



Seneca Creek Environmentally Sensitive Area Sewer Rehabilitation Project

Project ID# **CI7352B22**

Joy Hamilton, Project Outreach Manager
Walid Halboni, Design Project Manager
Terry Green, Technical Contracts Supervisor

May 6, 2026

Agenda

- WSSC Water Overview
- Introduction to Project Team
- Project Details and Overview
- Construction Briefing
- 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



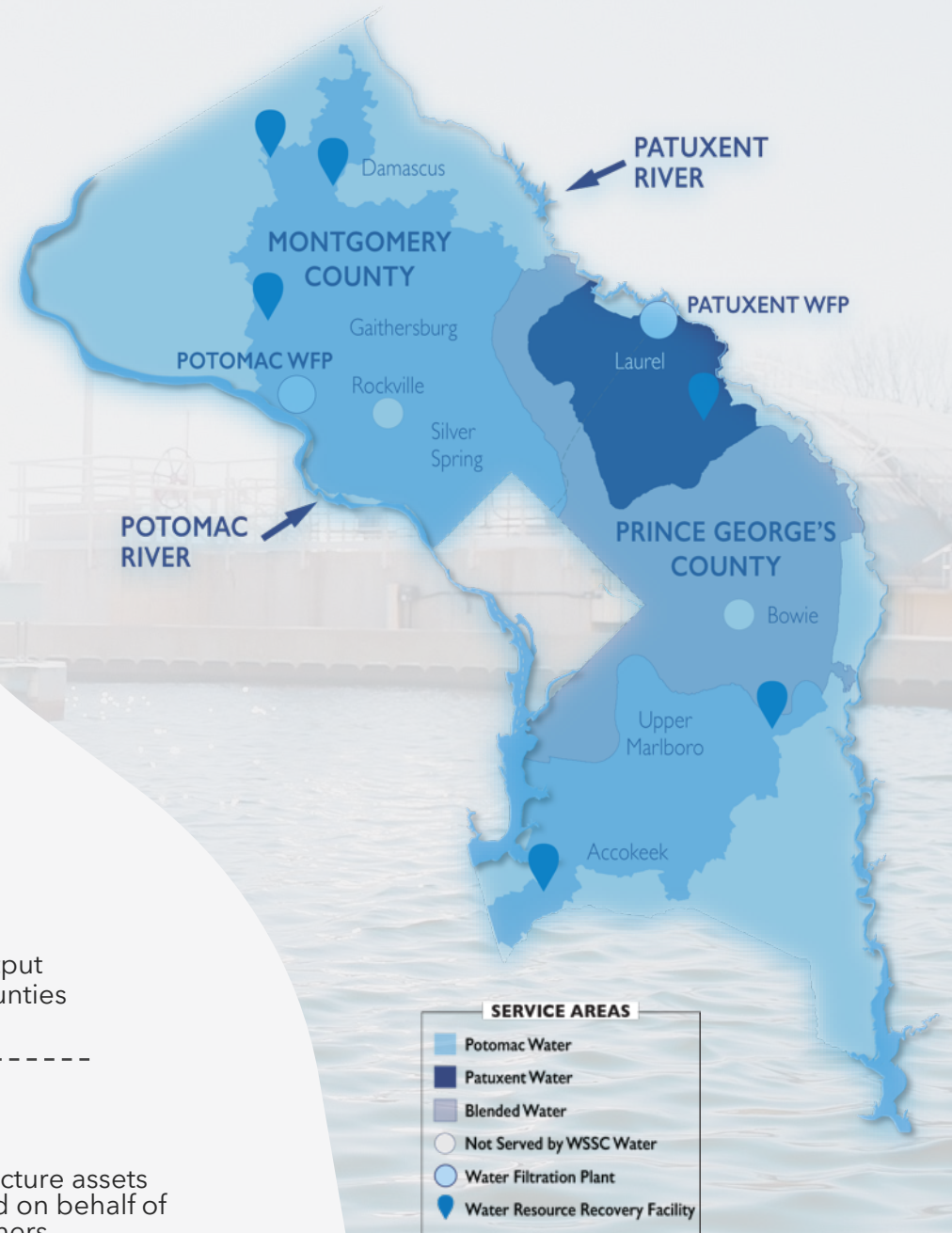
\$5.9B

6-Year Capital Improvements Program



\$9B

In infrastructure assets maintained on behalf of our customers



Project Contacts

Walid Halboni

Design Project Manager

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Terry Green

Technical Contracts Supervisor

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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

