



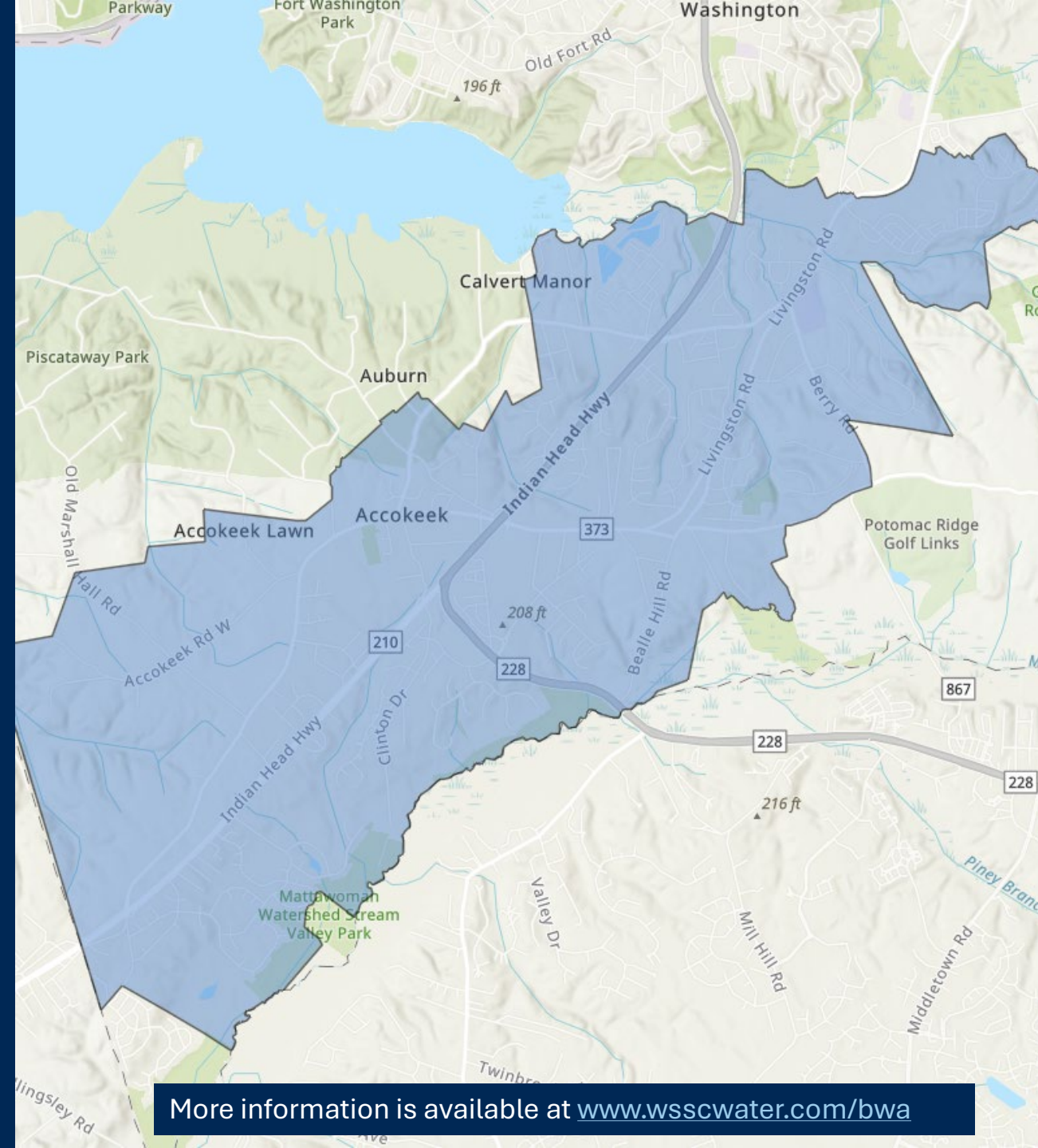
Briefing on Boil Water Advisory for Customers in Accokeek, Southern Prince George's County

