



# Western Branch Basin Sewer Rehabilitation Projects

Project ID# CRCILRMH7337A22 –Task Order 114  
& CRCILRMH7428A22 –Task Order 115

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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

## **Douglas Koehn**

Technical Contracts Supervisor

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[Douglas.koehn@wsscwater.com](mailto:Douglas.koehn@wsscwater.com)

## **Christopher Bush**

Systems Inspector

240-900-2973

[Christopher.Bush@wsscwater.com](mailto:Christopher.Bush@wsscwater.com)

## **Emergency Services Center**

Open 24/7

301-206-4002

[emergencycallcenter@wsscwater.com](mailto: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



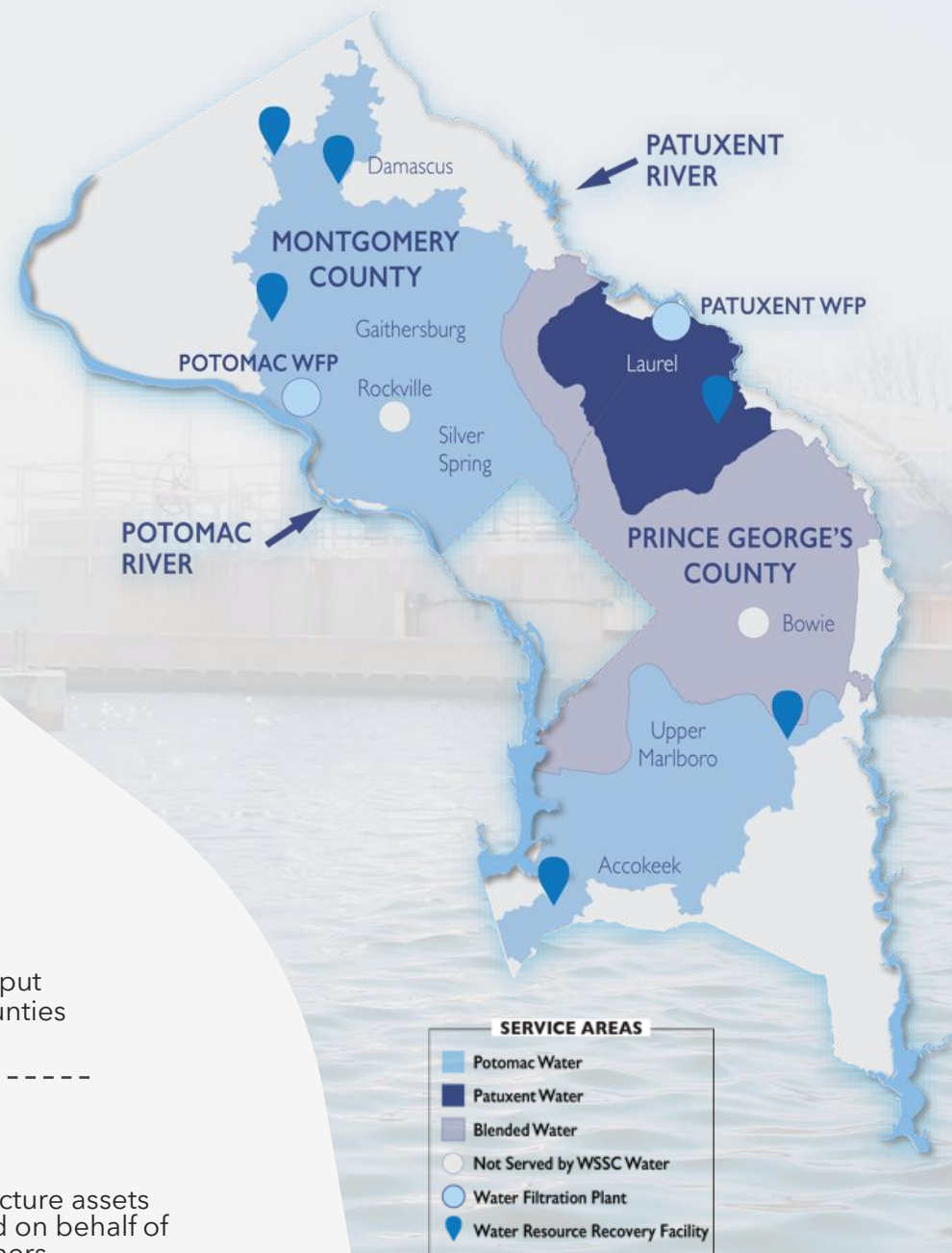
**\$5.9B**

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



# Project Overview

- Approximately 7.87 miles of sewer pipes and 198 manholes to be rehabilitated in total
- Sewer pipes and manholes rehabilitated using primarily trenchless methods
- Completed projects will extend the life of sewer pipes by at least 50 years