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)**



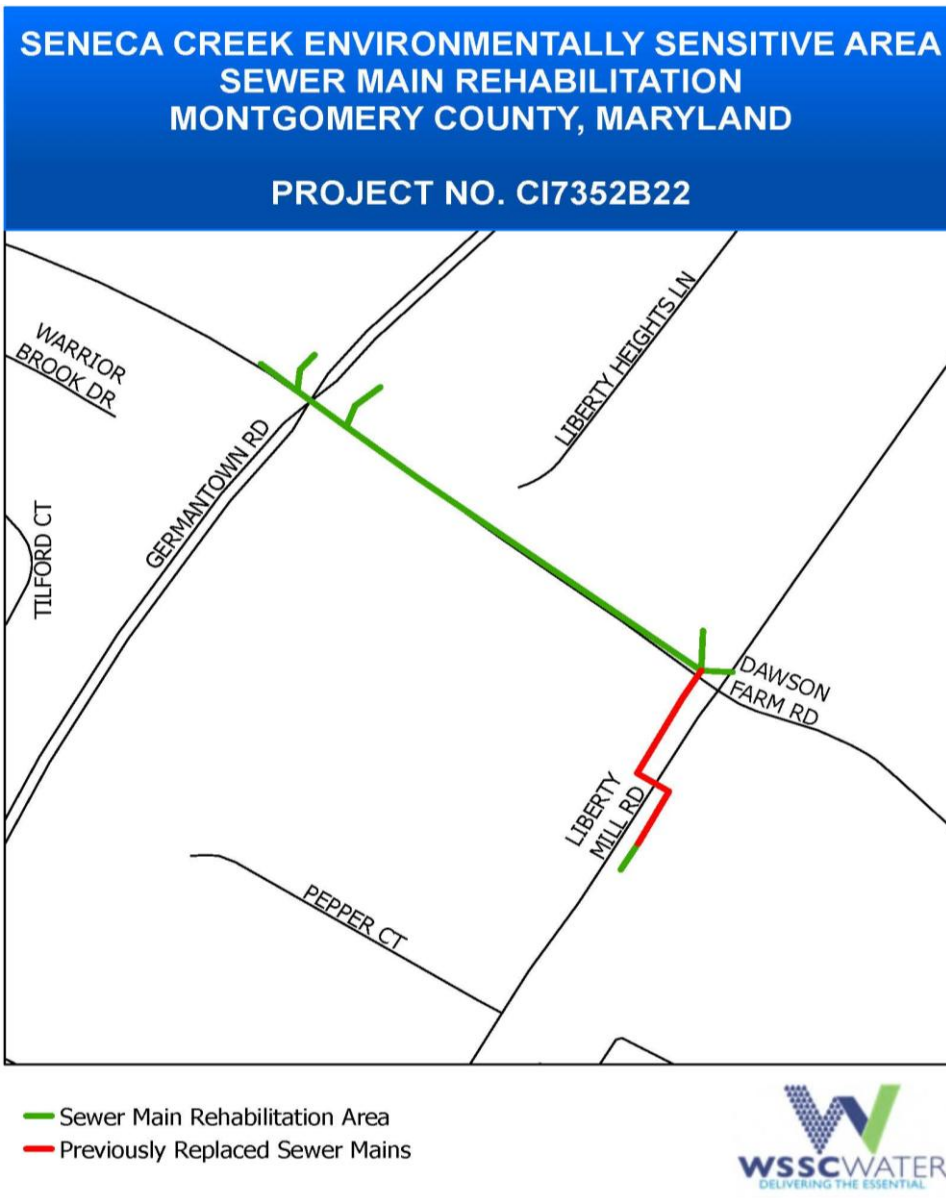
Phil Callahan | 240-204-2123
Philip.Callahan@wsscwater.com

Project Background

- WSSC Water is strategically replacing and rehabilitating aging infrastructure throughout service area.
- Project includes replacing approximately **1375 feet (0.26 miles)** of large diameter sewer mains.
- Approximately **17** manholes will be rehabilitated or replaced.
- 3 segments have already been replaced due to failures.
- Sewer pipes and manholes rehabilitated using primary trenchless methods, however those in very poor condition will require excavation to repair and replace.
- Completed project will extend life of sewer pipes by at least 50 years.



