



**Diamond Drive & Thomas Farm Road  
Sewer Rehabilitation Projects – 30% Design**  
Project ID #CRCILRMH8104A25 &  
CRCILRMH8105A25

**Joy Hamilton**, Project Outreach Manager  
**Walid Halboni**, Design Project Manager

April 23, 2026

# Agenda

- Introduction to Project Team
- WSSC Water Overview
- Project Overview
- Project Map
- Permit Coordination
- Tree Removal
- What to Expect During Design
- Community Engagement
- Important Contacts/Customer Assistance
- Questions & Answers

# Project Contacts

## Walid Halboni

Design Project Manager

240-508-6186

[Walid.Halboni@wsscwater.com](mailto:Walid.Halboni@wsscwater.com)

## Philip Callahan

Customer Advocate

301-206-7351

[Philip.Callahan@wsscwater.com](mailto:Philip.Callahan@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



**1,800+**

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



# Design Stages

## 0% - 30% (Initial design)

- Notify jurisdictions and municipalities
- Identify/notify civic associations and property owners
- Field reconnaissance such as survey and initial alignment
- Asset rehabilitation method approval
- Community outreach meeting



## 30% - 70% (Preliminary design)

- Obtain field testing permits as applicable
- Conduct testing
- Submit permit applications to state and local agencies
- Obtain right of entry agreements from property owners if needed



## 70% - 100% (Final design)

- Mail fact sheet letter with general project overview to property owners
- Mail tree removal letters to impacted property owners
- Apply for final construction permits
- Finalize right of entry agreements and easements

