



Spring Gardens Force Main Replacement Project 30% Design Project ID #CP6698A19

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Agenda

- Introduction to Project Team
- Project Overview
- Project Map
- Permit Coordination
- What to Expect During Design
- Community Engagement
- Customer Assistance and Resources
- Questions

Project Contacts

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



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Design Project Manager

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Emergency Services Center

Open 24/7

301-206-4002

EmergencyCallCenter@wsscwater.com

30% Design Stage Activities

Duration:
Approximately 12-15 months

- Above ground markings
- Hydraulic analysis
- Alternative alignment analysis
- Identification of required permits
- Field surveys and reconnaissance
- Geotechnical sampling
- Horizontal alignment plan and profiles
- Preliminary engineering reports



WWPS/Force Main Replacement Program Overview

Waste Water Pump Station (WWPS)/Force Main (FM) Replacement Program was initiated by WSSC Water in response to reports of WWPS equipment failures, FM breaks and changes in anticipated sewer system flows.

General inspections and evaluations are routinely performed on WWPS and FMs. Methods of evaluation for the WWPS may include capacity testing of pumps, evaluation and inspections of the equipment in the WWPS and review of maintenance and repair history.

Methods of evaluation of the FM may include capacity testing, visual inspection (internal and external), walking of the FM alignment and review of work history.

Project Overview

Pipeline Alignment – Installation of replacement sewer pipeline with connection to the WSSC Water gravity sewer

- New 10-inch PVC gravity sewer pipe connection between existing Spring Garden pump station and new pump station
- New 12-inch force main alignment via Kingstead Road, Oak Drive, and Ridge Road
- New 10-inch ductile iron gravity sewer pipe from high point on Ridge Road south to connect back to WSSC sewer system

Force main will be installed using open cut trench installation and trenchless methods when trenching is not feasible

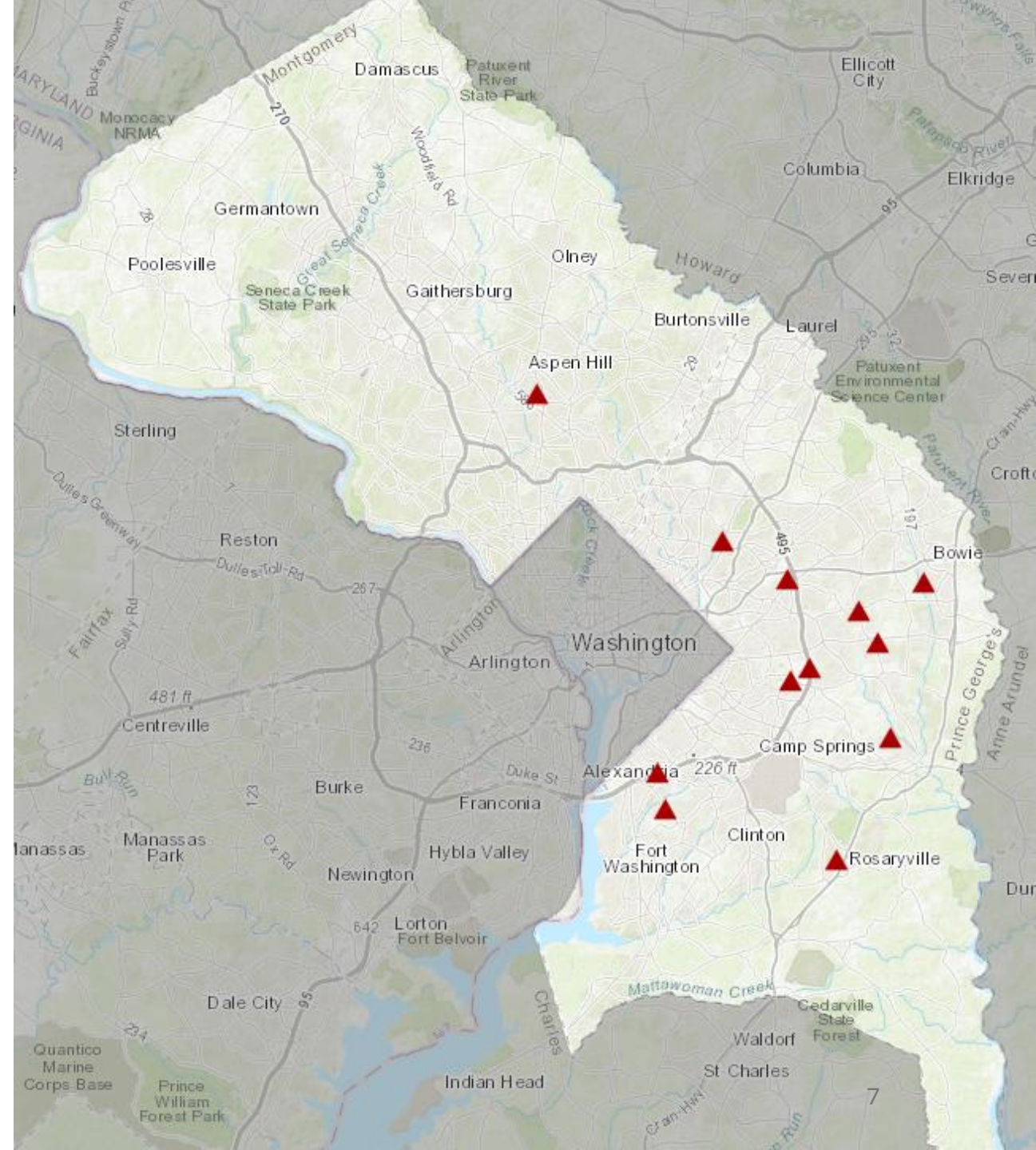
Completed projects will extend the life of pipes by at least 50 years