Project Map & Overview



Directly Impacted Streets

- Germantown Road (MD-118)
- Dawson Farm Road
- Liberty Mill Road

Next Steps

- Large pumps and piping systems will be installed above ground to by-pass two sewer pumping stations to divert flows away from the sewer mains being rehabilitated.
- Inspection of the sewer pipes will be completed using CCTV methods to determine the current condition of the pipes and the correct rehabilitation methods to be used.



Estimated Construction Schedule



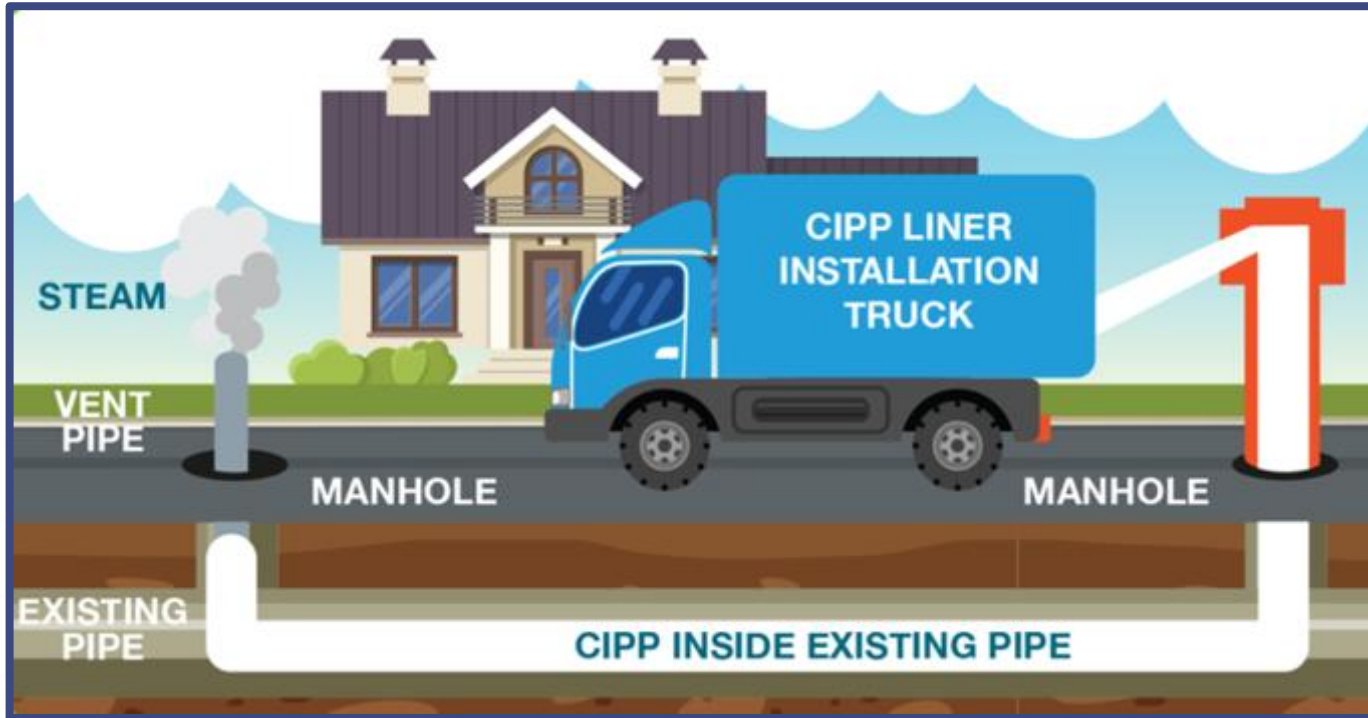
Construction schedule is estimated and weather dependent



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 include:
 - Marking locations of utilities
 - Field inspections
 - Rehabilitation of sewer mains and manholes
 - 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.

Sewer Rehabilitation Method: Pipe Lining



Sewer Rehabilitation Method: Manhole 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.



Project Summary



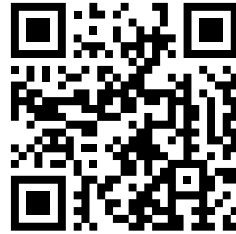
- **Overview:** Existing sewer mains are near the end of their useful lives.
- **Replacements:** WSSC Water is rehabilitating the sewer mains and sewer manholes.
- **Service:** WSSC Water will minimize service disruptions during construction.
- **Coordination:** WSSC Water will coordinate work activities 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

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



Questions?