David McDonough

Deputy General Manager – Mission Support

July 3, 2026 – 10:00am

Meeting will begin a few minutes after 10:00



More information is available at www.wsscwater.com/bwa

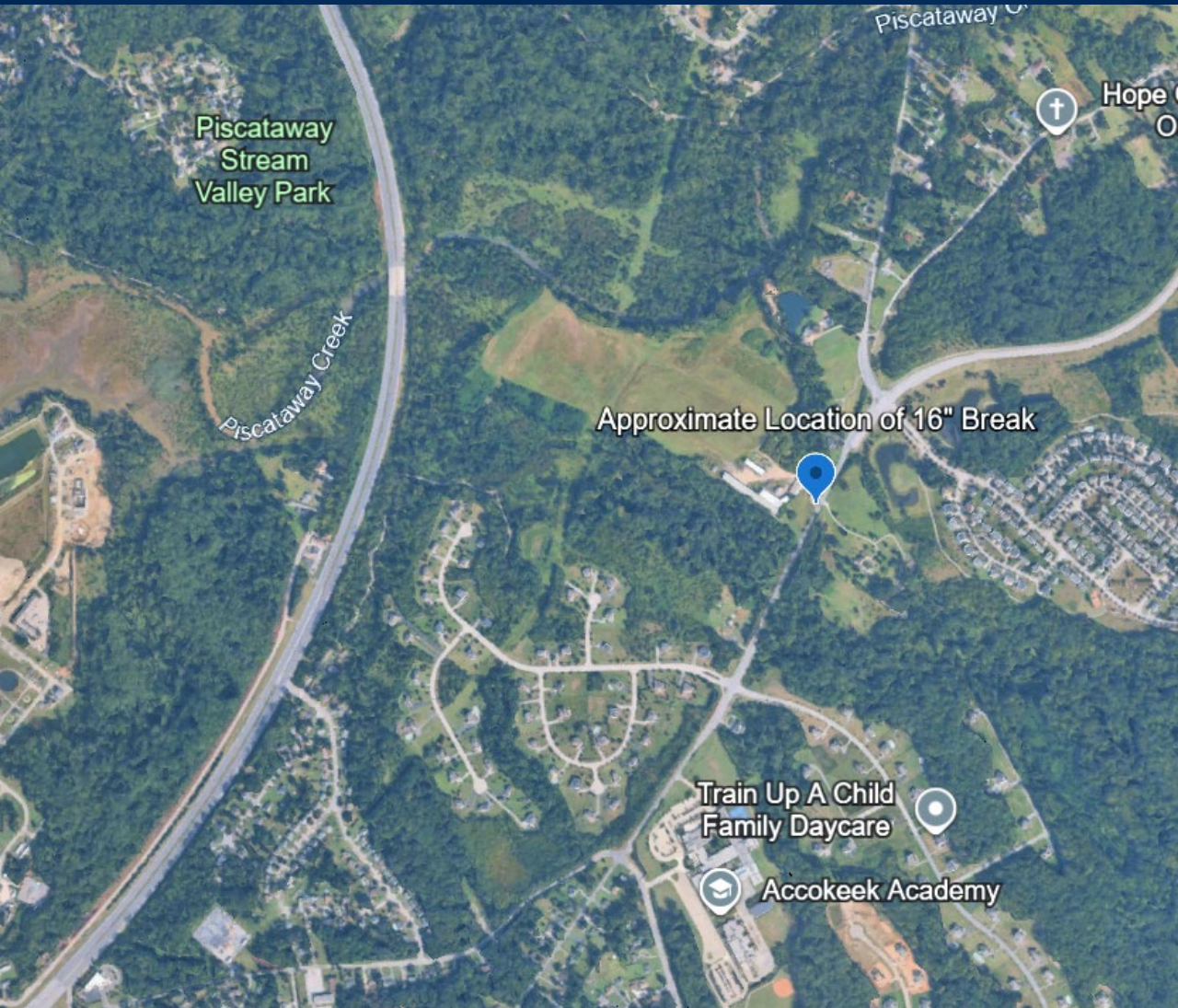


Table of Contents

- Overview of current operations
- Areas impacted by Boil Water Advisory
- What to do DURING a Boil Water Advisory
- What to do AFTER a Boil Water Advisory
- Water Station Information
- Next Steps
- Communications
- Upcoming Briefings and Engagement

