



North Takoma Park, Ethan Allen Avenue & Elm Avenue Sewer Rehabilitation Projects 30% Design

Project ID # CRCILRMH8221A26,
CRCILRMH8095A25, CRCILRMH8096A25

Joy Hamilton, Project Outreach Manager
Carmen Chalmers, Design Project Manager

September 30, 2026



Agenda

- Introduction to Project Team
- Project Overview
- Project Map
- Permit Coordination
- Tree Removal
- What to Expect During Design
- Community Engagement
- Important Contacts/Customer Assistance
- Questions

Project Contacts

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



Carmen Chalmers

Design Project Manager

301-206-8639

Carmen.Chalmers@wsscwater.com

Brandon Stewart

Customer Advocate

301-642-1712

Brandon.Stewart@wsscwater.com

Emergency Services Center

Open 24/7

301-206-4002

EmergencyCallCenter@wsscwater.com

Design Stages

0% - 30% (Initial Design)

- Notify jurisdictions and municipalities
- Identify/notify civic associations and property owners
- Field reconnaissance such as survey and initial alignment
- Asset rehabilitation method approval
- Community outreach meeting

30% - 70% (Preliminary Design)

- Obtain field testing permits as applicable
- Conduct testing
- Submit permit applications to state and local agencies
- Obtain right of entry agreements from property owners if needed

70% - 100% (Final Design)

- Mail fact sheet letter with project overview to property owners
- Mail tree removal letters to impacted property owners
- Apply for final construction permits
- Finalize right of entry agreements and easements

Sewer Rehabilitation Program Overview

A sewer system ensures that wastewater from homes, businesses, and industries is collected and transported safely to a wastewater plant. Sewer infrastructure ages over time, leading to issues such as sewage backing up, overflowing, or contaminating the environment.

Several factors can influence the rate of deterioration beyond the installation date, including:

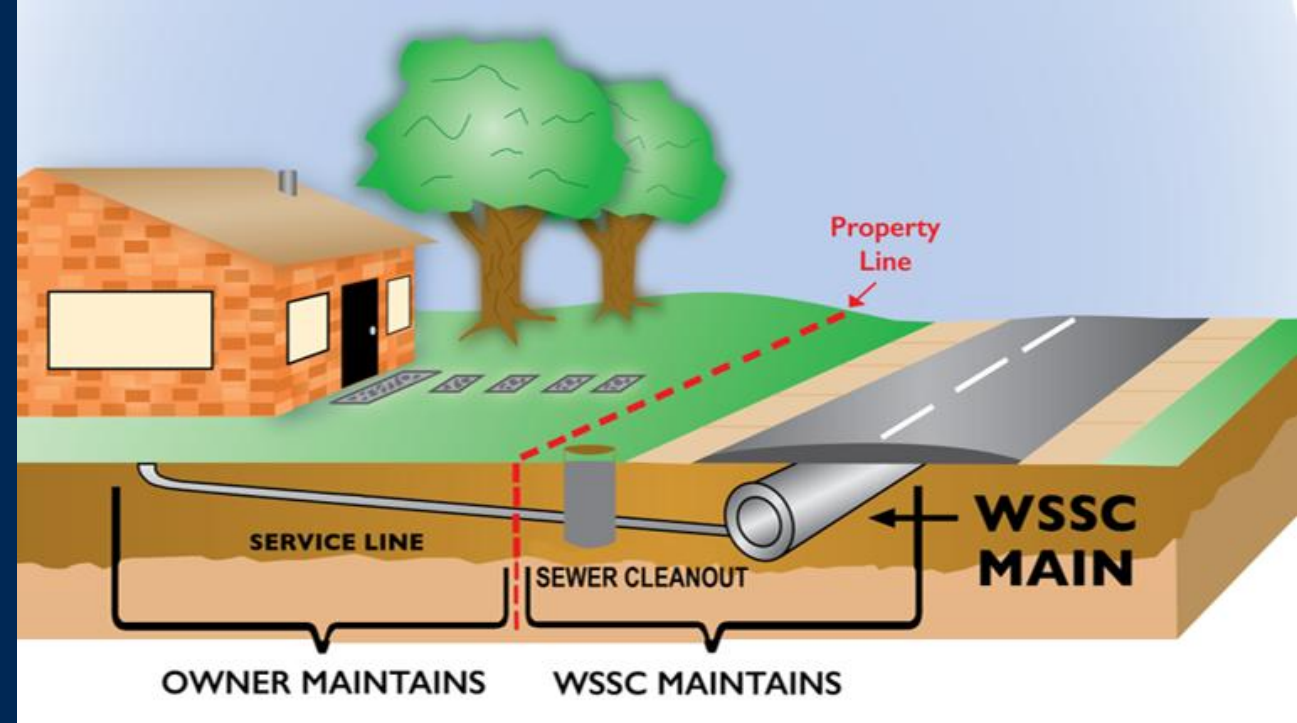
- ***Soil conditions and groundwater levels*** – Variations in soil composition, moisture, and acidity can accelerate corrosion or structural wear in certain areas.
- ***Operational stress*** – Sections experiencing higher flow volumes or pressure fluctuations may degrade faster.
- ***Environmental exposure*** – Proximity to tree roots, freeze-thaw cycles, and localized ground movement can also impact pipe integrity.