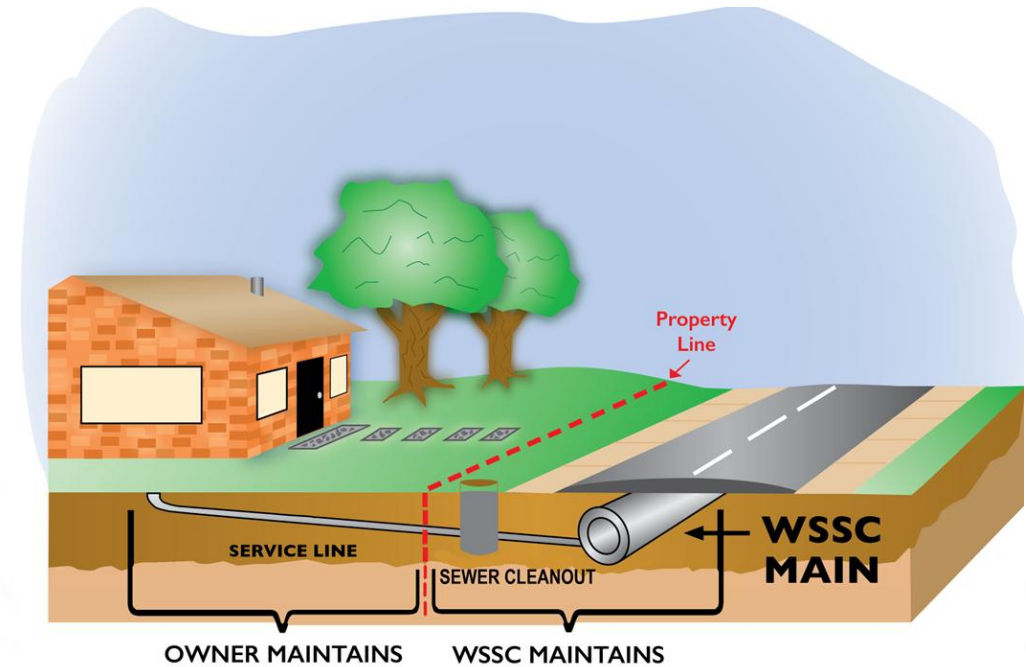
# Sewer Rehabilitation Program Overview



- A sewer system ensures that wastewater from homes, businesses, and industries is collected and transported safely to a wastewater plant. Sewer infrastructure ages over time, leading to issues such as sewage backing up, overflowing, or contaminating the environment.
- Several factors can influence the rate of deterioration beyond the installation date, including:
  - **Soil conditions and groundwater levels** – Variations in soil composition, moisture, and acidity can accelerate corrosion or structural wear in certain areas.
  - **Operational stress** – Sections experiencing higher flow volumes or pressure fluctuations may degrade faster.
  - **Environmental exposure** – Proximity to tree roots, freeze-thaw cycles, and localized ground movement can also impact pipe integrity.
- WSSC Water does analyze these patterns as part of our asset management program. The goal is to identify risk factors and incorporate lessons learned into future design and construction standards. This helps us improve long-term reliability and reduce the likelihood of premature deterioration.

# Sewer Rehabilitation Program Overview (cont.)

- Sewer mains will be rehabilitated within the roadways
- New sewer service lines will be installed up to the property line



# Project Overview



- Approximately 6.80 miles of sewer pipe and house connections (main sewer line to property lines) and 305 manholes to be rehabilitated  
*(This information is subject to change as design is finalized)*
- Sewer pipes and manholes rehabilitated using primarily trenchless methods
- Completed projects will extend the life of sewer pipes by at least 50 years

# Construction/In Your Neighborhood Map

- We built a multi-layered, **highly detailed map** that provides real-time information about all the WSSC Water construction and repair projects in your neighborhood.
- This tool allows you to type in any address and search to reveal markers showing where projects are taking place.
- To learn about upcoming projects in your area, please visit our **In Your Neighborhood** interactive map at [gisportal.wsscwater.com/iyn/](https://gisportal.wsscwater.com/iyn/)