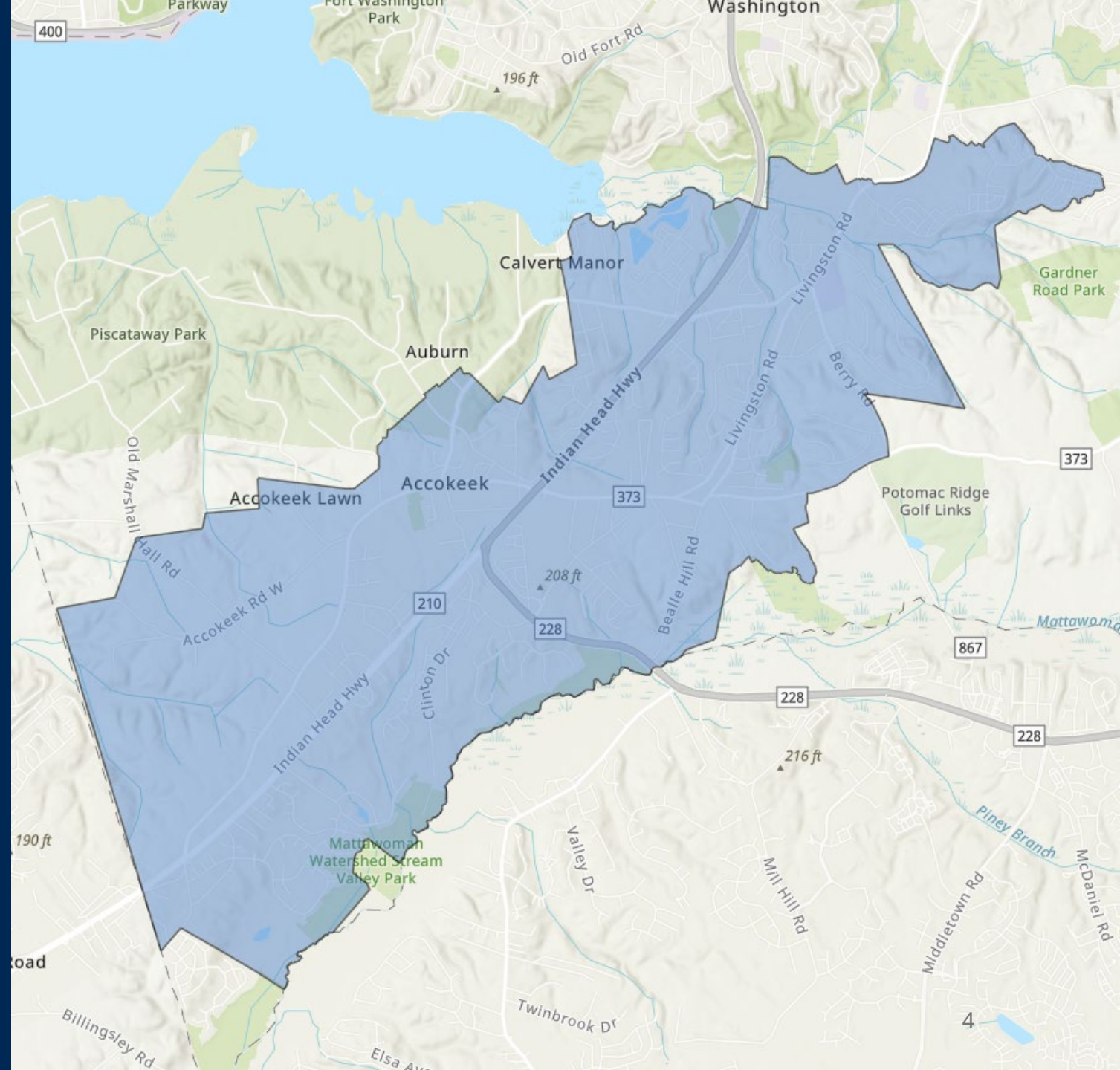
Bottom Line Up Front

A boil water advisory remains in effect for the Accokeek portion of Southern Prince George's County

- Due to a loss of pressure, a **Boil Water Advisory is currently in effect** impacting 3,589 customers
- Shortly after 5:00pm yesterday, WSSC Water instrumentation indicated a drop in the tank level at the Accokeek Tank.
- This drop in pressure was due to a 16” water main break at 14251 Livingston Road in Clinton, MD. **Repairs were completed by 6:30am this morning.**
- Customers may have experienced low pressure or no water but **service has been fully restored.**
- Notifications are ongoing through normal channels.

Boil Water Advisory Area

Customer should bring water to a rolling boil for one minute and then cool before consuming.





Customers in the impacted area, if you have any water coming from your taps, you should **bring your water to a rolling boil for one minute**, then cool it before:



Consuming Any Water



Brushing Teeth



Preparing Baby Food & Formula



Washing Fruits & Vegetables



Giving to Pets



Making Ice

Water does not have to be boiled before it is used for washing dishes, hands, laundry, or bathing **as long as it is not consumed**.

After the Boil Water Advisory is Lifted - Flush Your System

- Begin with sink faucet on the lowest floor.
- Slowly open the cold water sink faucet. Opening slowly allows for the release of trapped air and may reduce the banging noise, known as a "water hammer" that can occur when water flow and pressure changes as a result of water main repair work.
- Repeat on each floor, moving from lowest to highest, only opening cold water sink faucets.
- Once the water runs clear, usually in 5 minutes or less, turn off faucets in the same order, lowest to highest.
- You should also flush your refrigerator's water lines.