WSSC Water does analyze these patterns as part of our asset management program. The goal is to identify risk factors and incorporate lessons learned into future design and construction standards. This helps us improve long-term reliability and reduce the likelihood of premature deterioration.

Sewer Rehabilitation Program Overview (cont.)

- Sewer mains will be rehabilitated within the roadways
- New sewer service lines will be installed up to the property line

Pictured right: Example of a manhole in the right of way





Project Overview

Approximately **16.7 miles of sewer pipe** and house connections (main sewer line to property lines) and **390 manholes** to be rehabilitated
(This information is subject to change as design is finalized)

Sewer pipes and manholes will be rehabilitated using primarily trenchless methods and open cut when necessary.

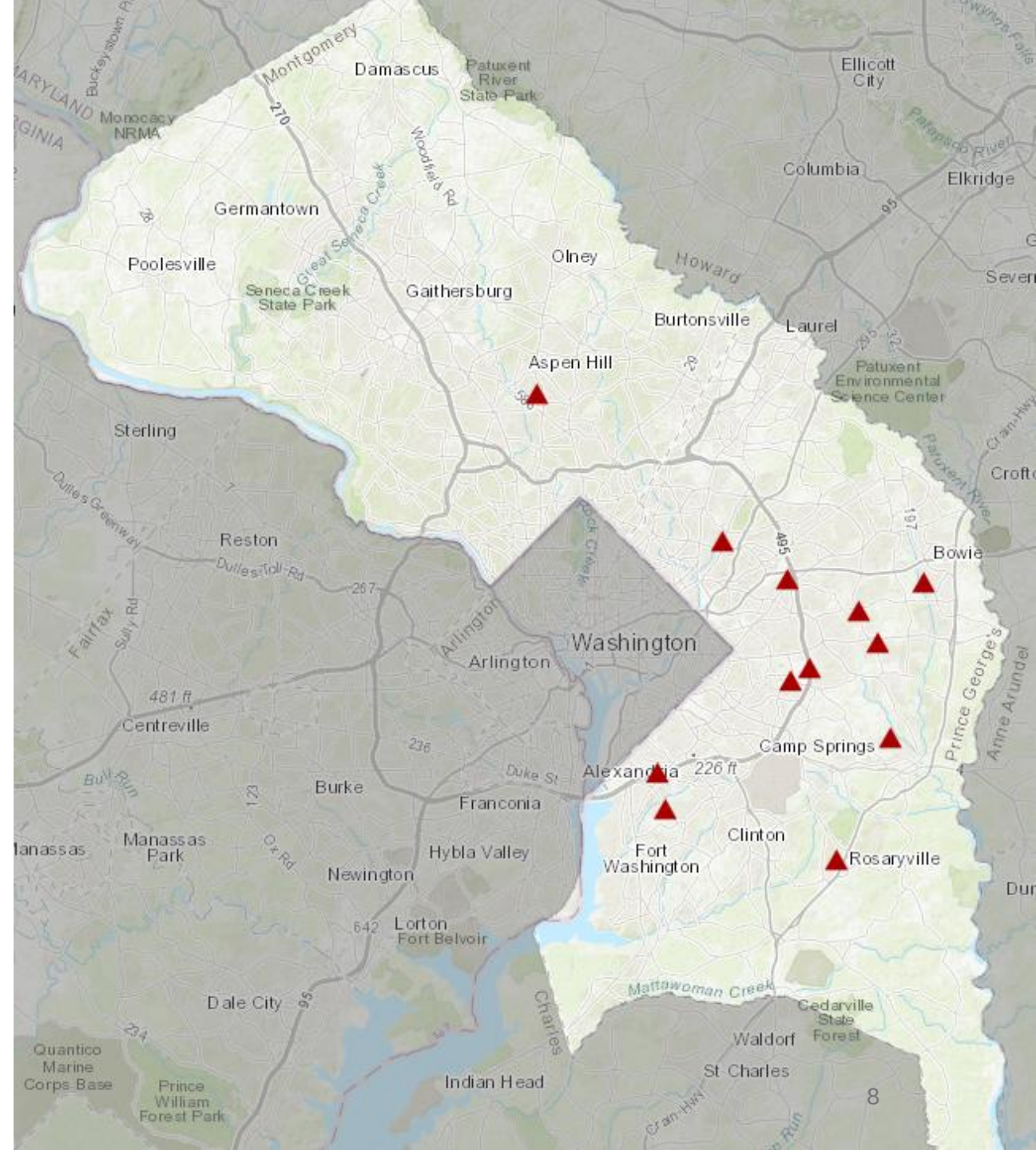
Completed projects will extend the life of sewer pipes by at least 50 years