Construction/In Your Neighborhood Map

We built a multi-layered, **highly detailed map** that provides real-time information about all the WSSC Water construction and repair projects in your neighborhood.

This tool allows you to type in any address and search to reveal markers showing where projects are taking place.

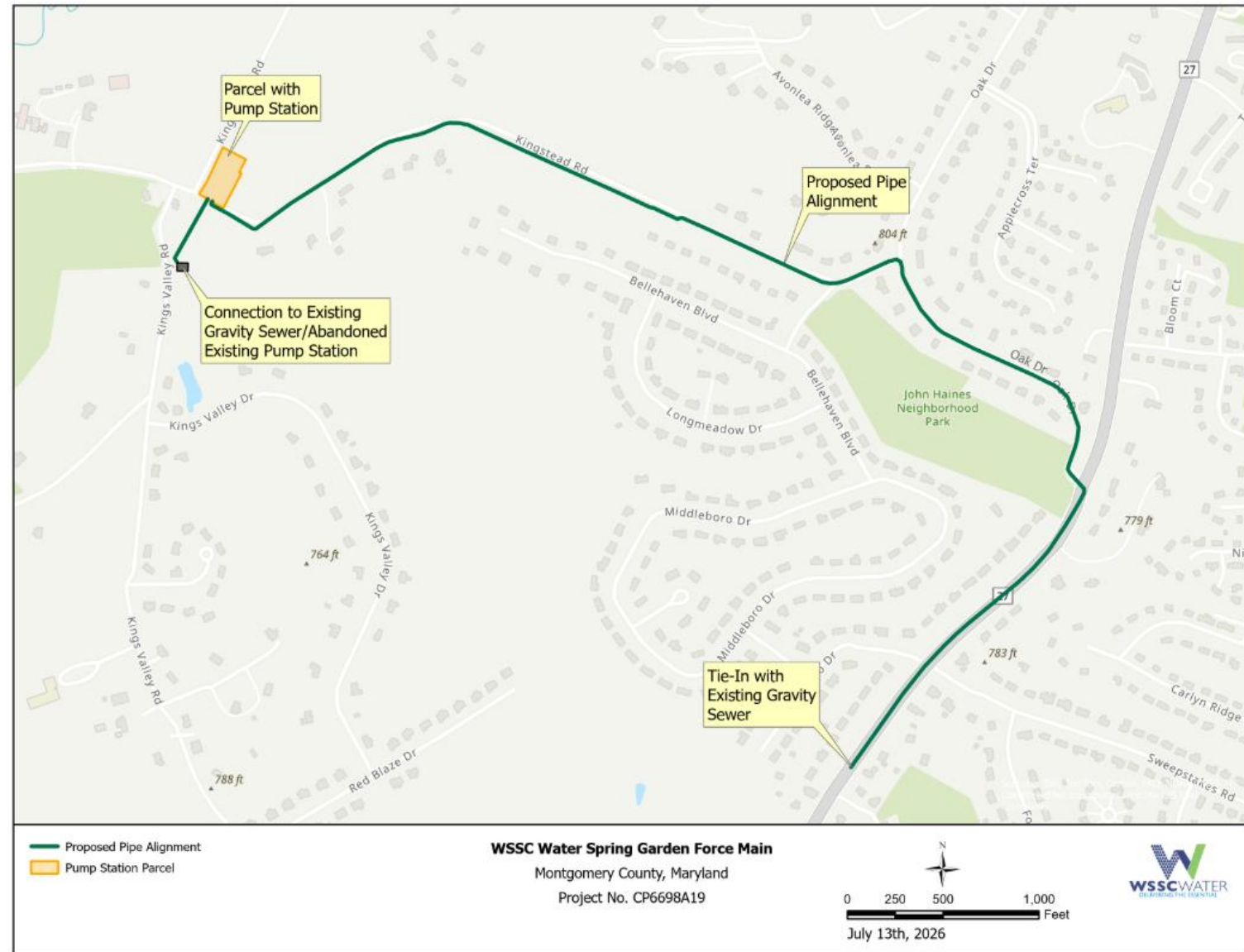
To learn about upcoming projects in your area, please visit our **In Your Neighborhood** interactive map at gisportal.wsscwater.com/iyn/