Customers and businesses should also **dispose of stored water, drinks, or ice made since the Boil Water Advisory**. The next three batches of ice should also be thrown out. Ice maker containers should be wiped clean with a solution of two tablespoons of bleach to one gallon of water.

If you still experience problems after performing the above procedures, or if you have any questions, please contact our **Emergency Services Center 24/7 at 301-206-4002**.

For more information, visit wsscwater.com/BWA

Guidance For Customer **During** Boil Water Advisories

- Bring water to a rolling boil for one minute, then allow it to cool before:
 - Consuming the water
 - Brushing Teeth
 - Preparing Baby Food and Formula
 - Washing Fruits and Vegetables for consumption
 - Giving to pets
 - Making Ice
- You do NOT need to boil water before using for washing dishes, hands, laundry, or bathing as long as the water is not consumed.

Durante un Aviso de Hervir el Agua

Hervir Durante 1 Minuto

Clientes en el área afectada, si tienen agua que sale de sus grifos, deben **hervirla durante un minuto** y luego dejarla enfriar antes de:



Consumo
de Agua



Cepillarse
los Dientes



Preparación de
Alimentos y
Fórmulas
para Bebés



Lavar
Frutas y
Verduras



Darles a las
Mascotas



Hacer
Hielo

No es necesario hervir el agua antes de usarla para lavar platos, manos, lavar la ropa o bañarse, **siempre y cuando no se consuma.**

Después de que se Levante el Aviso de Hervir el Agua, Limpie Su Sistema.

- Comience con el grifo en el piso más bajo.
- Abra lentamente el grifo de agua fría lentamente para liberar el aire atrapado, esto puede reducir el ruido de golpes, conocido como "golpe de ariete" que puede ocurrir cuando el flujo y la presión del agua cambian como resultado de las reparaciones de la tubería principal.
- Repita en cada piso, desde el más bajo al más alto, abriendo solo los grifos de agua fría.
- Una vez que el agua salga clara, generalmente en 5 minutos o menos, cierre los grifos en el mismo orden, del más bajo al más alto.
- También debe limpiar la línea de agua del refrigerador.

Los clientes residenciales y comerciales también deben **desechar el agua, las bebidas o el hielo almacenados que se hayan hecho desde la advertencia de hervir el agua.** Los siguientes tres lotes de hielo también se deben desechar. Los envases de la máquina de hielo deben limpiarse con una solución de dos cucharadas de cloro por galón de agua.

Si aún tiene problemas después de realizar los procedimientos anteriores, o si tiene alguna pregunta, comuníquese con nuestro **Centro de Servicios de Emergencia las 24 horas, los 7 días de la semana al 301-206-4002.**

Para obtener más información, visite wsscwater.com/BWA

Guidance For Customer After Boil Water Advisories

- Begin with sink faucet on the lowest floor.
- Slowly open the cold water sink faucet.
- Repeat on each floor, moving from lowest to highest, only opening cold water sink faucets.
- Once the water runs clear, usually in 5 minutes or less, turn off faucets in the same order, lowest to highest.
- You should also flush your refrigerator's water lines.
- Customers and businesses should also dispose of stored water, drinks, or ice made since the Boil Water Advisory. The next three batches of ice should also be thrown out. Ice maker containers should be wiped clean with a solution of two tablespoons of bleach to one gallon of water.

Boil Water Advisory FAQs



Can I drink the water now that service has been restored?

The **BWA remains in effect**. WSSC Water recommends bring the water from the tap to a rolling boil for one minute and allowing it to cool prior to consuming.



Can I flush my toilet?

Water service is restored, customers can use the restroom as needed.



Can I shower or bathe?

You can shower and wash hands as long as you don't consume the water.



