



Buck Branch Creek Emergency Pipe Repair Project ID#CR8160A26

Joy Hamilton, Project Outreach Manager
Sughra Farshori, Contract Manager
Philip Callahan, Customer Advocate

May 26, 2026

Agenda

- WSSC Water Overview
- Introduction to Project Team
- Project Background & Overview
- Construction Briefing – Buck Branch Emergency Pipe Repair
- Important Contacts/Customer Assistance
- Questions & Answers

WSSC WATER AT A GLANCE



★ **108 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 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



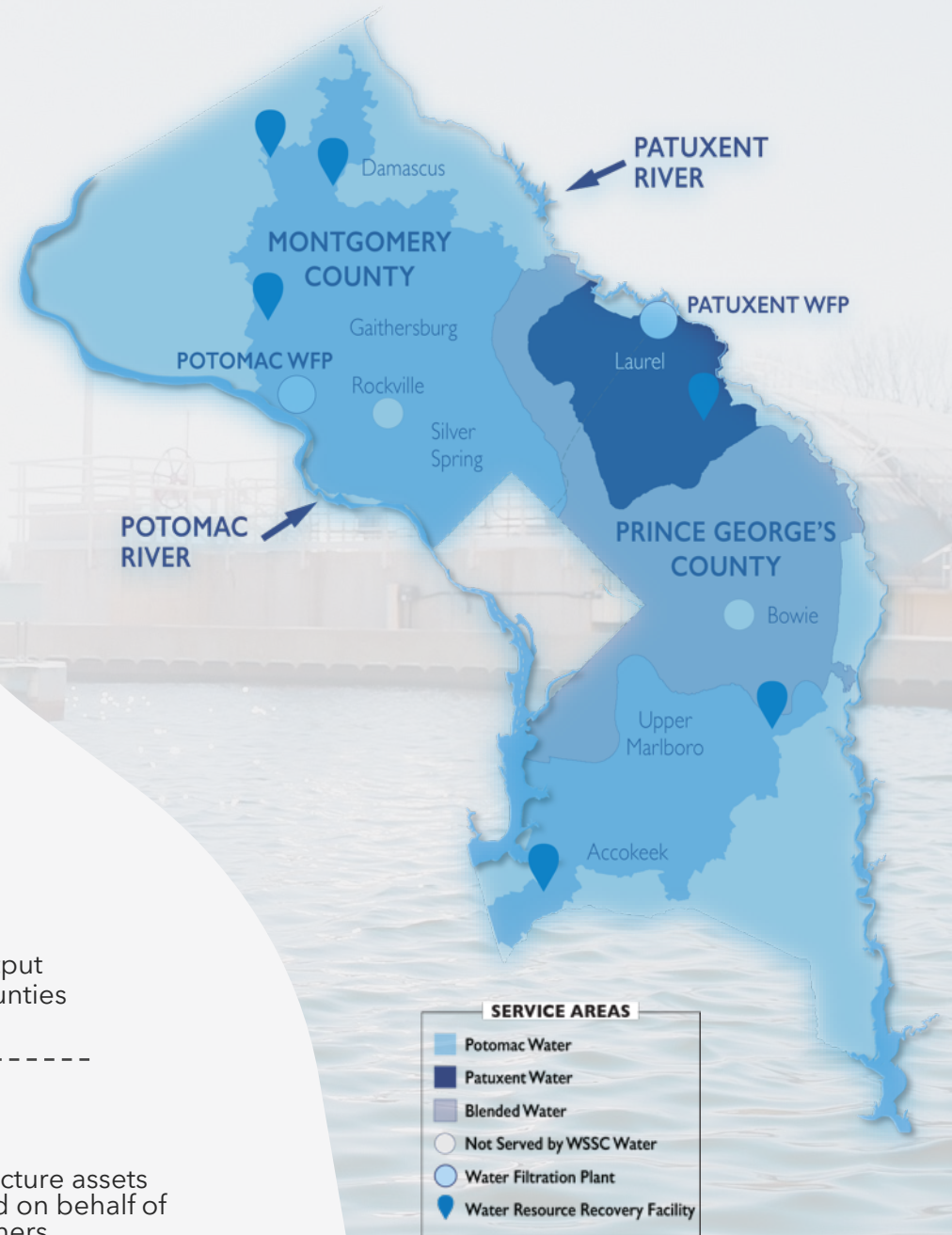
\$5.9B

6-Year Capital Improvements Program



\$9B

In infrastructure assets maintained on behalf of our customers



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.

