



Arctic Avenue Water Main Replacement Project

Project ID #BT7330C22

Joy Hamilton, Project Outreach Manager
Amro Jaghoob, Contract Manager

June 1, 2026

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**

Amro Jaghoob

Contract Manager

227-215-9886

Amro.Jaghoob@wsscwater.com

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

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



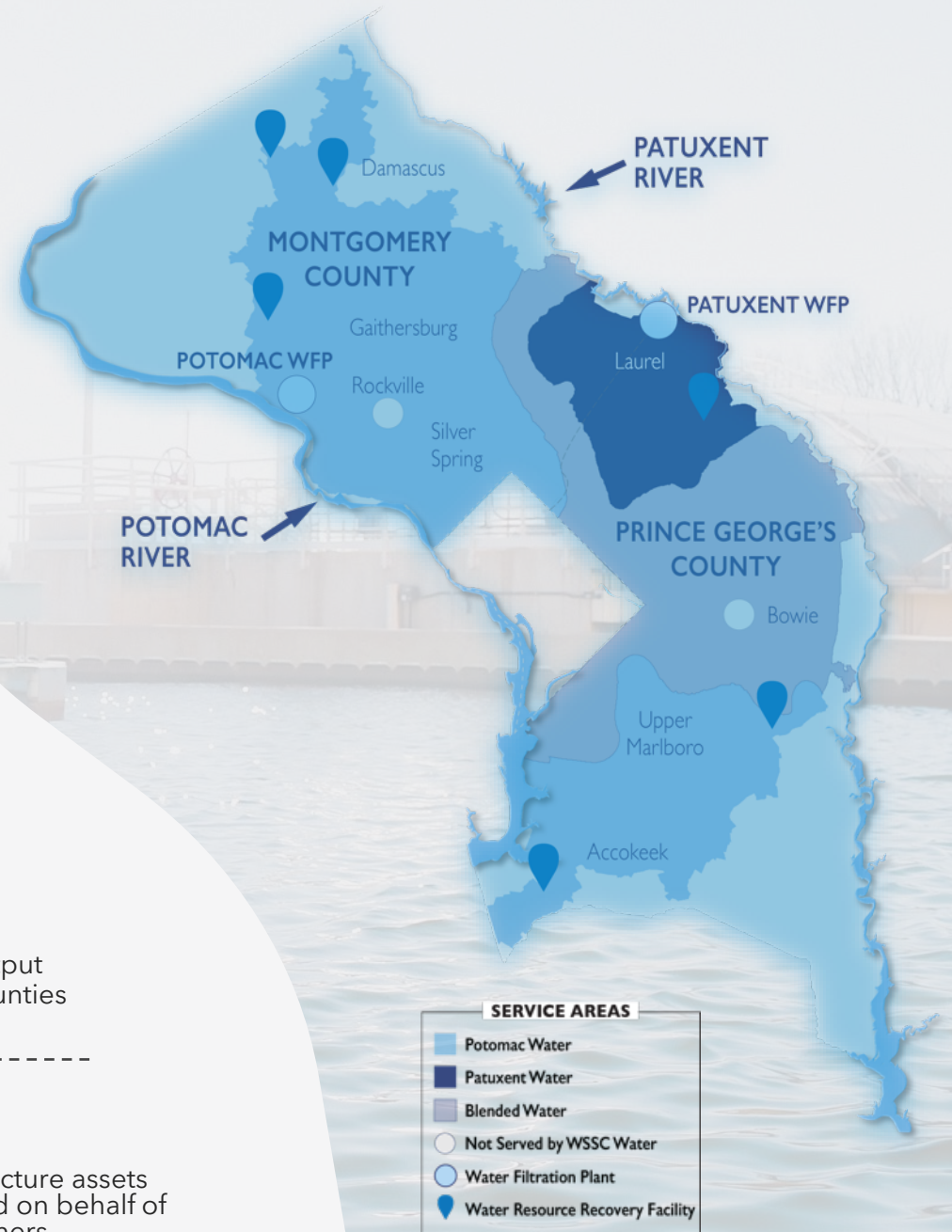
\$5.9B

6-Year Capital Improvements Program



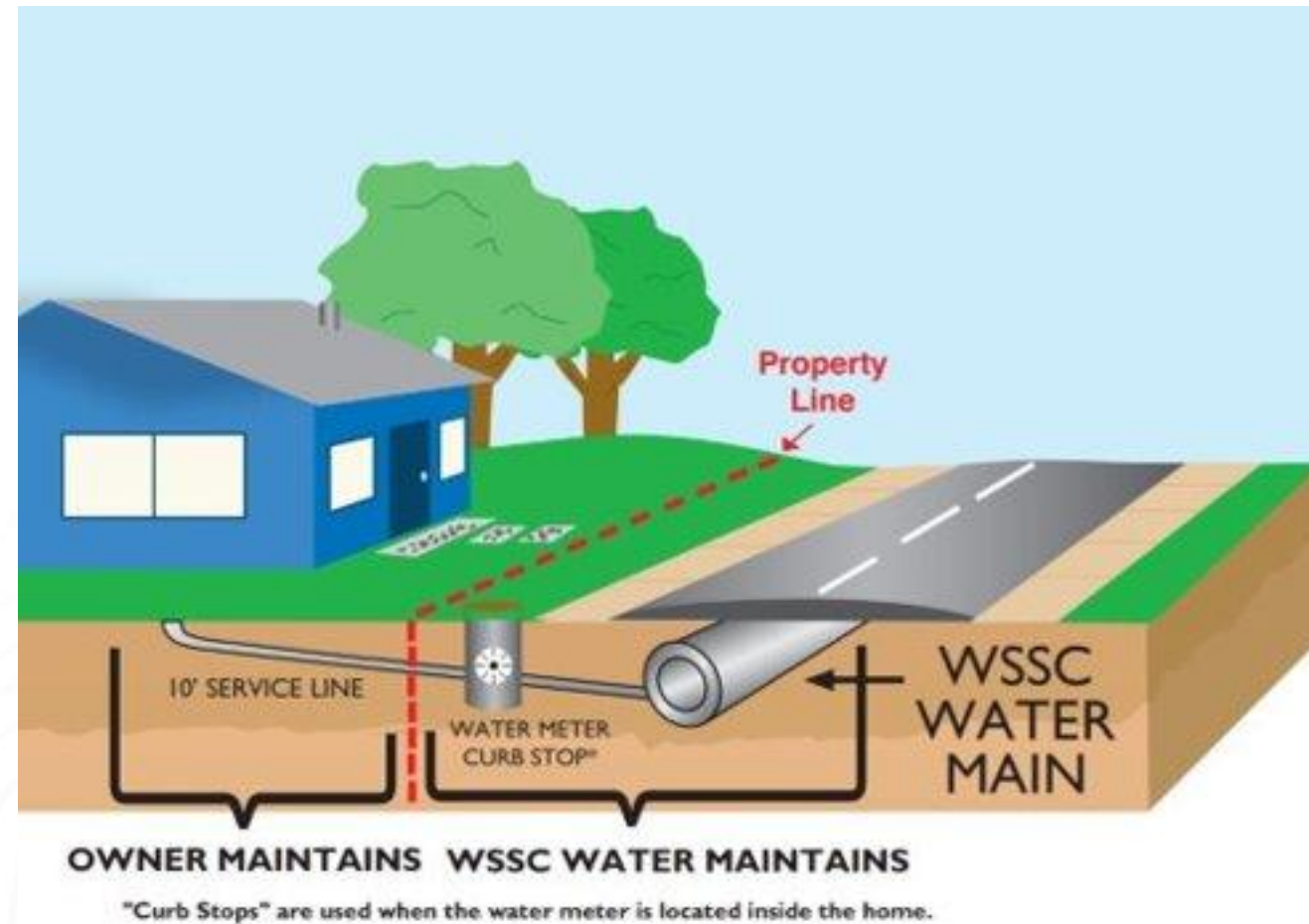
\$9B

In infrastructure assets maintained on behalf of our customers



Project Overview

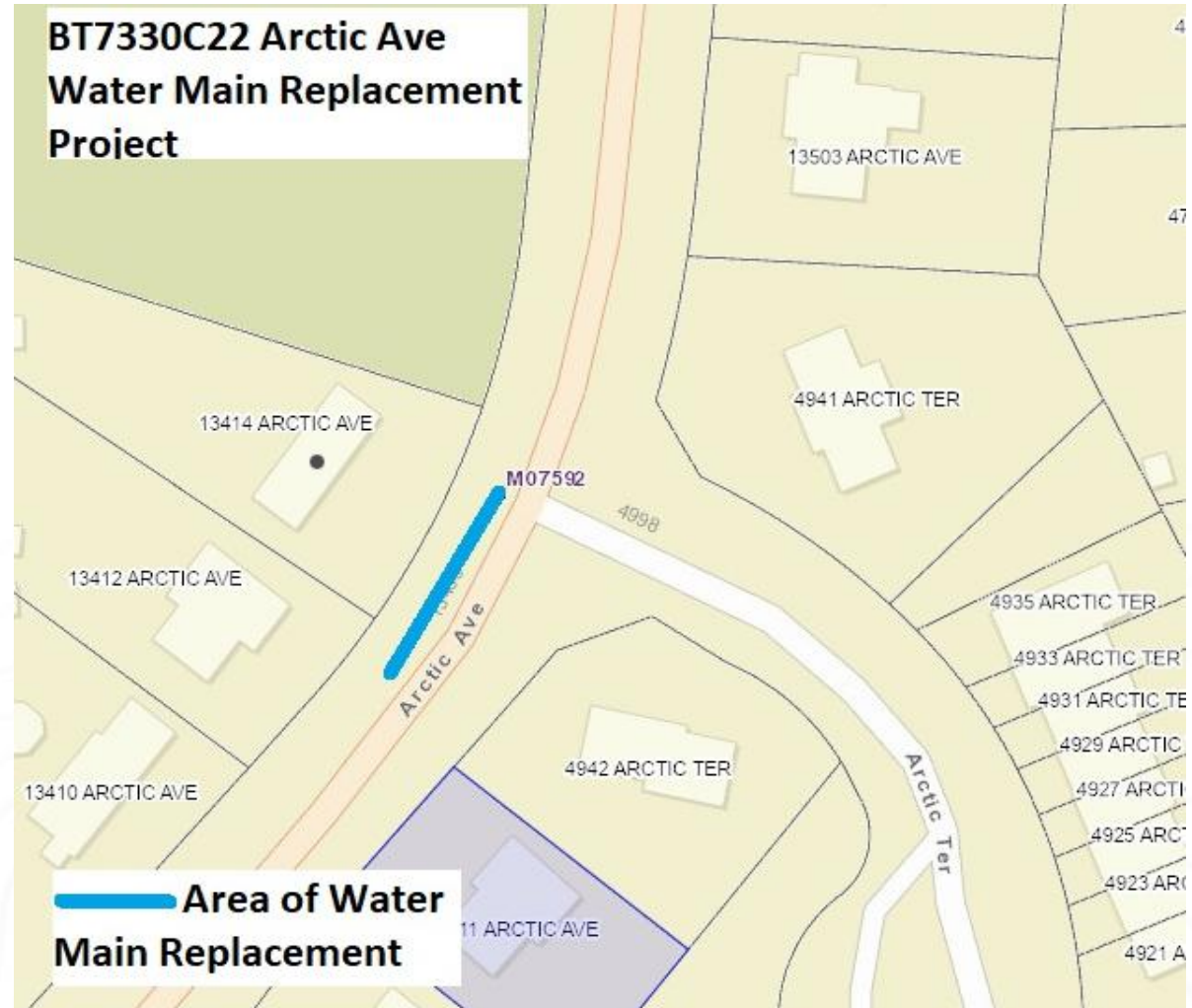
- New valve and vault will be installed to replace the old one within the roadway.
- New house connections (service lines) will be reconnected up to property line or water meter/curb stop
- Replacing existing pipes helps reduce disruptions to community, environment and emergency services due to water main breaks



Project Map

Directly Impacted Streets

- Arctic Ave (where the valve and vault will be replaced)
- Arctic Terrace (will not be directly impacted however there will be traffic control to organize the traffic)



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
 - Night work will be required for scheduled service interruptions to minimize impact
 - Residents will be notified at least two days prior to construction activity changes
- Construction activities may include:
 - Marking locations of utilities
 - Field inspections
 - Replacement of valve, vaults and house connections
 - 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.)

- Open-cut construction method, which involves cutting and excavating a section of the pavement
- This construction method does create noise and dust



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



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

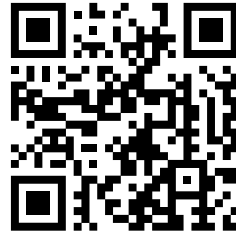
- **Overview:** Existing water mains are near the end of their useful lives
- **Replacements:** WSSC Water is replacing the water mains and water house connections up to the property line
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will 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 water 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?

