

Customer PIPELINE



Secure the Source

Did you Know?

The Potomac River provides drinking water for more than five million people across Maryland, Virginia and Washington, D.C., helping keep our nation's capital running every day.



If the Potomac River were disrupted by contamination, severe and extended drought, or another emergency, the region has enough water for about **one day**.



That's why WSSC Water, Fairfax Water, Washington Aqueduct (U.S. Army Corps of Engineers) and government partners launched the **\$25 million Secure the Source** study to evaluate potential secondary water supply alternatives for the Potomac River.

Our Goal

Provide several weeks of emergency backup drinking water for the National Capital Region.

Visit wsscwater.com/secure-the-source to learn more.



Stay Connected With WSSC Water

Sign up for two free services to get useful information and timely updates from WSSC Water.

Water We Up To is our biweekly customer email featuring news you can use, including financial assistance resources, water and sewer tips, service information and "Did You Know?"



Sign up for Water We Up To wsscwater.com/customer-connect.



With our **Customer Notification System (CNS)**, you'll receive email or text alerts about water or sewer emergencies in your community.

Sign up for CNS to stay informed about your water service at wsscwater.com/cns.



Financial
Assistance
for Our Neighbors

Prioritizing Affordability

We know our customers can face financial challenges at any time.

Because water is essential, we are committed to strengthening assistance programs and payment options so customers can stay connected when they need help most.

Explore our financial assistance programs and view our new financial assistance guide at wsscwater.com/assistance.

Toilet leaks
are the cause of
most high water bills

A small toilet leak
can waste **200 gallons**
of water each day, which
adds nearly **\$475** to your
quarterly bill!

Learn more about toilet leaks and how to detect them at wsscwater.com/leaks.



Wise Water Use
Save Water. Save Money.



In Our Community



Annual Backflow Prevention Testing

Did you receive a courtesy notice from WSSC Water about annual testing for your backflow prevention assembly?

WSSC Water and the Maryland Department of the Environment require customers to test backflow prevention assemblies (like the one pictured below) annually. This requirement, mandated by the U.S. Environmental Protection Agency and the Safe Drinking Water Act, helps protect our safe drinking water supply.

The assembly ensures water flows in only one direction. When its valves close, it prevents water from flowing backward and contaminants from entering the safe water supply. Annual testing ensures the assembly is working properly.

To learn more about backflow prevention assemblies and the steps for annual testing, visit wsscwater.com/backflow.

Questions? Call Cross-Connection Program Support at 301-206-4004.



Another Water Quality Milestone!

Our newly expanded, technologically advanced water quality laboratory is now officially accredited by the Maryland Department of the Environment to test drinking water for PFAS, or forever chemicals, bringing this important testing capability in-house.

This achievement builds on the \$38 million investment in the lab to protect public health and safeguard every sip for our 1.9 million customers in Montgomery and Prince George's counties. Learn more about PFAS at wsscwater.com/pfas.

Are You Winter Ready?

We experience approximately 1,100 water main breaks each year between November and February, and we're prepared. We have contractors on standby, and our crews are ready to roll and repair breaks quickly.

You can take steps to protect your property and pipes from the cold. Scan the QR code to see our winter-ready tips.



wsscwater.com/winterready



Prevent your holiday feast from becoming a plumbing beast. Visit wsscwater.com/canthe grease, where you can request free can the grease lids.



Water Fund
Sharing the Essential

Water Fund is a Crucial Lifeline

Many families we serve are struggling to pay their water and sewer bills. Thankfully, our Water Fund can help. Since its creation in 1994 by a group of caring WSSC Water employees, the Water Fund has enabled WSSC Water to distribute \$4.1 million dollars to over 34,000 families throughout Prince George's and Montgomery counties.

Your tax-deductible donation can make a critical difference, as 100 percent of all donations go directly to customers in need. Scan the QR code for details, visit wsscwater.com/waterfund.

