



East-West Highway 16-inch Water Main Replacement Project

Project ID #BT6608A18

Joy Hamilton, Project Outreach Manager
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July 8, 2026



Agenda

- Introduction to Project Team
- Project Overview
- Project Map
- Estimated Construction Schedule
- What to Expect During Construction
- Important Contacts/Customer Assistance
- Questions & Answers

Project Contacts

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



Oscar Diaz-Sanchez

Technical Contracts Supervisor

240-524-8961

Oscar.Diaz@wsscwater.com

David Bowser

Systems Construction Inspector 1

240-484-5639

David.Bowser@wsscwater.com

Emergency Services Center

Open 24/7

301-206-4002

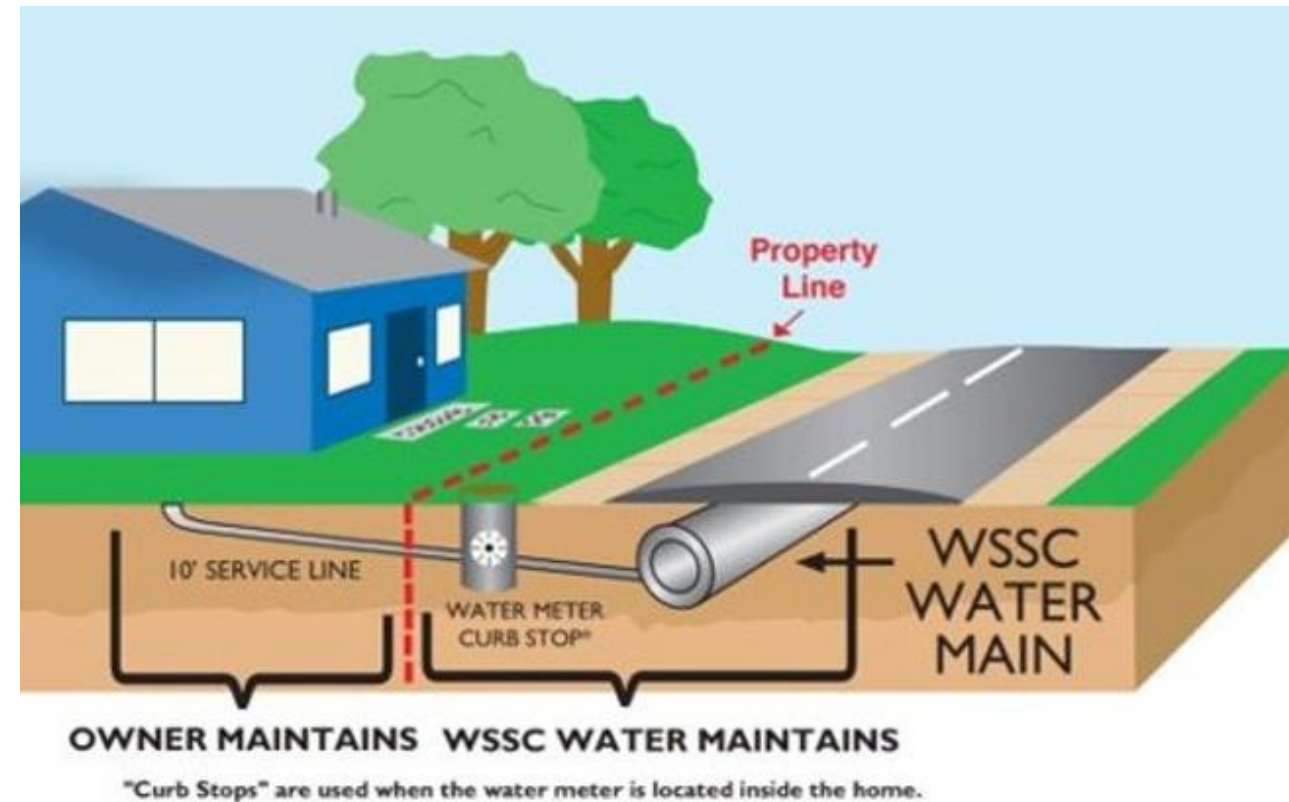
EmergencyCallCenter@wsscwater.com

Project Overview

New watermain will be installed within the roadway

New house connections (service lines) will be installed up to property line or water meter/curb stop

