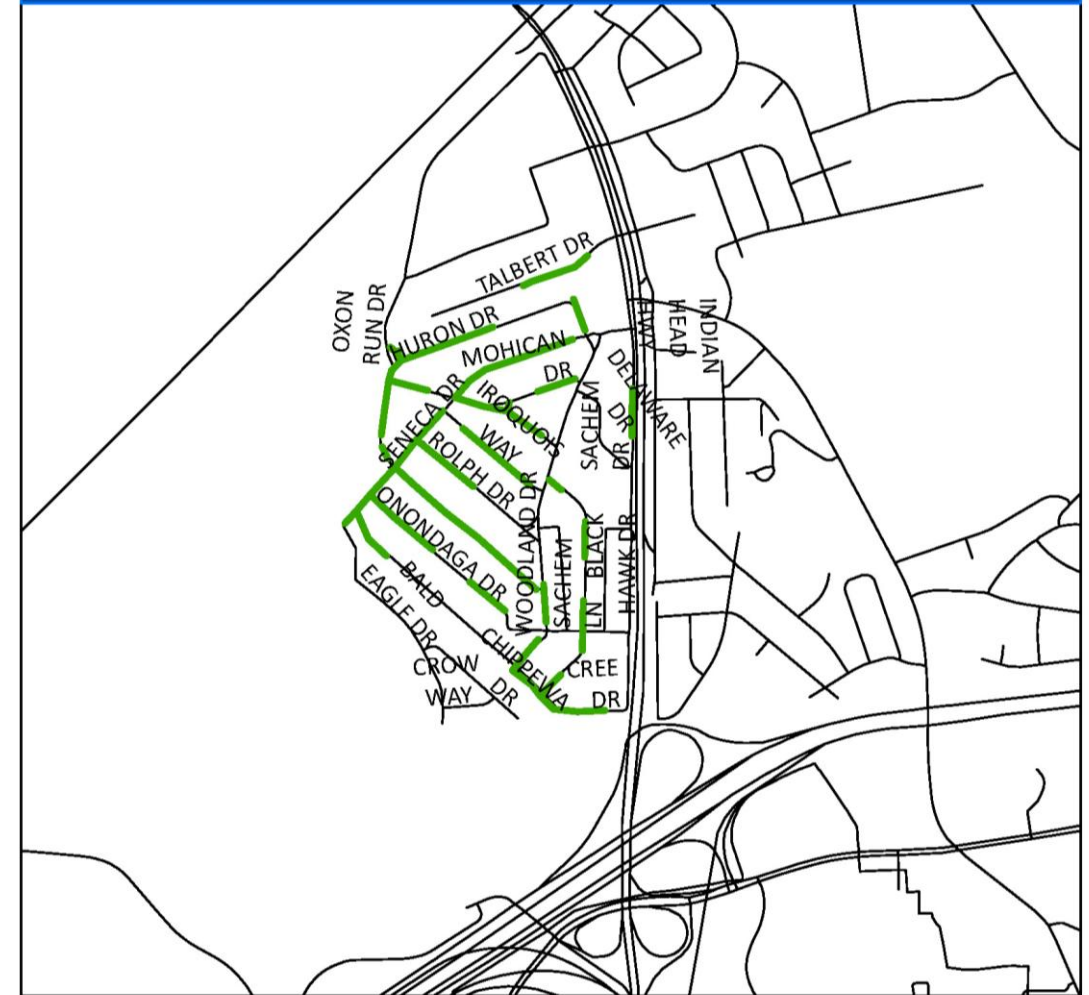


Project Map

Directly Impacted Streets

- Black Hawk Dr
- Cree Dr
- Fox Way
- Indian Head Hwy
- Iroquois Way
- Mohican Dr
- N Huron Dr
- Onondaga Dr
- Rolph Dr
- S Huron Dr
- Seneca Dr
- Talbert Dr
- Woodland Dr