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/



Directly impacted streets

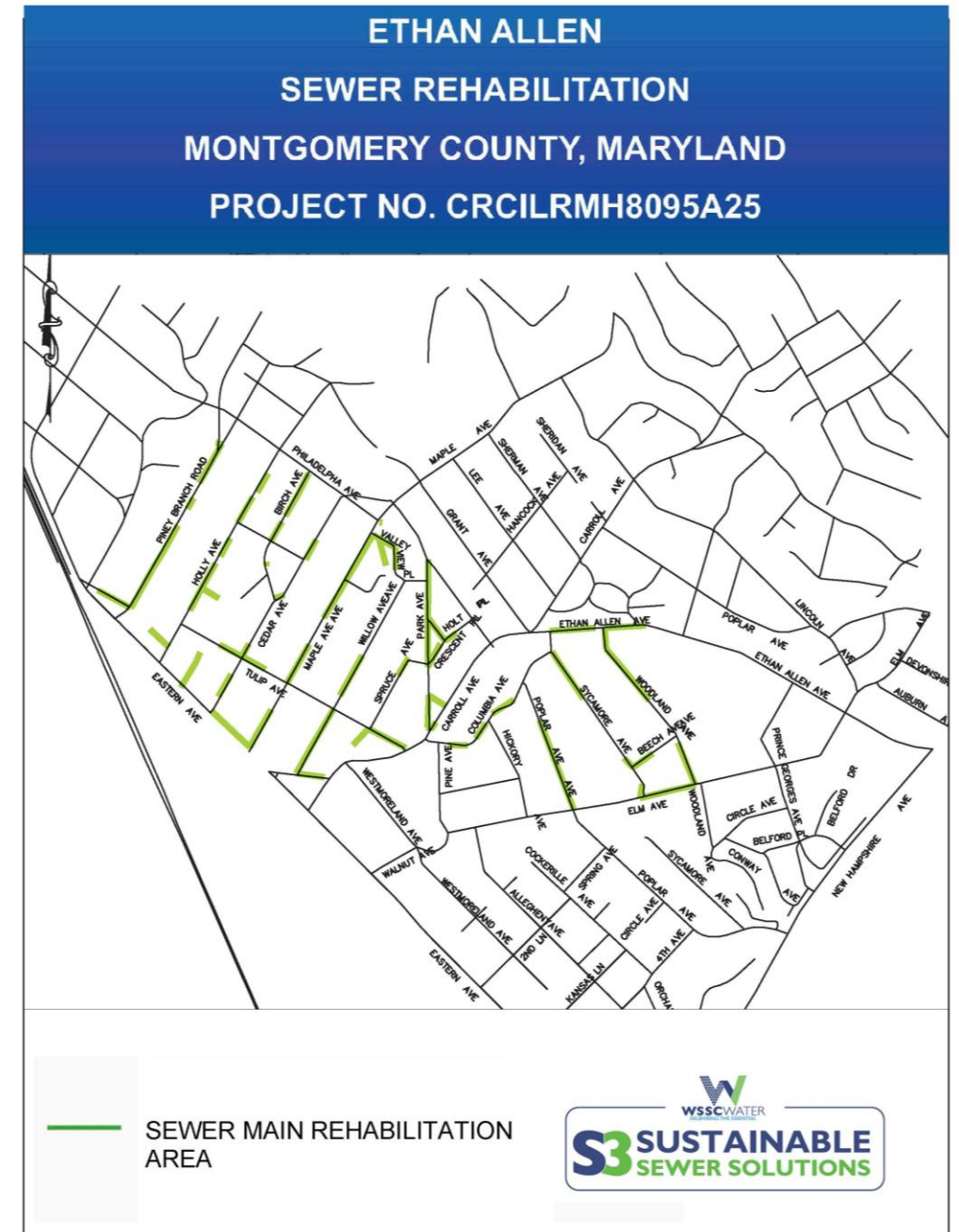
- Sligo Avenue
 - Gist Avenue
 - New York Avenue
 - Philadelphia Avenue
 - Ray Drive
 - Chesapeake Avenue
 - Fenton Street
 - Richmond Avenue
 - Selim Road
 - Woodbury Drive
 - Violet Place
 - Chicago Avenue
 - Islington Street
 - Boston Avenue
 - Boundary Avenue
 - Takoma Avenue
 - Margaret Drive
 - Alfred Drive
 - Dundalk Road
 - Cleveland Avenue
 - Baltimore Avenue
 - Albany Avenue
 - Buffalo Avenue
 - Piney Branch Road
 - Grant Avenue
 - Hodges Lane
 - Chestnut Avenue
 - Darwin Avenue
 - Maple Avenue
 - Lee Avenue
 - Hancock Avenue
 - Sherman Avenue
 - Sheridan Avenue
 - Lincoln Avenue
 - Jefferson Avenue
 - Freemont Avenue
 - Ritchie Avenue



