WSSCWATER
DELIVERING THE ESSENTIAL

S3 Sustainable Sewer Solutions

Carole Acres Sewer Main Rehabilitation Project

Project ID #CRCILRMH7338Z22

Joy Hamilton, Project Outreach Manager
Gary Wallace, Design Project Manager
Vincent Boone, Systems Inspector

October 20, 2026



Agenda

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

Project Contacts

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



Tim Brooks

Technical Contracts Supervisor
202-313-2354
Timothy.Brooks@wsscwater.com

Vincent Boone

Systems Inspector
240-736-0296
Vincent.Boone@wsscwater.com

Emergency Services Center

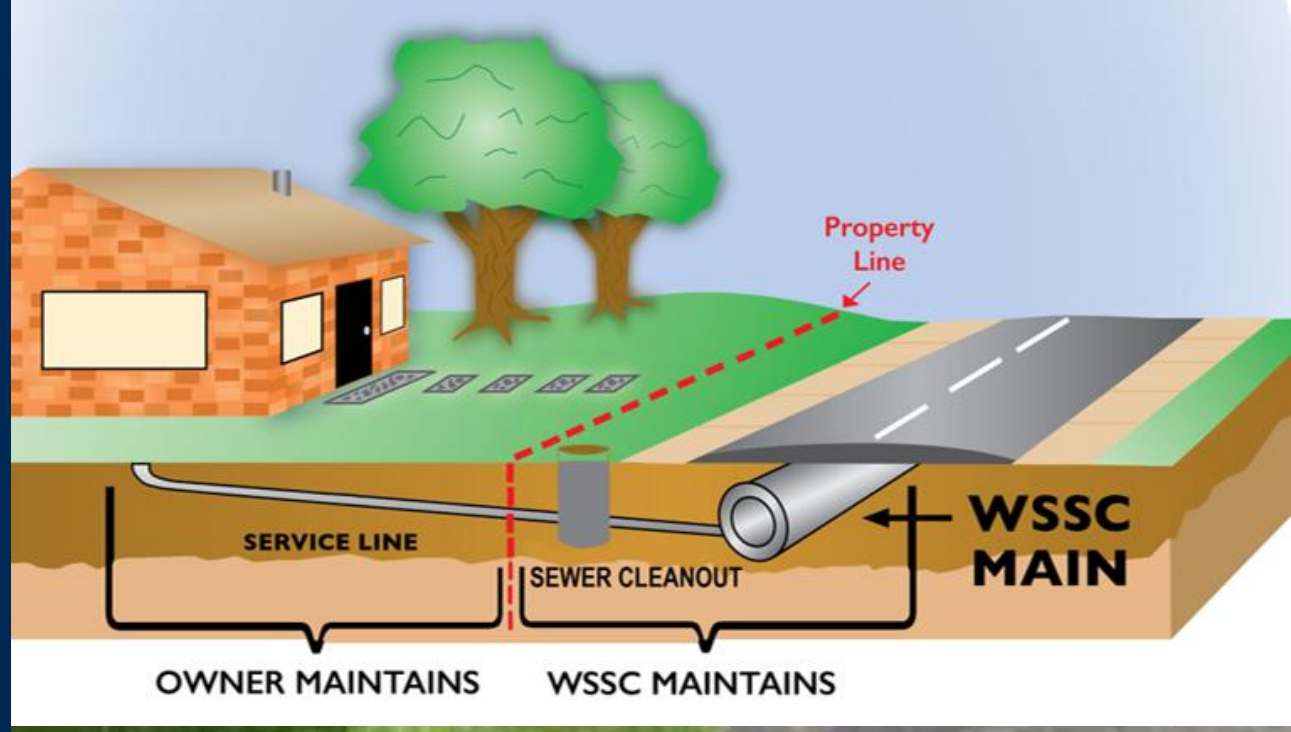
Open 24/7
301-206-4002
EmergencyCallCenter@wsscwater.com

Sewer Rehabilitation Program Overview

- Strategically replacing and rehabilitating aging infrastructure to enhance service and reliability to customers
- Replacing and repairing aging pipes and manholes as part of our comprehensive sewer rehabilitation program
- Correcting structural deficiencies in sewer mains that may result from soil settlement, root penetration or corrosion.
    - These often contribute to sanitary sewer overflows and backups into homes
- Protecting the environment for future generations

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 **2.88 miles of sewer pipe** and house connections (main sewer line to property lines) and **41 manholes** to be rehabilitated