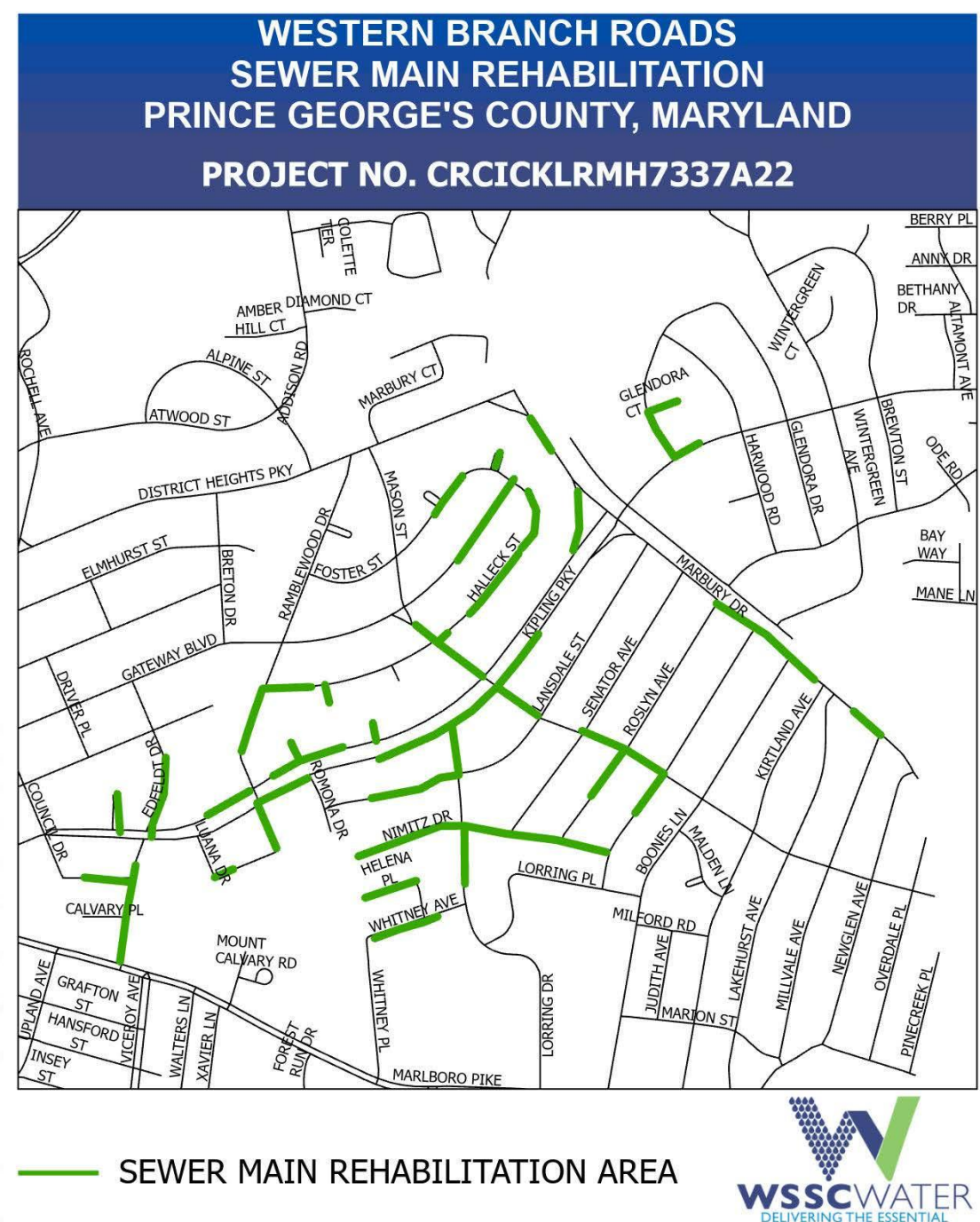
*The Following Photos: Examples of manholes in the right of way.*