Project Map – Ethan Allen Avenue

Directly impacted streets

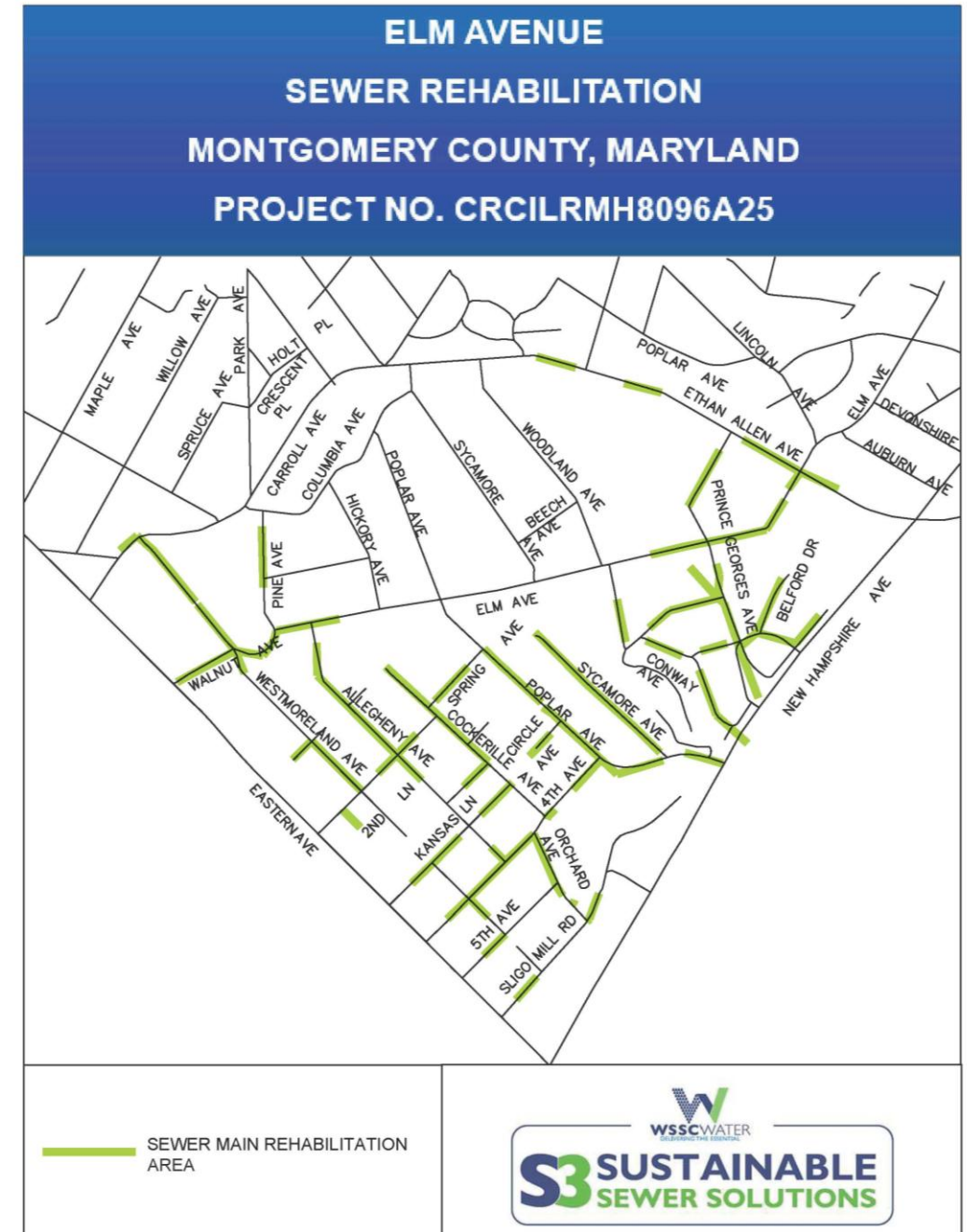
- Birch Avenue
- Carroll Avenue
- Cedar Avenue
- Columbia Avenue
- Crescent Place
- Eastern Avenue
- Elm Avenue
- Ethan Allen Avenue
- Holly Avenue
- Holt Place
- Maple Avenue
- Park Avenue
- Philadelphia Avenue
- Piney Branch Road
- Poplar Avenue
- Spruce Avenue
- Sycamore Avenue
- Takoma Avenue
- Tulip Avenue
- Valley View Avenue
- Willow Avenue
- Woodland Avenue