# Directly Impacted Streets – Diamond Drive



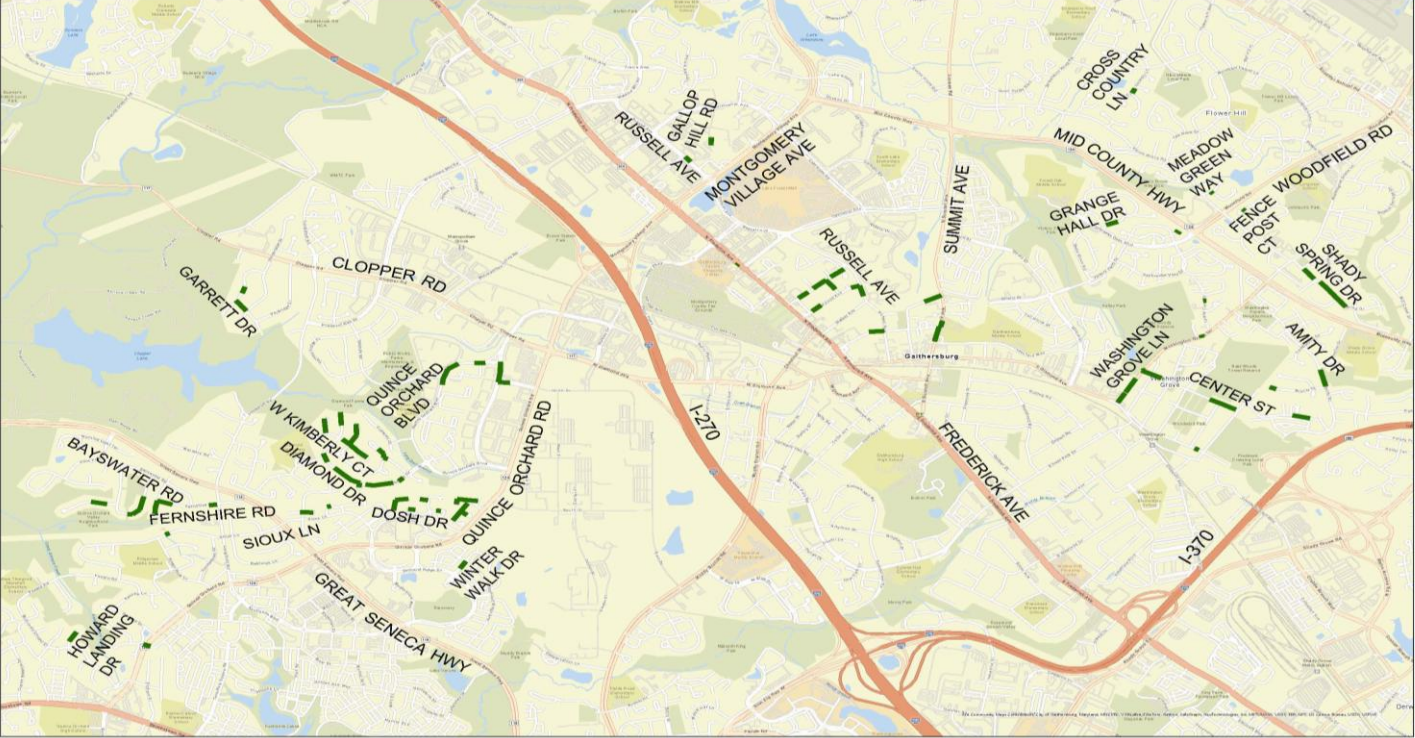
- Amity Dr
- Beacon Hill Way
- Bradbury Dr
- Brookes Ave
- Brown St
- Brucar Ct
- Castle Ct
- Center St
- Christopher Ave
- Cross Country Ln
- Crystal Ct
- Diamond Dr
- E Kimberly Ct
- Fence Post Ct
- Fenceline Dr
- Fernshire Rd
- Firstfield Rd
- Flagler Dr
- Garrett Dr
- Grange Hall Dr
- Highland Ave
- Hope Ln
- Howard Landing Dr
- Irish Ct
- Jonker Ct
- Kohinoor Ct
- Landsend Dr
- Longmeadow Dr
- Longmeadow Dr
- Maryland Ave
- Meadow Green Way.
- Montgomery Ave
- N Frederick Ave
- N Summit Ave
- Park Ave
- Quince Orchard Blvd
- Ridge Rd
- Ridgepoint Pl
- Russel Ave
- Rye Ct
- Shady Spring Dr
- Sioux Ln
- Suffolk Ter
- Tiffany Ct
- Towne Crest Dr
- Washington Grove Ln
- Westbourne Ter
- Winter Walk Dr
- Wisely Square Ct

