# Winterset Court Water Main Replacement Project

## Project ID # BR8197A26

**Joy Hamilton,** Project Outreach Manager
**Ivelina Bonilla,** Design Project Manager
**Min Lwin,** Contract Manager

October 27, 2026



# Agenda

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

# Project Contacts

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




**Min Lwin**
Contracts Manager
301-206-7363
Min.Lwin@wsscwater.com

**Clinton Ezichi**
Systems Inspector
301-756-6340
Clinton.Ezichi@wsscwater.com

**Emergency Services Center**
Open 24/7
301-206-4002
EmergencyCallCenter@wsscwater.com

# Project History

This project will replace approximately **200 linear feet of 8-inch water main** on Winterset Terrace and **315 linear feet of 4-inch** water main on Winterset Court in response to repeated water main breaks on Winterset Court.

We apologize for the delay in the project start date initially communicated.

Our estimated project schedule is dependent on several factors,  including weather, availability of resources and personnel, scheduling, and contract approval processes.

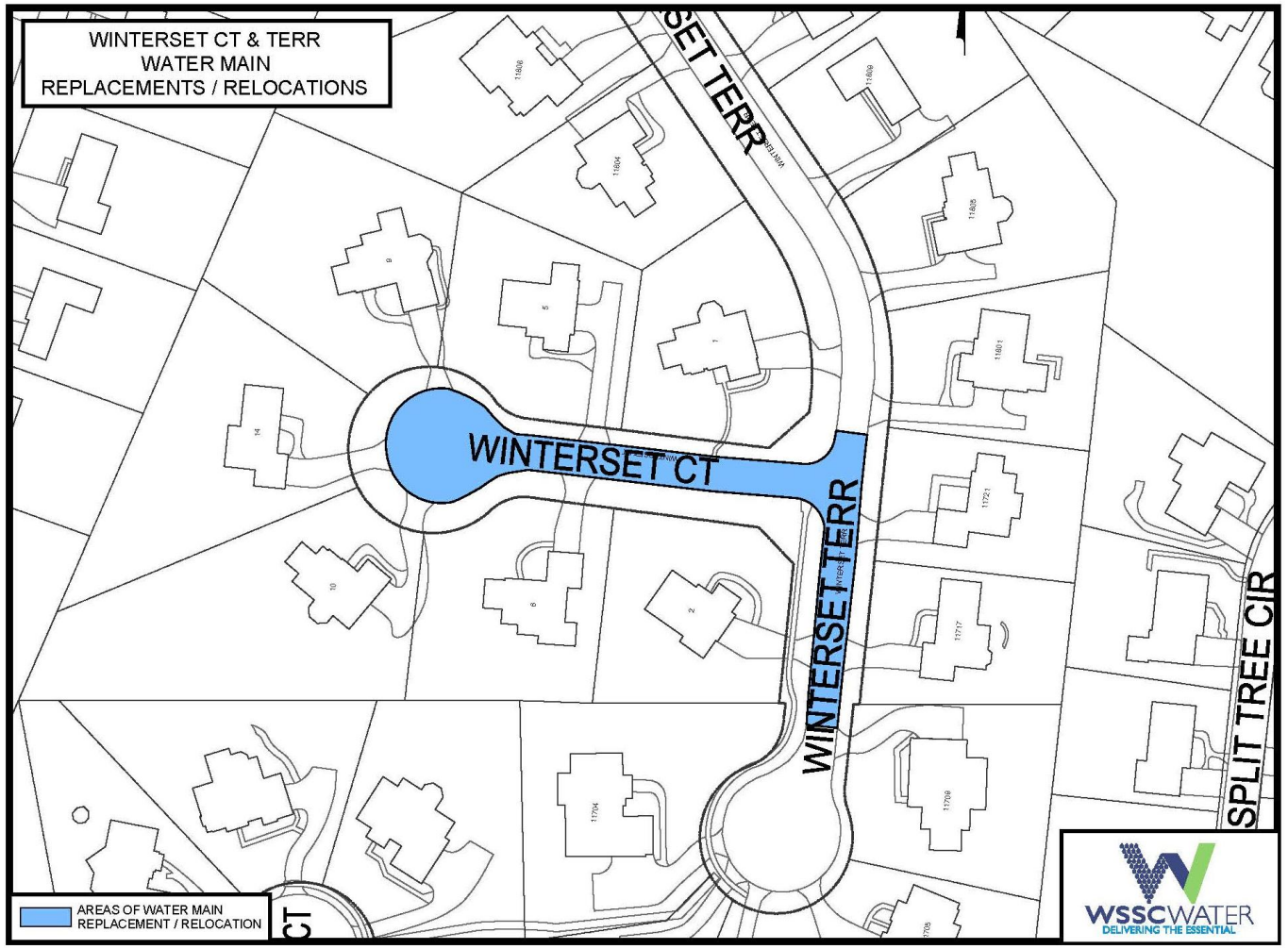
Unfortunately, these resources become constrained during emergency incidents that require immediate replacement of major transmission mains, large valves, or other critical infrastructure.

