



University Boulevard Water Main Replacement Project

Project ID #BT8110A25

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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 & Answers

Project Contacts

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



Yiping Liu

Design Project Manager

301-369-7765

Yiping.Liu@wsscwater.com

Brandon Stewart

Customer Advocate

301-206-7329

Brandon.Stewart@wsscwater.com

Emergency Services Center

Open 24/7

301-206-4002

EmergencyCallCenter@wsscwater.com

Design Stages

0% - 30% (Initial Design)

- Delivery of door hangers
- Above ground survey and utility markings
- Notify jurisdictions and municipalities
- Identify/notify civic associations and property owners
- Fire hydrant analysis
- Horizontal alignment plan

30% - 70% (Preliminary Design)

- Community outreach meeting
- Obtain field testing permits, as applicable
- Obtain right of entry agreements from property owners if needed
- Subsurface investigations
- Vertical alignment plan

70% - 100% (Final Design)

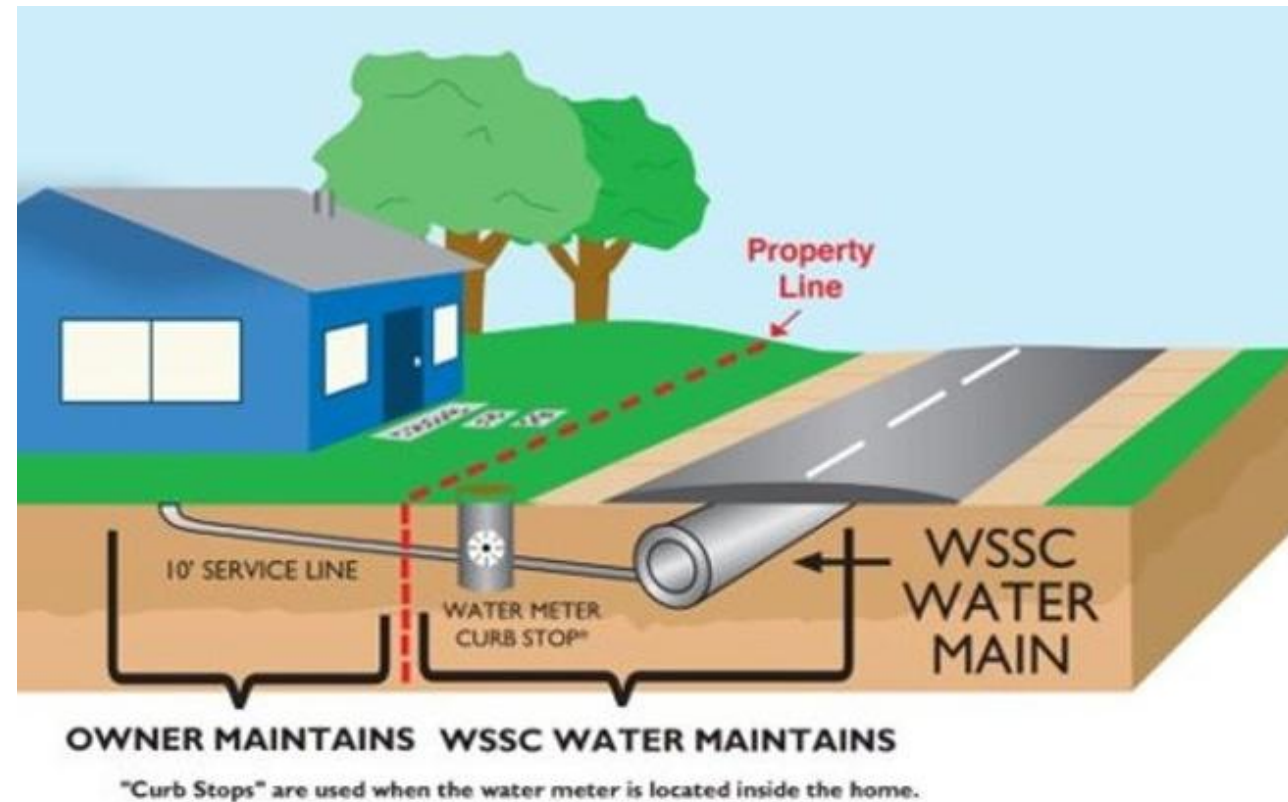
- Mail fact sheet letter with project overview to property owners
- Mail tree removal letters to impacted property owners
- Mail fire hydrant letters to impacted property owners
- Obtain construction permits and easements
- Traffic control investigation
- Temporary bypass plan
- Final engineering drawings

Water Main Replacement Program Overview

The program involves strategically replacing aging infrastructure to enhance service and reliability to customers as part of our comprehensive water main capital improvement program

Replacing the existing pipes will help reduce disruption to the community, the environment and emergency services due to water main breaks.