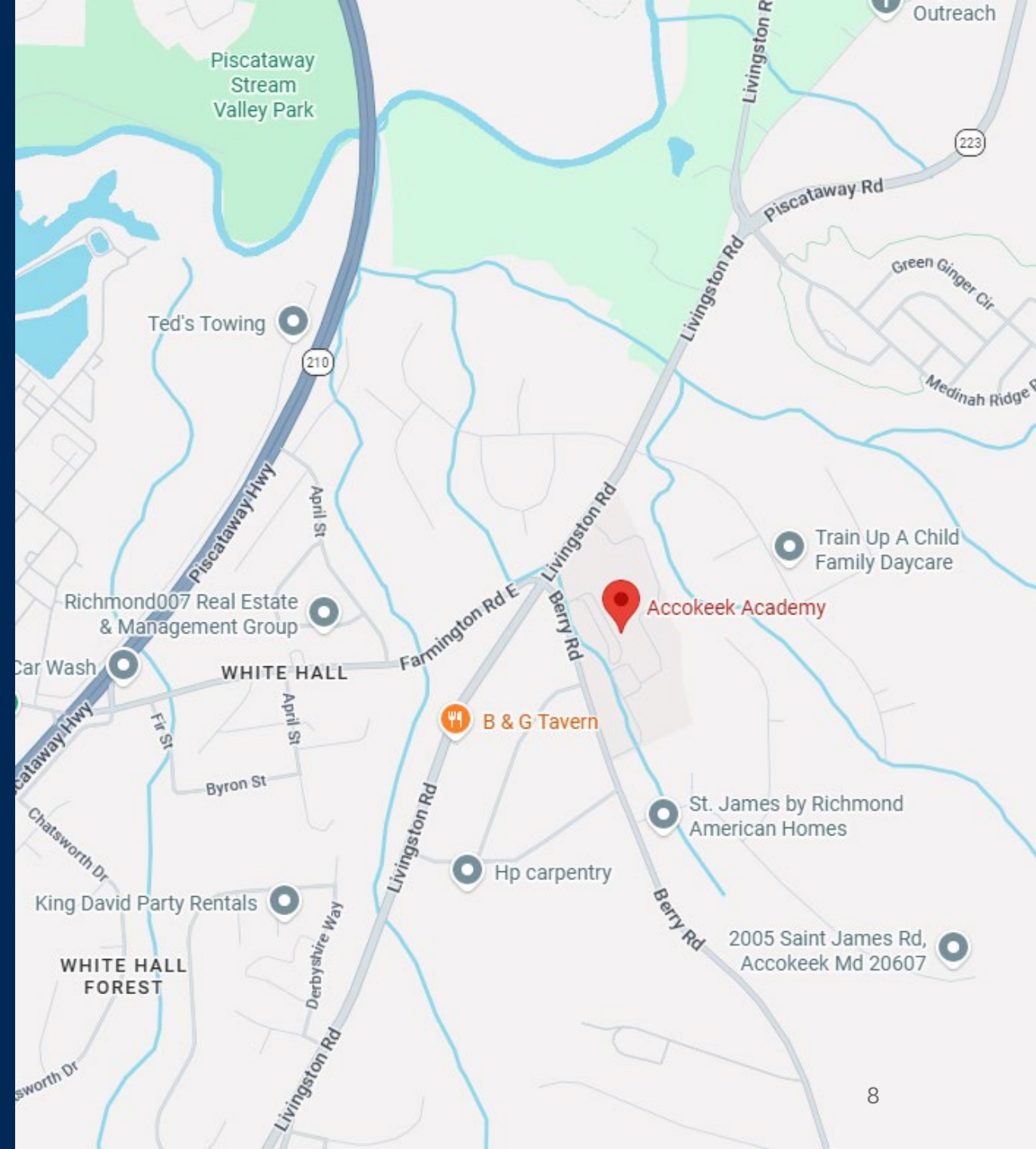
Can I wash my clothes or dishes?

Yes, you can wash dishes and clothes and use your dishwasher and washing machine.

Water Station for Impacted Customers

**Accokeek Academy
14400 Berry Rd
Accokeek, MD 20607**

Open today from 8:00am to
2:00pm.





Next Steps: Sampling Drinking Water for Safety

- WSSC Water developed a **sampling plan** in coordination with the Maryland Department of Environment (MDE) to test the water in the impacted area.
- Sampling was completed and delivered to our Consolidated Laboratory in the overnight hours
- There is no indication of contamination but due to system pressure loss, sampling is a necessary step to ensure public health.
- Successful testing must be completed prior to lifting the Boil Water Advisory.



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.

What can you do?

- Leverage your communications tools to amplify WSSC Water messages
- Encourage sign up to WSSC Water's Customer Notification System

REGISTER AT [WSSCWATER.COM/CNS](https://www.wsscwater.com/cns)



Ongoing Engagement

- No follow up scheduled
- A briefing will be held for any significant changes or updates related to this event
- **Next possible briefing is later this evening after 9:00pm**
- Customers can check if they are in the impacted area by visiting wsscwater.com
- Your feedback is appreciated – send your thoughts and suggestions to OEM@wsscwater.com