Please know that WSSC water is working to ensure customer needs and concerns are met. We are fully committed to completing this project as quickly and safely as possible.

# Project Map

**Directly impacted streets**

- Winterset Court
- Winterset Terrace



# Fire Hydrant Installation

WSSC Water is responsible for providing **water for fire protection** to Montgomery and Prince George's counties

To safeguard public safety, we proactively replace and maintain our fire hydrants to monitor water pressure and flow rate, as well as inspect internal working parts to **ensure the highest level of protection**

Per the Fire Safety Code, the maximum spacing between fire hydrants is **250-600 feet**, depending on the building structure

WSSC Water fire hydrants are made of cast iron materials and **can last more than 50 years**

WSSC Water fire hydrants have dark green top and gray body.



# Estimated Construction Schedule

The construction schedule is estimated and weather dependent

**March 2027**

Anticipated Construction Start

**August 2027**

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 of water mains, and house connections
- 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



# What to Expect During Construction (cont.)

Open-cut construction method, which involves cutting and excavating a section of the pavement

This construction method does create noise and dust



# Temporary Water Service Installation

Above ground (bypass) pipes may be installed to maintain water service to your home

**Bypass pipes are not used in cold weather months**

These pipes will be placed along the roadway edge and provide the same quality of water to your home.







# 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

Final restoration may take place in phases when possible

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











# Project Summary

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

**Replacements:** WSSC Water is replacing the water mains and water house connections 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 water 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

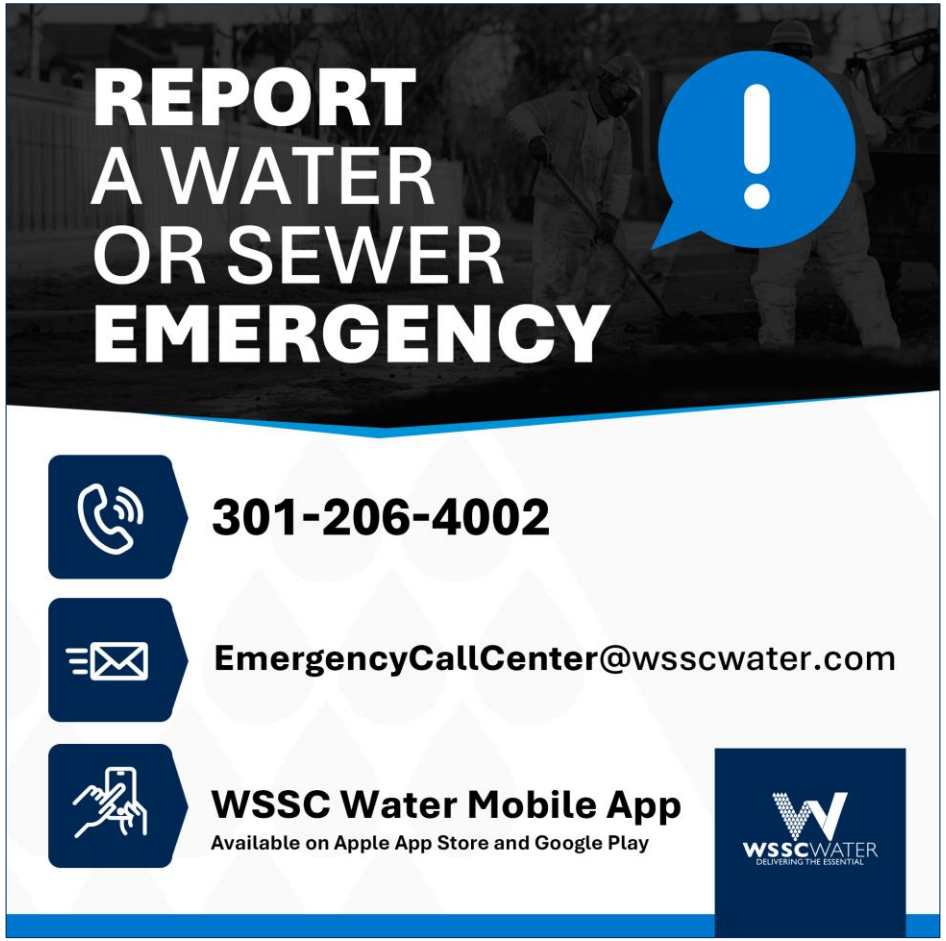
**Monday – Friday, 8 a.m. – 6 p.m.**

**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 north of Randolph Road)**




**Phil Callahan | 240-204-2123**
**Philip.Callahan@wsscwater.com**

# Questions?