*Project map and impacted streets subject to change as design is finalized*

# Project Map – Diamond Drive



**DIAMOND DRIVE  
SANITARY SEWER REHABILITATION  
MONTGOMERY COUNTY, MARYLAND  
PROJECT NO. CRCILRMH8104A25**



— SEWER MAIN REHABILITATION AREA



*Project map and impacted streets subject to change as design is finalized*

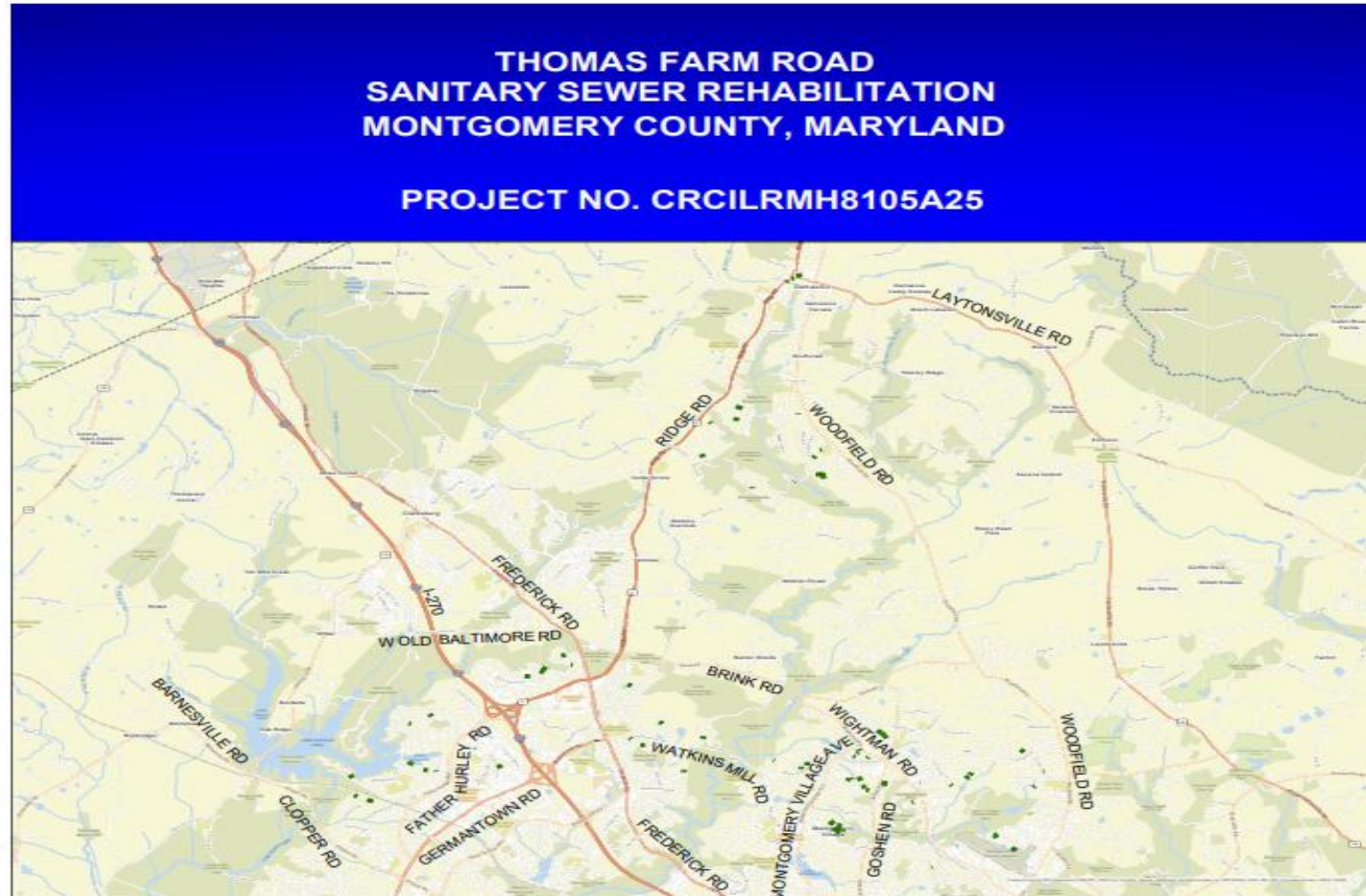
# Directly Impacted Streets – Thomas Farm Road