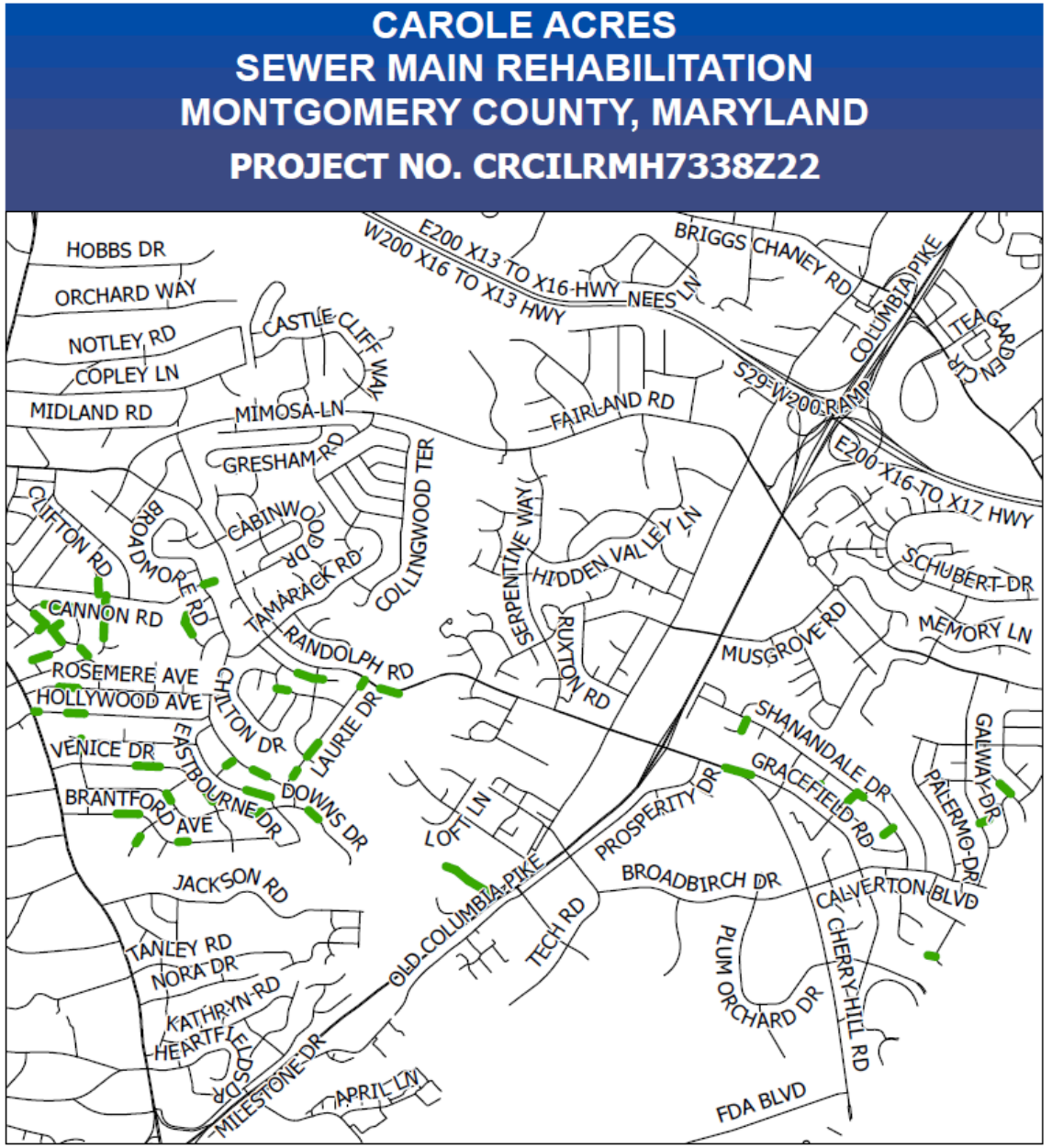
Sewer pipes and manholes will be rehabilitated using primarily trenchless methods

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

Project Map

Directly impacted streets

- Rosemere Avenue
- Autumn Drive
- Hexton Hill Road
- Hollywood Avenue
- Deerhead Court
- Autumn Court
- Buccaneer Road
- Downs Drive
- Venice Drive
- Venice Place
- Brantford Ave
- Lima Drive
- Allerton Lane
- Cannon Road
- Eastbourne Place
- Laurie Drive
- Eastbourne Drive
- Montclair Drive
- Randolph Road
- Billington Road
- Priscilla Drive
- Shanandale Drive
- Mylott Street
- McAdoo Court
- Bellevue Street
- Chichester Lane
- Buckley Drive
- Cherry Hill Road
- Marie Court
- Mullins Street
- Leister Drive
- Blakely Court
- Galway Place
- Chapel View Court