Water mains will be replaced within the roadways and water service connections installed up to the property line or water meter/curb stop.





Project Overview

WSSC Water is replacing approximately 0.51 miles of 10-inch to 20-inch water mains, and associated water house connection up to the property line.
(This information is subject to change as design is finalized)

The current water pipes were installed between 1937 and 1941 and are nearing the end of their life cycle.

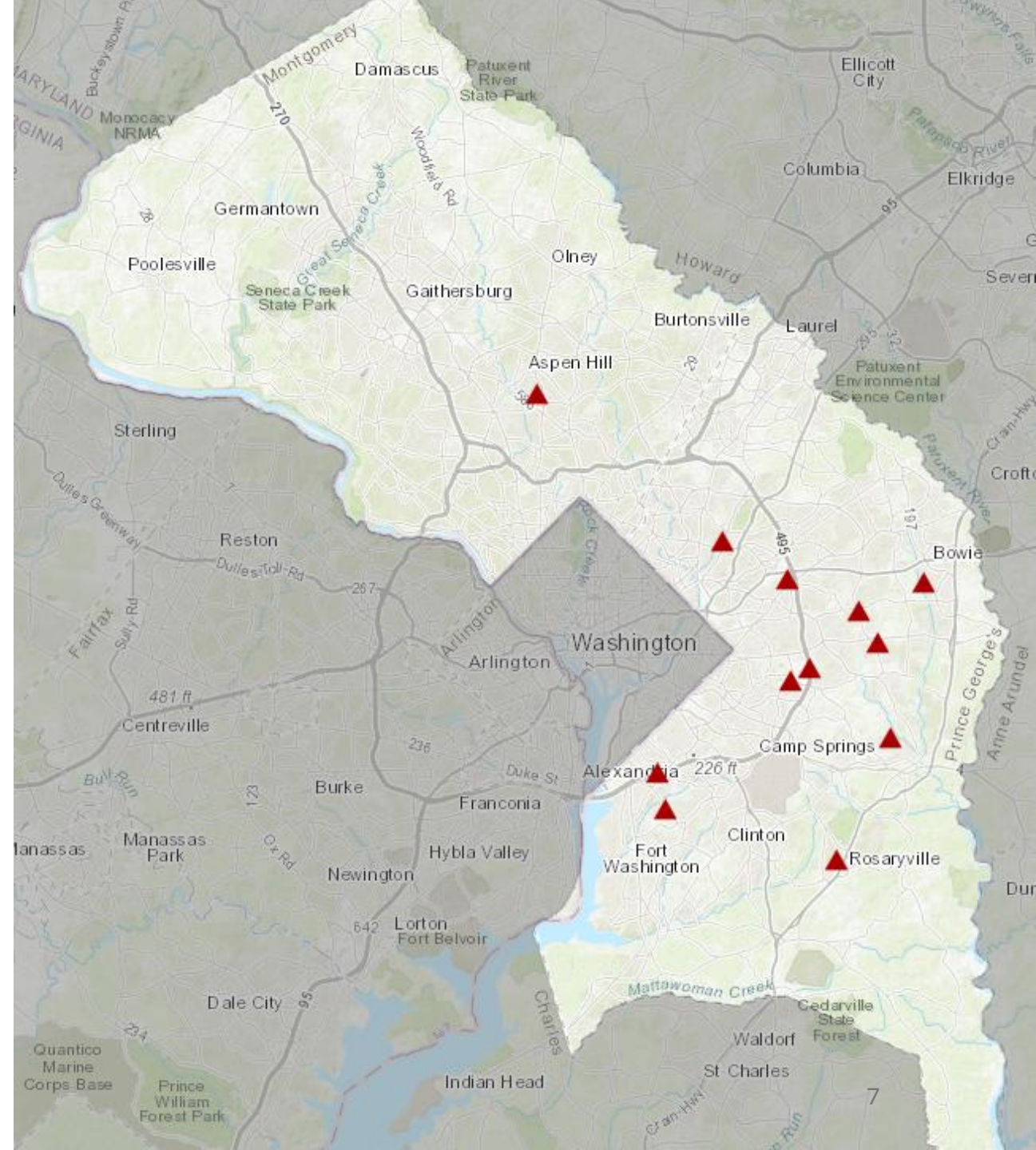
The new water mains will be zinc-coated, ductile iron pipe wrapped in a protective coating, giving the pipes a life expectancy of at least 100 years.