- Airpark Rd
- Alderleaf Ct
- Ambergate Ct
- Anndyke Way
- Appenine Ct
- Beehive Ln
- Blue Smoke Dr
- Brairwick St
- Brenish Dr
- Burnt Woods Pl
- Bush Hill Rd
- Cabana Dr
- Carlyn Ridge Rd
- Cathedral Dr
- Century Blvd
- Cessna Ave
- Chatteroy Pl
- Cinnabar Dr
- Club View Dr
- Cutsail Dr
- Darlington Dr
- Emerald Dr
- Father Hurley Blvd
- Filbert Ter
- Founders Way
- Frontwell Cir
- Frostburg Way
- Germantown Rd
- Giantstep Ter
- Grazing Ter
- Grazing Way
- Heritage Farm Dr
- Hickory Forest Way
- Highland Hall Dr
- Jockey Club Ter
- Keymar Way
- Knolltop View Ct
- Laurel Hill Way
- Lea Pond Pl
- Log House Rd
- Main St
- Manor View Cir
- Maple Leaf Dr
- Marston Ln
- Milestone Manor Ln
- Newbury Rd
- Placid Lake Ter.
- Preakness Dr
- Queenair Dr
- Ridge Rd
- Rolling Fork Way
- Roundleaf Way
- Royal Crown Dr
- Rushmore Ct
- Spur Hill Dr
- St Regis Way
- Strath Haven Dr
- Tambay Ct
- Teakwood Ln
- Thomas Farm Rd
- Transhire Rd
- Walnutwood Ln
- Watkins Meadow Dr
- Weathervane Pl
- Westend Ct
- Yellow Leaf Way

*Project map and impacted streets subject to change as design is finalized*

# Project Map – Thomas Farm Road



*Project map and impacted streets subject to change as design is finalized*

 SEWER MAIN REHABILITATION AREA

# Permit Agencies

WSSC Water will coordinate with the following state and local agencies for this project:

- State Highway Administration
- Town of Washington Grove
- Montgomery County
- City Of Gaithersburg



# Tree Removal and Pruning

- Per the Department of Natural Resources Maryland Forest Service Public Agency Tree Maintenance Permit, construction methods that minimize tree impacts must be examined
- Prior to final decision to remove a tree, WSSC Water considers the following factors:
  - Size, species and structural condition of the tree
  - Impact tree will have on utility assets
  - Feasibility of relocating infrastructure or using trenchless methods
- WSSC Water Urban Forester supervises all tree removal and pruning





# What to Expect During Design

- Right-of-Entry Agreements will be obtained from the owners of impacted properties.
- Tree removal letters (if applicable) delivered to owners of impacted properties during design
- Fact sheet letters providing residents with a general project overview will be mailed to all property owners in the vicinity of this project

# We Value Your Input!

WSSC Water values community feedback and engagement. We welcome the opportunity to hear from you and discuss this project and what it means to you during both the design and construction phases. By understanding your concerns early in the process, we can consider them and, where possible, incorporate them into the project design.



Scan the QR code to access our **Design Outreach Engagement Survey** and share your feedback.

*Survey questions are listed on the next slide*

# Design Outreach Engagement Survey Questions

If you are unable to use the QR code, send your responses via email to [project-outreach@wsscwater.com](mailto:project-outreach@wsscwater.com).  
Include the project name and ID number in the email subject line



- **Neighborhood/Local Concerns**

- Are there locations where traffic congestion tends to occur during certain times of day?
- Are there school bus routes, school walking routes, or heavily used pedestrian crossings we should consider?

- **Traffic Access/Safety**

- Are there critical access needs for emergency vehicles, delivery trucks, or school transportation?
- Are there driveways, intersections, or cul-de-sacs where construction staging could create safety concerns?

- **Construction Impacts**

- Are there sensitive locations such as daycare centers, assisted living facilities, or churches we should be aware of?

- **Outreach/Communication Preferences**

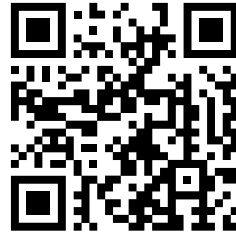
- What is the best way for residents to receive project updates (email, text alerts, mailed notices, HOA newsletters)?
- Are there community listservs, civic associations, or neighborhood groups we should coordinate with?

# 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.**

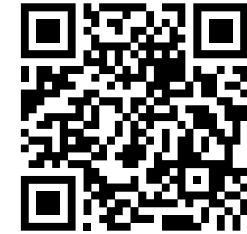


## CUSTOMER ASSISTANCE PROGRAM (CAP)

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)

# 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

Report Water/Sewer Emergency



**Questions?**