**Montgomery County
(areas north of Randolph Road)**



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Project Contacts

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Contract Manager – Stream Restoration

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Nilkanth Patel

Construction Manager – Pipe Repair

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Emergency Services Center

Open 24/7/365

301-206-4002

emergencycallcenter@wsscwater.com



Scan or visit
wsscwater.com/projectmeetings
for more information on
Community Project Meetings

Visit [WSSC Water In Your Neighborhood](#) for more
information on Projects in Design and Construction



Project **Background**

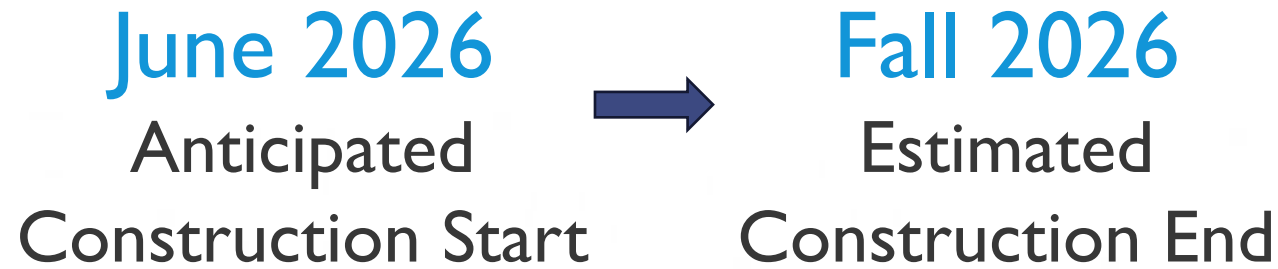
- On **July 3, 2025** a sanitary sewer overflow was reported in the Buck Branch Creek corridor
- WSSC Water responded to the Sanitary Sewer Overflow and set up a bypass pump to prevent sewage from entering the stream.
- A broken sewer main running across Buck Branch was found. The pipe looked to be washed away by the high flows running through the stream.
- WSSC Water has been working with MNCPPC to develop a plan

Project Map & Overview



- The 8" broken sewer main will be repaired.
- Work will include stream stabilization to help protect the sewer main from future breaks

Construction Schedule



Estimated duration is 14 weeks.

Construction schedule is estimated and weather dependent.

Project Plan

Step 1: Building an Access Road

An access road will be installed along the existing Montgomery Parks trail between 8801 and 8749 Sleepy Hollow Lane



The Park trail will be closed during construction hours for the safety of all parties. Trail will not be maintained and any use of it during this time is at your own discretion.

Project Plan (cont.)

Step 2: Sewer Main Repair & New Manhole Installation

The 8" sewer main will be replaced with a new segment. A new manhole will be installed along the stream bank to facilitate the connection.

Step 3: Stream Stabilization

The sewer main will be protected from future breaks by helping direct the stream flows and stabilizing the stream bed using rock structures.

Step 4: Site Restoration

Replanting of the meadow and trees and reestablishment of the Parks trail. The site restoration plan was developed in coordination with MNCPPC.





What to Expect During Construction

- Anticipated work schedule: 8:00 a.m. to 5:00 p.m., Monday - Friday
 - Residents will be notified at least two days prior to construction activity changes
- Construction activities include:
 - Marking locations of utilities
 - Field inspections
 - Pipe repair
 - Stream work – grading, rock placement, vegetation planting
- 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

Final restoration may take place in phases when possible



Project Summary

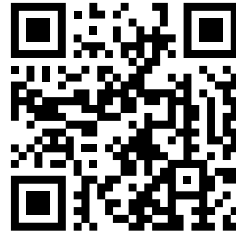
- **Overview:** WSSC Water is replacing a broken sewer main and reinforcing a portion of Buck Branch Creek
- **Repair:** WSSC Water is adding a new 8” sewer main running across Buck Branch Creek and installing a new manhole in the bank
- **Service:** There are NO planned service interruptions during 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 sewer 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



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



Questions?