WSSC WATER
S3 SUSTAINABLE SEWER SOLUTIONS

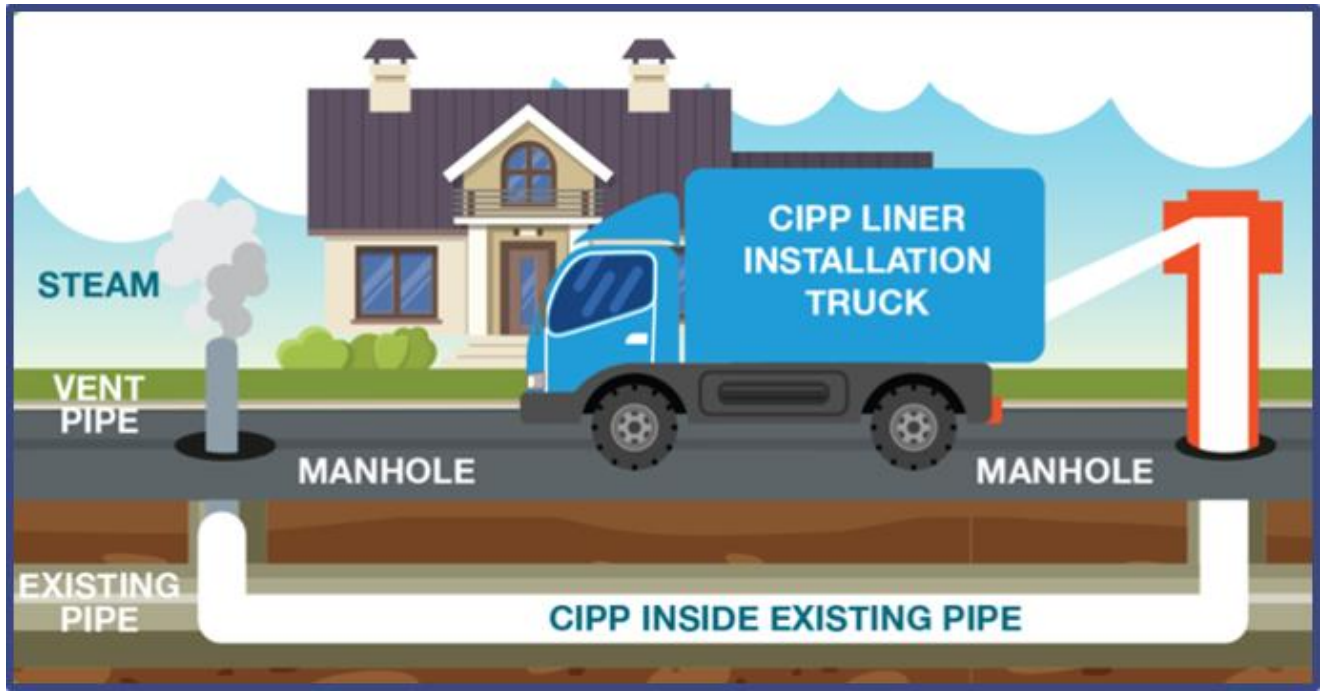
Sewer Rehabilitation Methods

- Sewer Rehabilitation
  - Lining
  - Pipe Bursting

- Manhole Rehabilitation
  - Frame and Cover
  - Replacement/Adjustment
  - Lining



Sewer Rehabilitation Method: Pipe-Lining





Manhole Rehabilitation



Before



After

Tree Removal, Pruning, and Protection

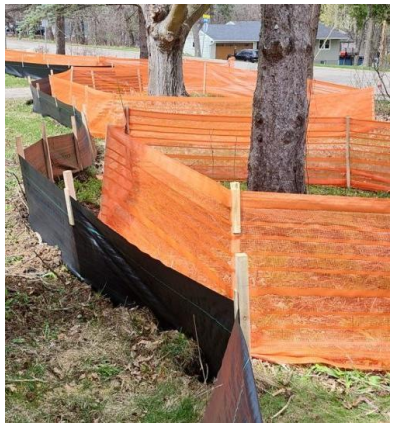
Prior to final decision to remove a tree, WSSC Water considers the following factors:

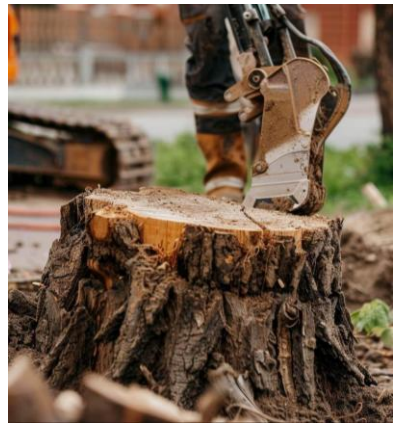
- Size, species, and structural condition
- Impact on WSSC Water assets
- Feasibility of relocating infrastructure or using trenchless methods

A WSSC Water Urban Forester performed this review.

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









Estimated Construction Schedule

The construction schedule is estimated and weather dependent

December 2026
Anticipated Construction Start

Winter 2028
Estimated Construction Completion

What to Expect During Construction

Anticipated work schedule: 9:00 a.m. to 3:30 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 and rehabilitation of sewer mains, house connections, and manholes
- 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



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

Projects completed during winter months are permanently paved and restored to their original state or better the following spring









Project Summary

Overview: Existing sewer mains are near the end of their useful lives

Replacements: WSSC Water is replacing the sewer mains and laterals 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 wastewater 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**.

WATER FUND
Sharing the Essential

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

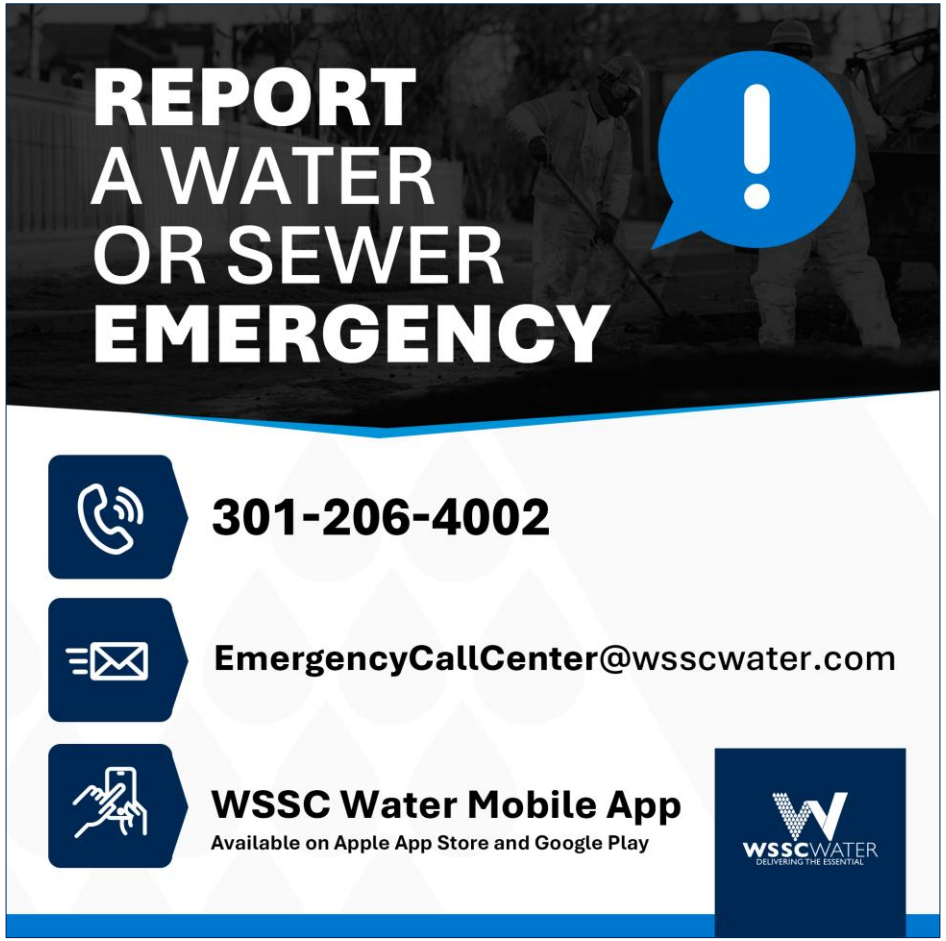
Monday – Friday, 8 a.m. – 6 p.m.

301-206-4001

customerservice@wsscwater.com



Customer Notification System (CNS)



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)



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

Questions?