Project Map – Elm Avenue

Directly impacted streets

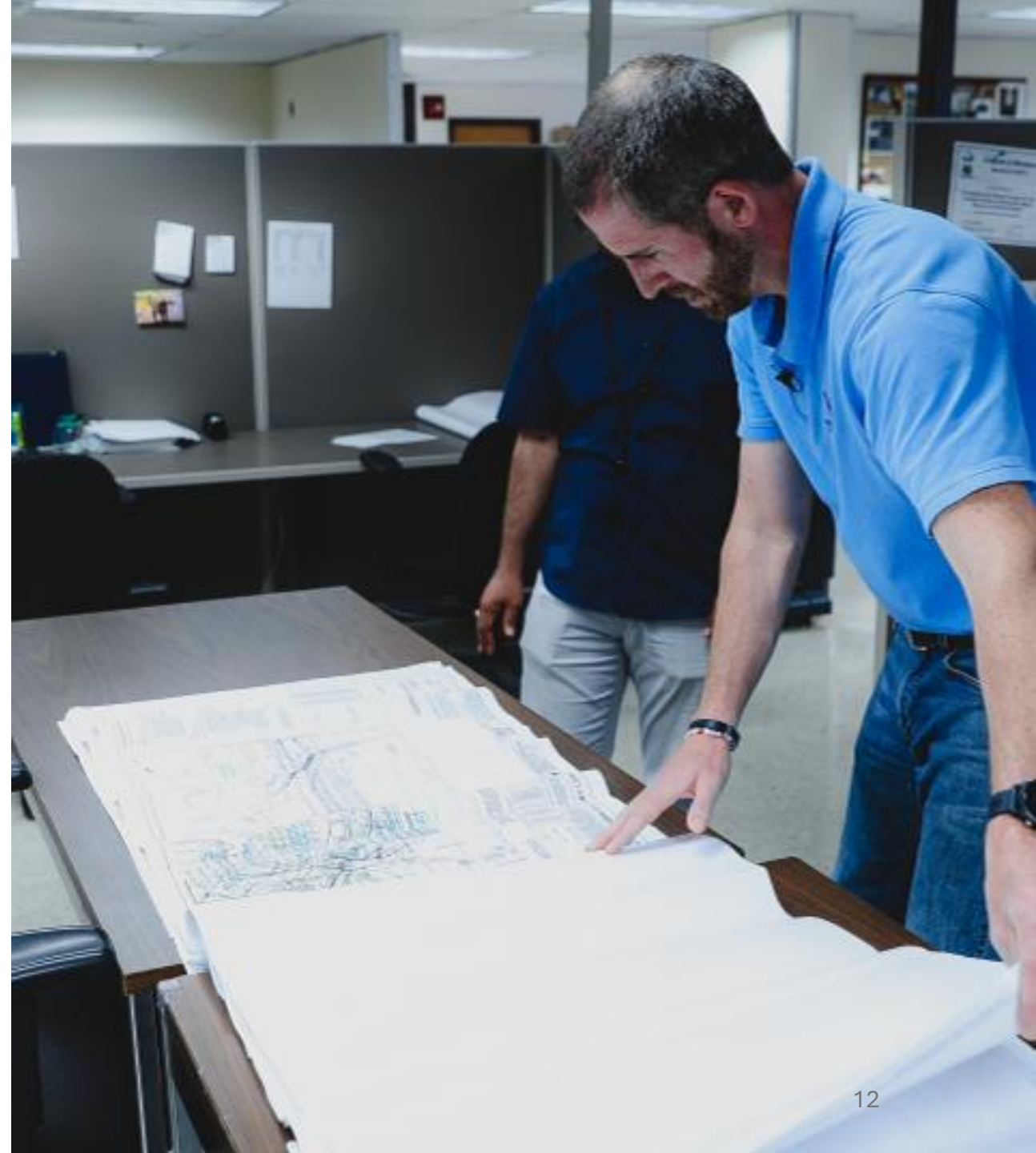
- 2nd Avenue
- 4th Avenue
- 5th Avenue
- Allegheny Avenue
- Belford Drive
- Belford Place
- Carroll Avenue
- Circle Avenue
- Cockerille Avenue
- Conway Avenue
- Eastern Avenue
- Elm Avenue
- Ethan Allen Avenue
- Gude Avenue
- Highland Avenue
- Kansas Lane
- New Hampshire Avenue
- Orchard Avenue
- Pine Avenue
- Poplar Avenue
- Prince George's Avenue
- Sligo Mill Road
- Spring Avenue
- Walnut Avenue
- Westmoreland Avenue
- Woodland Avenue



Permit Agencies

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

- Montgomery County
- Maryland State Highway Administration
- City of Takoma Park



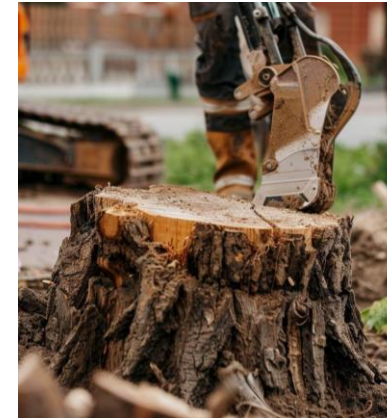
Tree Removal, Pruning, and Protection

Prior to final decision to remove a tree, WSSC Water considers the following factors:

- Size, species, and structural condition
- Impact on WSSC Water assets
- Feasibility of relocating infrastructure or using trenchless methods

A WSSC Water Urban Forester performs this review.

Trees removed in public right-of-way are replanted after construction.



What to Expect During Design

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 or visit <https://wsscwater.jotform.com/form/we-value-your-input> to access our **Design Outreach Engagement Survey** and share your feedback.

If you cannot respond directly to the form, 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

Monday – Friday, 8 a.m. – 6 p.m.

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 five 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

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.

Montgomery County
(areas south of Randolph Road)



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Questions?