Project Map

Directly impacted streets

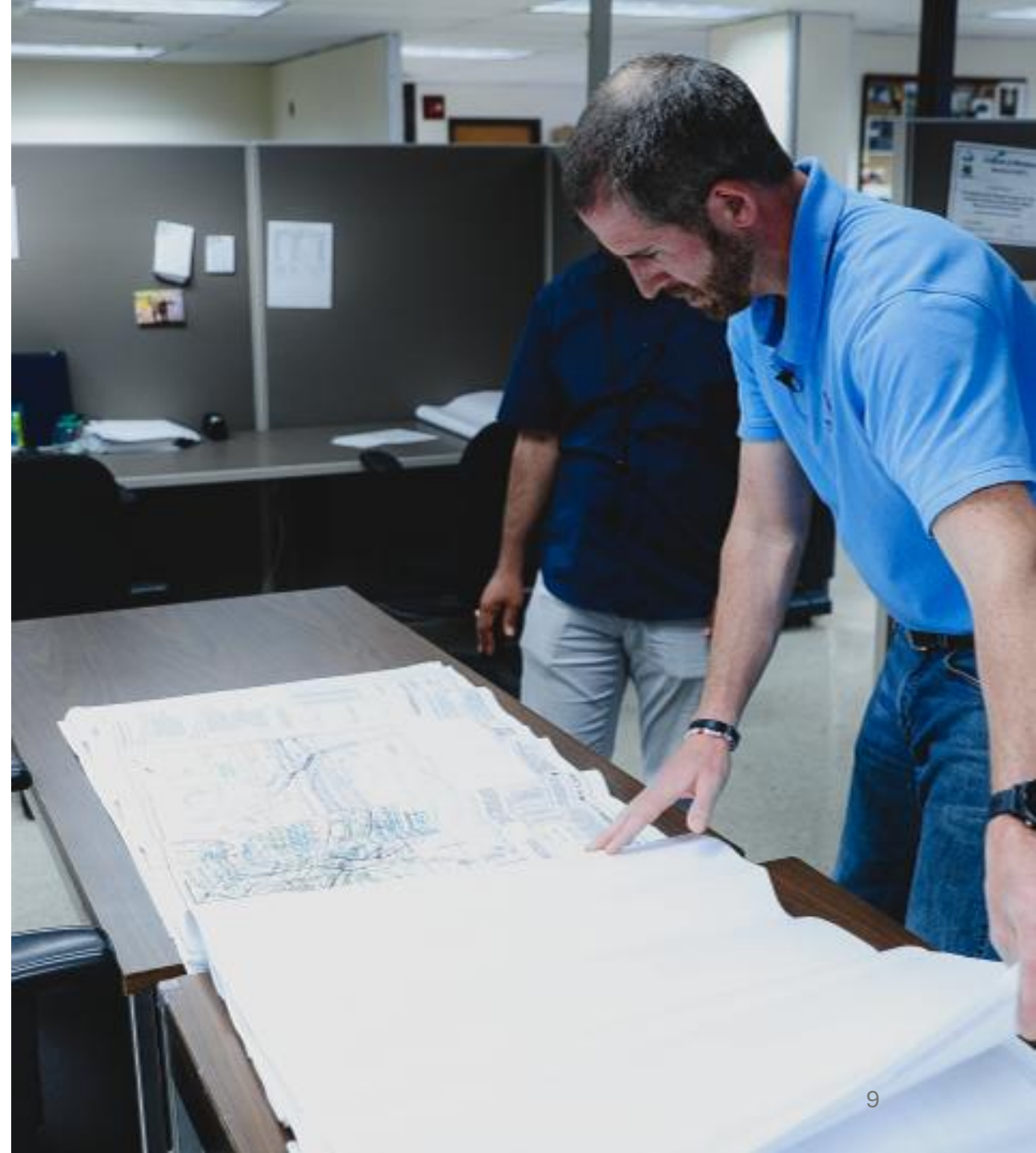
- Ridge Rd
- Oak Dr
- Kingstead Rd



Permit Agencies

WSSC Water will coordinate with the following state and local agencies for this project:

- Maryland Department of the Environment (MDE)
- Maryland Department of Transportation State Highway Administration (MDOT SHA)
- Maryland Department of Natural Resources (MD DNR)
- Maryland-National Capital Parks and Planning Commission (M-NCPPC)



What to Expect During Design

Alignment Selection Process: WSSC Water considers various factors including construction costs, community and environmental impacts to select the most suitable pipe alignment

Right-of-Entry Agreements will be obtained from the owners of impacted properties.

Tree removal letters (if applicable) delivered to owners of impacted properties during design.

Fact sheet letters providing residents with a general project overview will be mailed to all property owners in the vicinity of this project.



We Value Your Input!

WSSC Water values community feedback and engagement. We welcome the opportunity to hear from you and discuss this project and what it means to you during both the design and construction phases.

By understanding your concerns early in the process, we can consider them and, where possible, incorporate them into the project design.



Scan the QR code to access our **Design Outreach Engagement Survey** and share your feedback.

If you cannot scan the QR code, the survey questions are listed on the next slide.

Design Outreach Engagement Survey