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/

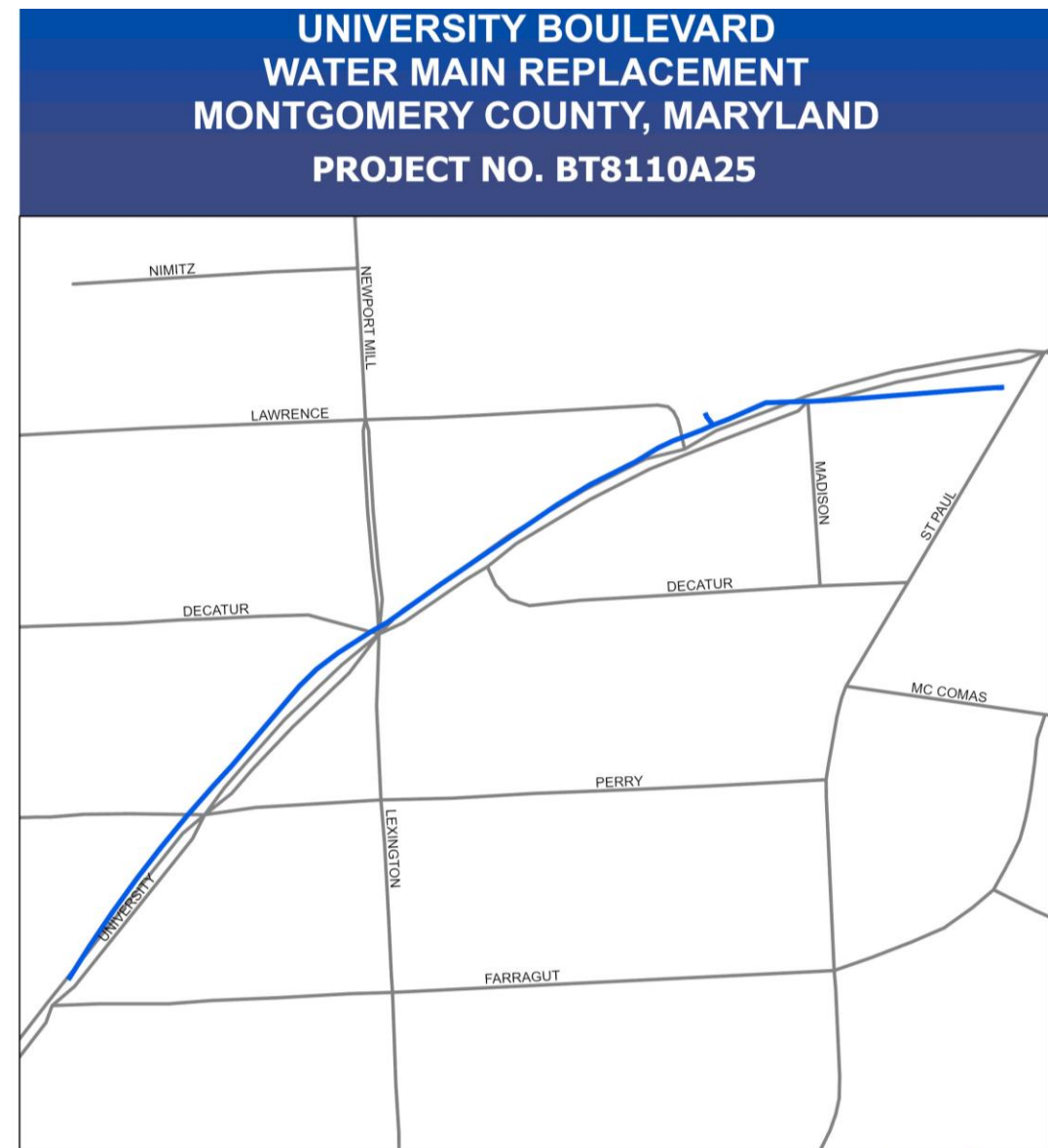


Project Map

Directly impacted streets

- University Boulevard W (MD 193)
- Lawrence Avenue

Project map and impacted streets are subject to change as design is finalized

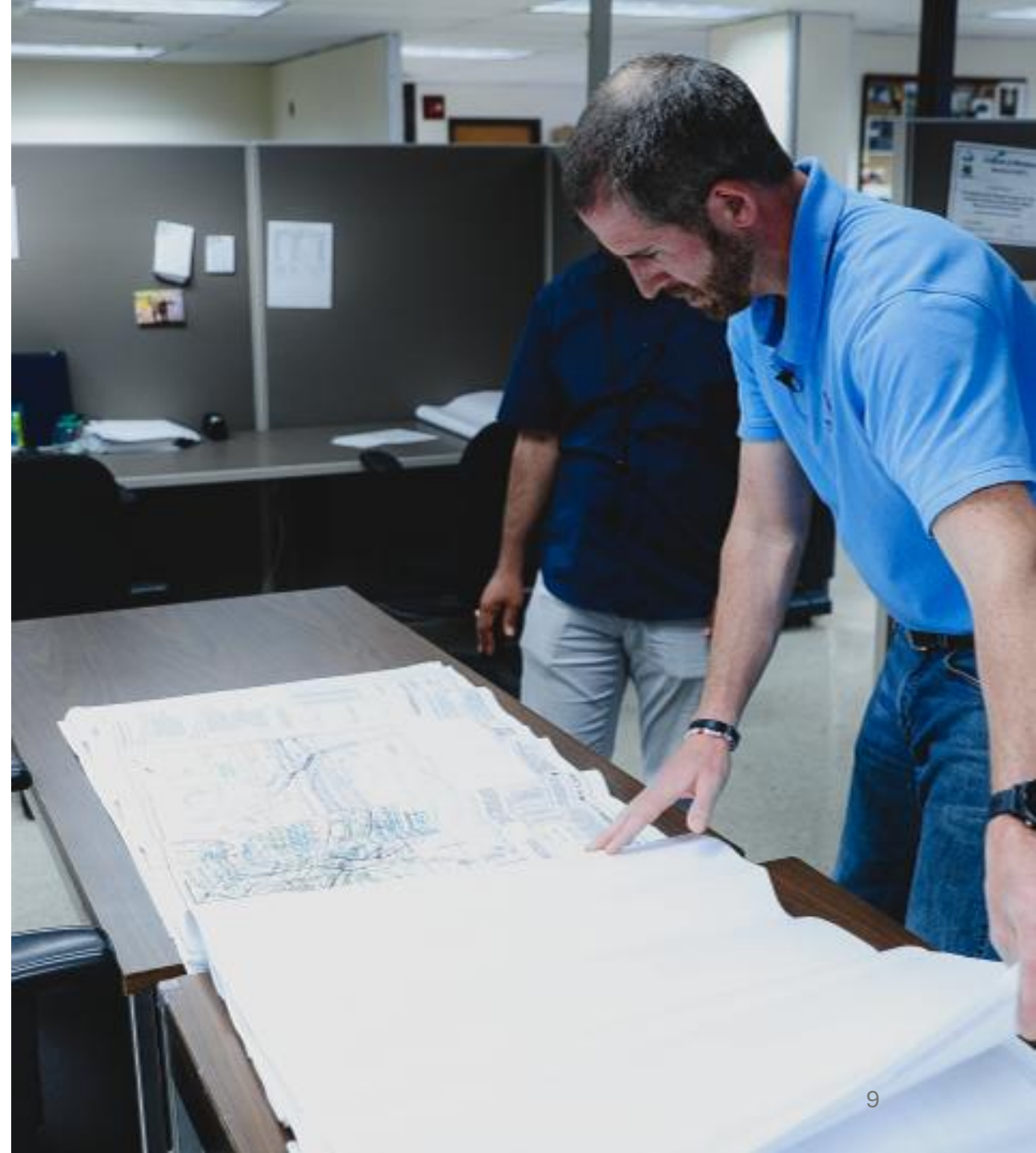


— WATER MAIN REPLACEMENT AREA

Permit Agencies

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

- Maryland State Highway Administration
- Maryland Department of the Environment



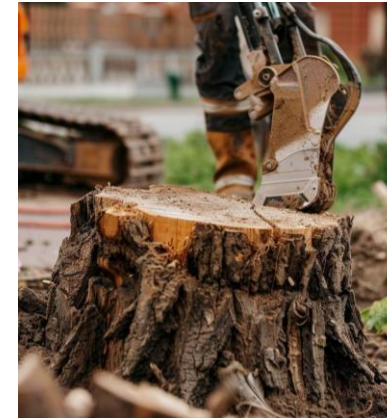
Tree Removal, Pruning, and Protection

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

Customer Notifications

Door hangers are distributed providing residents notice of upcoming survey work and presence of WSSC Water contractors in the neighborhood.

Fact sheet letters are mailed to all residents impacted by the project with a general project overview.

Tree removal letters are mailed to customers of impacted properties.

Fire hydrant notification letters are mailed to customers impacted by planned fire hydrant installation near their properties.



Estimated Design Schedule

This schedule is estimated
and dependent on permit
approval and weather.

January 2026

Design Start

February 2027

Anticipated **Design** Completion

March 2028

Estimated **Construction** Start

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

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](https://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?