FOREST HEIGHTS SEWER MAIN REHABILITATION PRINCE GEORGE'S COUNTY, MARYLAND PROJECT NO. CRCICNCKLRMH7707A24



— Sewer Main Rehabilitation Area

Sewer Rehabilitation Methods

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



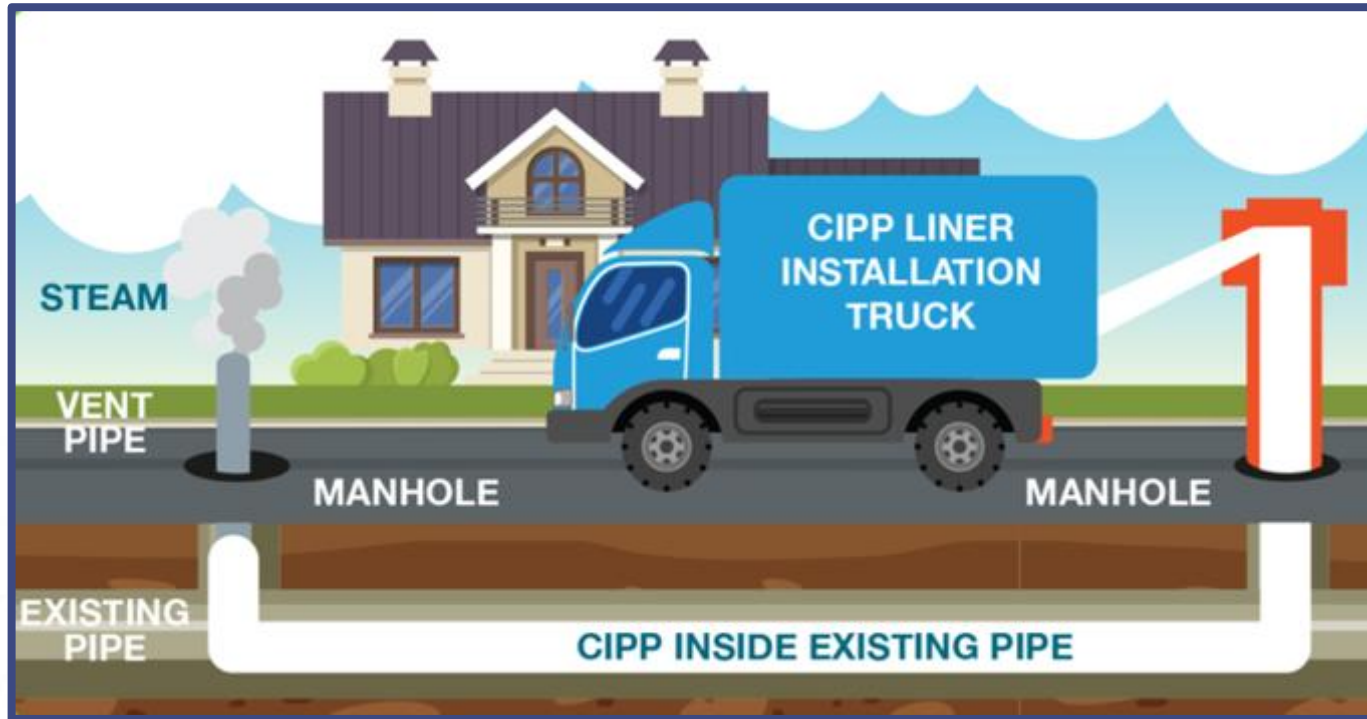
Sewer Rehabilitation

Method: Open-cut

- Open-cut construction method, which involves cutting and excavating a section of the pavement
- This construction method does create noise and dust
- Construction area will be cleaned up at the end of each workday.



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



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

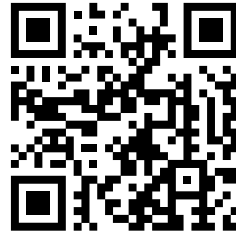
- **Overview:** Existing sewer mains are near the end of their useful lives
- **Replacements:** WSSC Water is replacing the sewer mains and laterals up to the property line
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will coordinate work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

Get Current



Behind on your
WSSC Water bill?
Get Current



BUT WAIT, THERE'S MORE!

Additional enhancements at

wsscwater.com/getcurrent

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

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.

**Southern Prince George's County
(areas south of Central Avenue)**



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Questions?