# Project Map – TO 114

## Directly Impacted Streets

- Marbury Drive
- Kipling Parkway
- Kirtland Drive
- Ritchie Road
- Foster Street
- Gateway Boulevard
- Halleck Street
- Glendora Drive
- Glendora Court
- Mason Street
- Landsdale Street
- Wintergreen Avenue
- Boones Lane
- Lorrying Drive
- Ramblewood Drive
- Edfeldt Drive
- Nimitz Drive
- Whitney Avenue
- Helena Place
- Romona Drive
- Marlboro Pike
- Marbury Drive
- Roslyn Avenue
- Calvary Place
- Senator Avenue

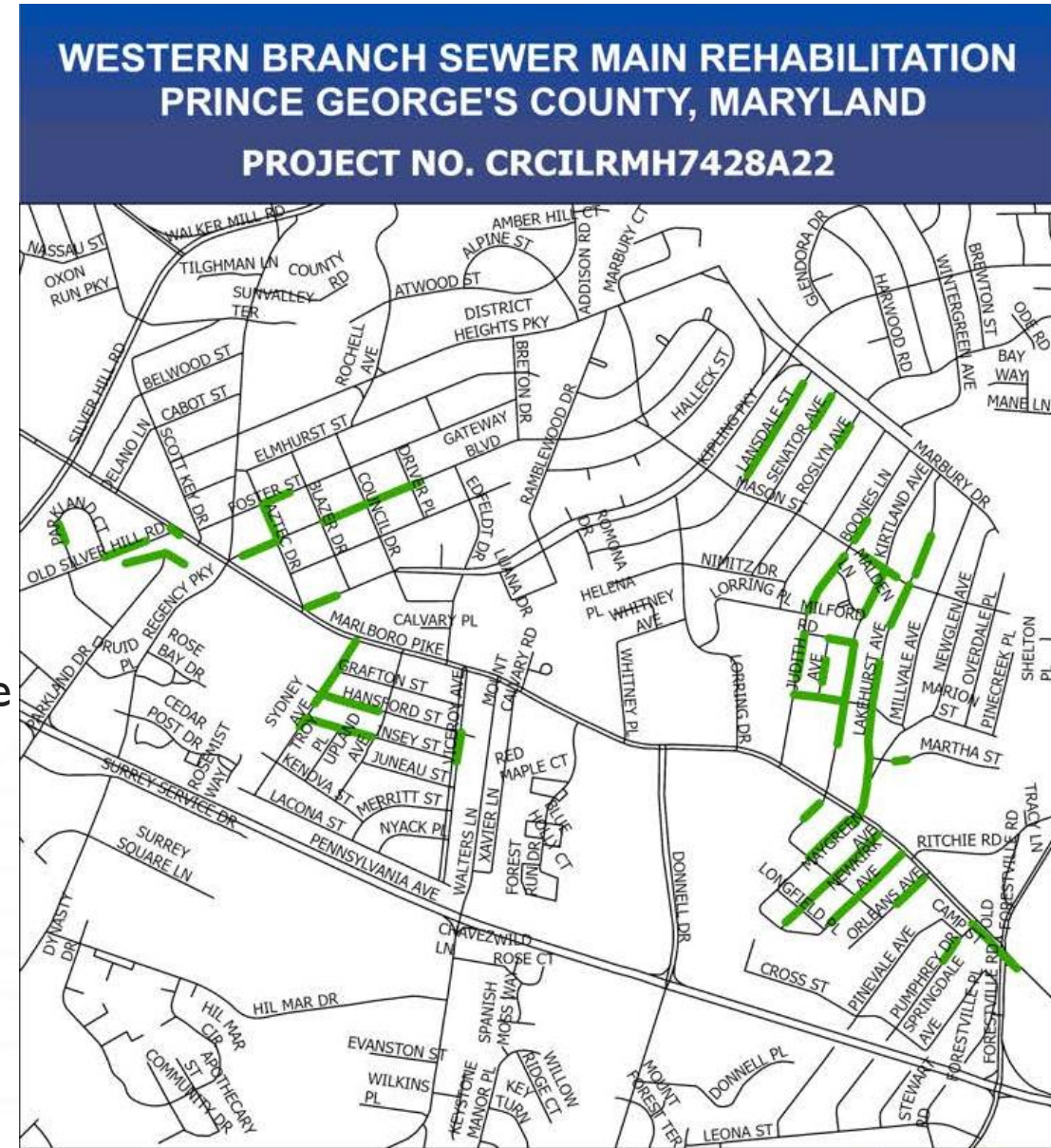




# Project Map – TO 115

## Directly Impacted Streets

- Gateway Boulevard
- Foster Street
- Kipling Parkway
- Parkland Drive
- Hansford Street
- Sydney Avenue
- Boones Lane
- Mason Street
- Judith Avenue
- Lakehurst Avenue
- Martha Street
- Aztec Drive
- Old Silver Hill Road
- Marlboro Pike
- Parkland Court
- Viceroy Avenue
- Insey Street
- Lansdale Street
- Senator Avenue
- Roslyn Avenue
- Kirtland Avenue
- Milford Road
- Marion Street
- Millvale Avenue
- Maygreen Avenue
- Newkirk Avenue
- Orleans Avenue
- Pumphrey Drive
- Halleck Street



