

Customer PIPE LINE



Smart Investments. Affordable Water.

Our Proposed \$1.9 billion Fiscal Year 2027 budget invests in projects that deliver safe, clean water while prioritizing affordability.

The budget strengthens support for our customers who need it most by increasing funding for assistance programs by 20 percent, while controlling costs by cutting \$27 million across every department.

The budget is funded with a five percent average revenue enhancement, which includes volumetric and fixed fees.

A typical customer with a family of three using 48 gallons of water per person daily would see a quarterly increase of \$14.75 in their bill. WSSC Water's FY 2027 budget is effective on July 1, 2026.

Prioritizing Affordability

We know families across Montgomery and Prince George's counties can face financial challenges at any time. Because water is essential, we are committed to strengthening assistance programs and payment options so customers can stay connected when they need help most. By helping customers maintain access during difficult times, we protect public health and strengthen the resilience of the communities we serve. Explore our financial assistance programs at wsscwater.com/assistance.



Customer Assistance Program



Emergency Customer Relief Fund



Federal Funding Supports Projects in Both Counties

The Fiscal Year 2026 Congressional appropriations bill includes nearly \$2.2 million in federal funding to support two critical sewer infrastructure projects - one in Montgomery County and one in Prince George's County - modernizing aging systems, protecting public health and safeguarding local waterways.

Approximately \$1.1 million will support sewer improvements along the Northwest Branch of the Anacostia River in Silver Spring. The other \$1.1 million is allocated to improve deteriorating sewer mains in Hillcrest Heights. WSSC Water thanks U.S. Senators Chris Van Hollen and Angela Alsobrooks, as well as U.S. Representatives Glenn Ivey and Jamie Raskin for securing this critical federal funding. Special thanks also go to state, county and local leaders for their support of this congressionally directed spending request.

25 Consecutive Years of AAA Ratings

WSSC Water has once again earned a AAA bond rating from all three financial rating agencies - the highest possible credit rating - for the 25th consecutive year. Maintaining the highest credit rating allows us to borrow at lower interest rates, which reduces financing costs and helps keep rates more affordable.



Learn more at wsscwater.com/investor.



In Our Community



Enjoy Our Watershed Recreation Areas

Our Patuxent Watershed recreational areas are now open! After a long, cold winter, come on out to enjoy fishing, boating, hiking, horseback riding, and playground and picnic areas. The watershed spans over 6,000 acres along its two reservoirs, Triadelphia and T. Howard Duckett, in Montgomery, Prince George's and Howard counties.

Get all the details about obtaining permits, including who's eligible for a complimentary permit, and how to reach recreation staff at wsscwater.com/watershed.



Protect Your Pipes and Ours!



Grease goes in a can, not down the drain. Help prevent messy and expensive basement backups and sewer overflows by remembering: Can the Grease... CAN IT, COOL IT, TOSS IT... in the trash.

And, KEEP WIPES OUT OF THE PIPES. Flush only the three Ps - pee, poop, and (toilet) paper. These simple steps help protect your plumbing, our sewer system, and the environment. Learn more at wsscwater.com/wipes.



Stay in the Know with Customer Notifications

WSSC Water uses multiple ways to communicate important messages about water main breaks, sanitary sewer overflows or other potential disruptions in your neighborhood or workplace. But the best way to receive timely information is to sign up to receive email or text alerts. You can select multiple addresses, such as your home, work, school or other locations in your service area.



Be in the loop by signing up for our Customer Notification System at wsscwater.com/cns today!

Save Water. Save Money

It's that time of year - spring planting and summer fun mean more water use. Here are some helpful conservation tips to help you save water and money! Visit wsscwater.com/conservation for more helpful tips.



Washing Your Car

Consider a commercial car wash that recycles water. If you want to wash your vehicle at home, use water from a bucket.



Showering

A five-minute shower uses 10-25 gallons of water versus up to 70 for a bath.



Toilet Leaks

Check for toilet leaks, which are the most common culprits in high water bills. A small toilet leak can waste 200 gallons per day.



Gardening

Skip the hose! Use a watering can or bucket to water plants directly and reduce water waste.