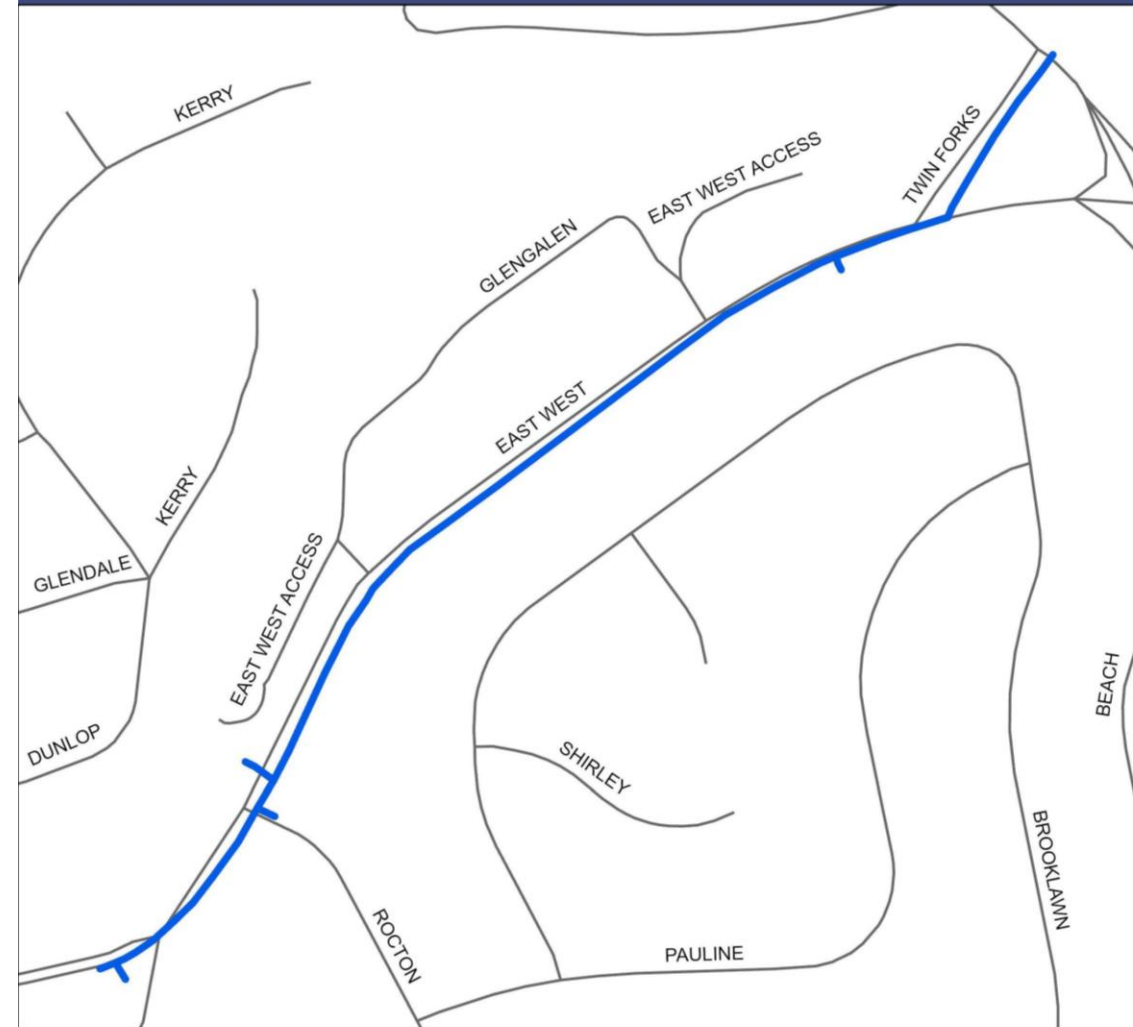
Replacing existing pipes helps reduce disruptions to community, environment and emergency services due to water main breaks



Project Map

Directly impacted streets

- East-West Highway
- Rocton Avenue
- Brookville Road
- Twin Forks Lane
- Jones Mill Road



— WATER MAIN REPLACEMENT AREA

Fire Hydrant Installation

WSSC Water is responsible for providing **water for fire protection** to Montgomery and Prince George's counties

To safeguard public safety, we proactively replace and maintain our fire hydrants to monitor water pressure and flow rate, as well as inspect internal working parts to **ensure the highest level of protection**

Per the Fire Safety Code, the maximum spacing between fire hydrants is **250-600 feet**, depending on the building structure

WSSC Water fire hydrants are made of cast iron materials and **can last more than 50 years**

WSSC Water fire hydrants have dark green top and gray body.



Estimated Construction Schedule

The construction schedule is estimated and weather dependent

July 2026

Anticipated Construction Start

June 2027

Estimated Construction Completion

What to Expect During Construction

Anticipated work schedule: 9:00 a.m. to 3:00 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 may include:

- Marking locations of utilities
- Field inspections
- Replacement of water mains, 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



Signage and Restoration

Construction signs with contact persons will be placed throughout project area

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

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



wsscwater.com/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.



Contact Us

Monday – Friday, 8 a.m. – 6 p.m.

301-206-4001

customerservice@wsscwater.com

The graphic features a blue background with a white water drop icon containing an exclamation mark and the letters 'CNS'. To the right of the icon, the text 'Customer Notification System' is written in white. Below this, a paragraph in white text reads: 'Receive alerts about WSSC Water-related incidents near your home, office, school, or other important addresses.' Underneath the paragraph is an icon of a smartphone with an exclamation mark and signal waves, followed by the text 'Register for *text or email* alerts on up to three addresses.' At the bottom, an orange banner contains the text 'REGISTER AT WSSCWATER.COM/CNS' in white.

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)

The graphic has a dark background with a photo of workers in white protective suits. Overlaid on the photo is the text 'REPORT A WATER OR SEWER EMERGENCY' in large white letters, and a large orange speech bubble with a white exclamation mark. Below the photo, on a white background, are three rows of contact information, each preceded by an icon in a black arrow-shaped box: a phone icon for '301-206-4002', an envelope icon for 'EmergencyCallCenter@wsscwater.com', and a hand holding a phone icon for 'WSSC Water Mobile App'. Below the app name, it says 'Available on Apple App Store and Google Play'. In the bottom right corner is the WSSC Water logo, which consists of a stylized 'W' and the text 'wsscwater DELIVERING THE ESSENTIAL'.

REPORT A WATER OR SEWER EMERGENCY

301-206-4002

EmergencyCallCenter@wsscwater.com

WSSC Water Mobile App
Available on Apple App Store and Google Play

wsscwater
DELIVERING THE ESSENTIAL

Report Water/Sewer Emergency (**Open 24/7**)

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.



Brandon Stewart | 301-642-1712
Brandon.Stewart@wsscwater.com¹⁵

Questions?