— SEWER MAIN REHABILITATION AREA

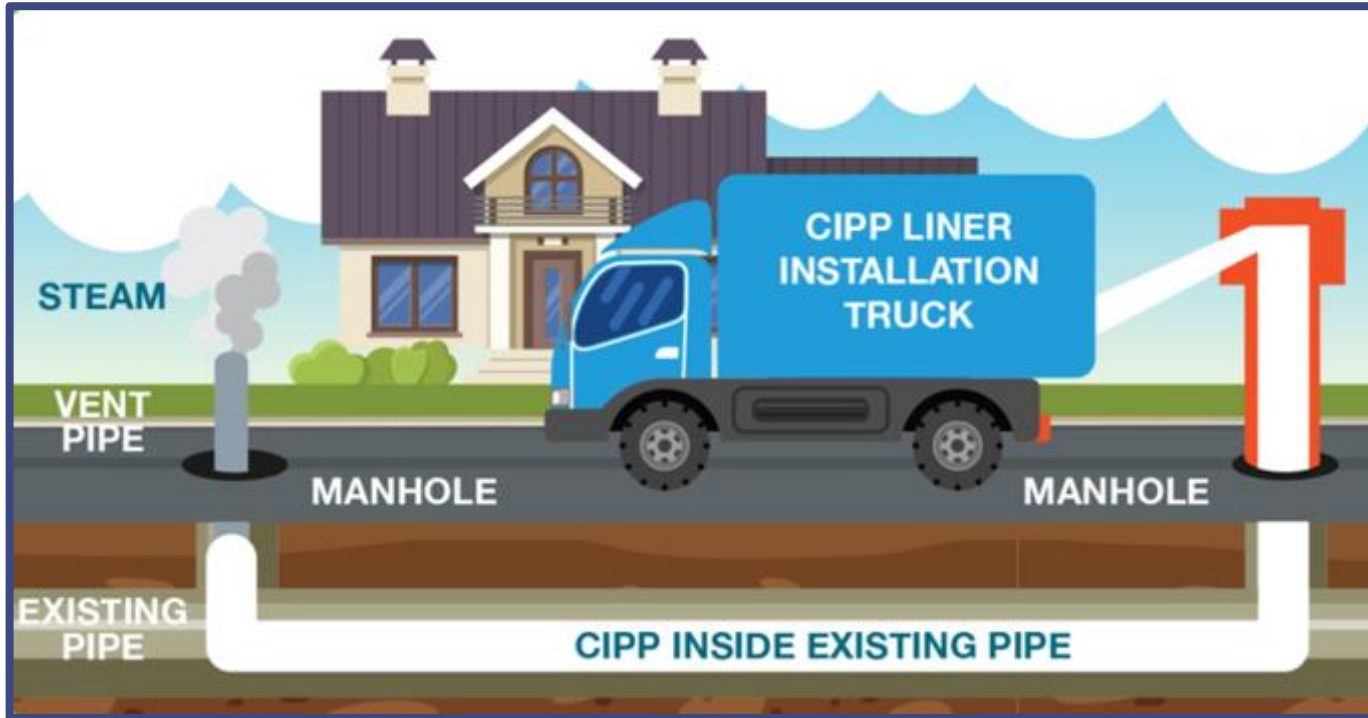


# Sewer Rehabilitation Methods

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



# Sewer Rehabilitation Method: Pipe 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



# Manhole Rehabilitation



*Before*



*After*

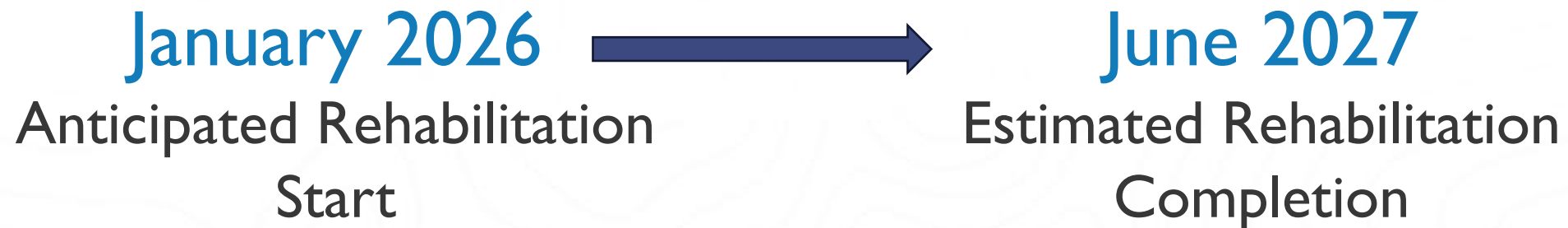


# Estimated Construction Schedule – TO 114



*\*Construction schedule is estimated and weather dependent*

# Estimated Construction Schedule – TO 115



*\*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

# Traffic Impacts

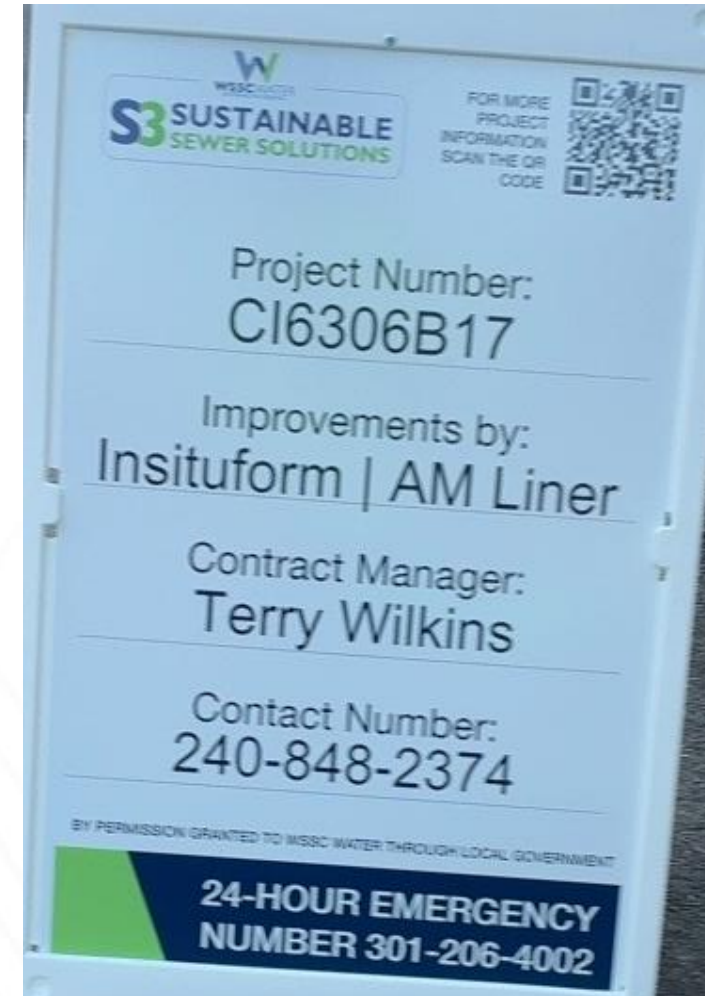
- Certain construction activities may require temporary changes to traffic patterns
  - Traffic will be managed to minimize community disruptions
- Access will be maintained to homes during construction
  - Access into homes is **NOT** required
  - Access onto private property is generally **NOT** required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

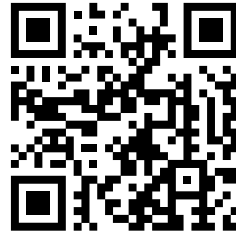
- **Overview:** Existing sewer mains are near the end of their useful lives
- **Replacements:** WSSC Water is replacing the sewer mains and laterals up to the property line
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will coordinate work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

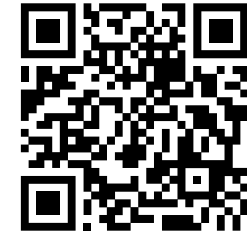


## **CUSTOMER ASSISTANCE PROGRAM (CAP)**

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)



# Get Current



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



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

Additional enhancements at

[wsscwater.com/aetcurrent](https://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](https://wsscwater.com/assistance)



Contact Us: (301) 206-4001  
[customerservice@wsscwater.com](mailto: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.

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



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# Questions?