If you are unable to use the QR code on the previous slide, send your responses via email to [**project-outreach@wsscwater.com**](mailto:project-outreach@wsscwater.com)

Include the project name and ID number in the email subject line.

Neighborhood/Local Concerns

- Are there locations where traffic congestion tends to occur during certain times of day?
- Are there school bus routes, school walking routes, or heavily used pedestrian crossings we should consider?

Traffic Access/Safety

- Are there critical access needs for emergency vehicles, delivery trucks, or school transportation?
- Are there driveways, intersections, or cul-de-sacs where construction staging could create safety concerns?

Construction Impacts

- Are there sensitive locations such as daycare centers, assisted living facilities, or churches we should be aware of?

Outreach/Communication Preferences

- What is the best way for residents to receive project updates (email, text alerts, mailed notices, HOA newsletters)?
- Are there community listservs, civic associations, or neighborhood groups we should coordinate with?

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

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 five addresses.

REGISTER AT WSSCWATER.COM/CNS

Customer Notification System (CNS)

Monday – Friday, 8 a.m. – 6 p.m.

301-206-4001

customerservice@wsscwater.com

REPORT A WATER OR SEWER EMERGENCY

 **301-206-4002**

 **EmergencyCallCenter@wsscwater.com**

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

WSSC WATER
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.



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Questions?

