Dolphin Road Water and Sewer Main Replacement Project

Project ID #BR6704A19

Joy Hamilton, Project Outreach Manager
Tesfai Giorgis, Design Project Manager
Duane Patterson, Contract Manager

November 19, 2026



Agenda

- Introduction to Project Team
- Project Overview
- 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



Duane Patterson
Contract Manager
301-442-9002
Duane.Patterson@wsscwater.com

Andre Hagens
Pipeline Inspector
301-975-7064
Andre.Hagens@wsscwater.com

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

Project Overview

New watermain will be installed within the roadway

New house connections (service lines) will be installed
up to property line or water meter/curb stop

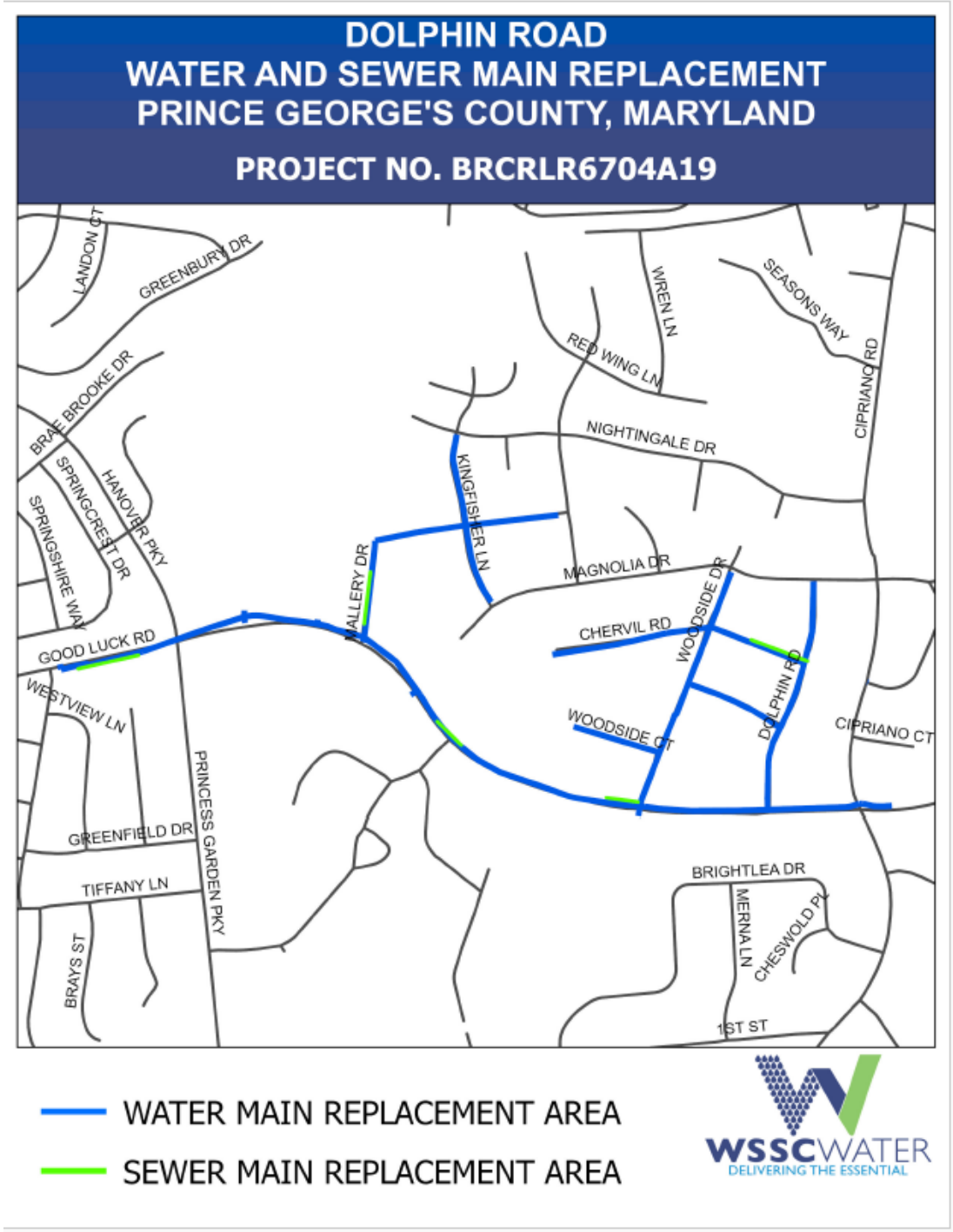
Replacing existing pipes helps reduce disruptions to community, environment and emergency services due to water main breaks



Project Map

Directly impacted streets

- Good Luck Road
- Dolphin Road
- Mallery Drive
- Woodside Court
- Saffron Road
- Chervil Road
- Kingfisher Lane
- Magnolia Drive
- Margo Road



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

January 2027
Anticipated Construction Start

Summer 2029
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.







Tree Removal, Pruning, and Protection

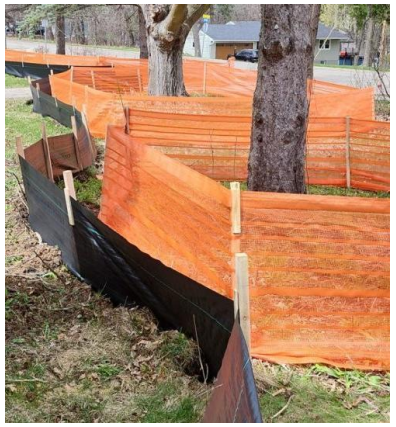
Prior to final decision to remove a tree, WSSC Water considers the following factors:

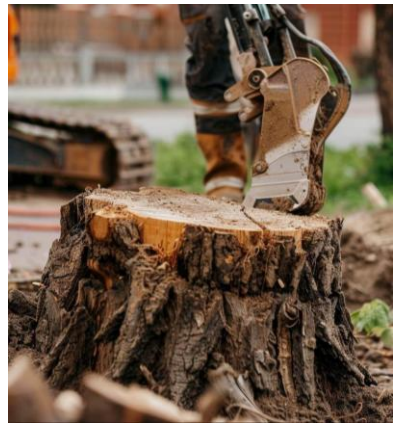
- Size, species, and structural condition
- Impact on WSSC Water assets
- Feasibility of relocating infrastructure or using trenchless methods

A WSSC Water Urban Forester performed this review.

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









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 and sewer mains are near the end of their useful lives

Replacements: WSSC Water is replacing the water mains, sewer mains and 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 and 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

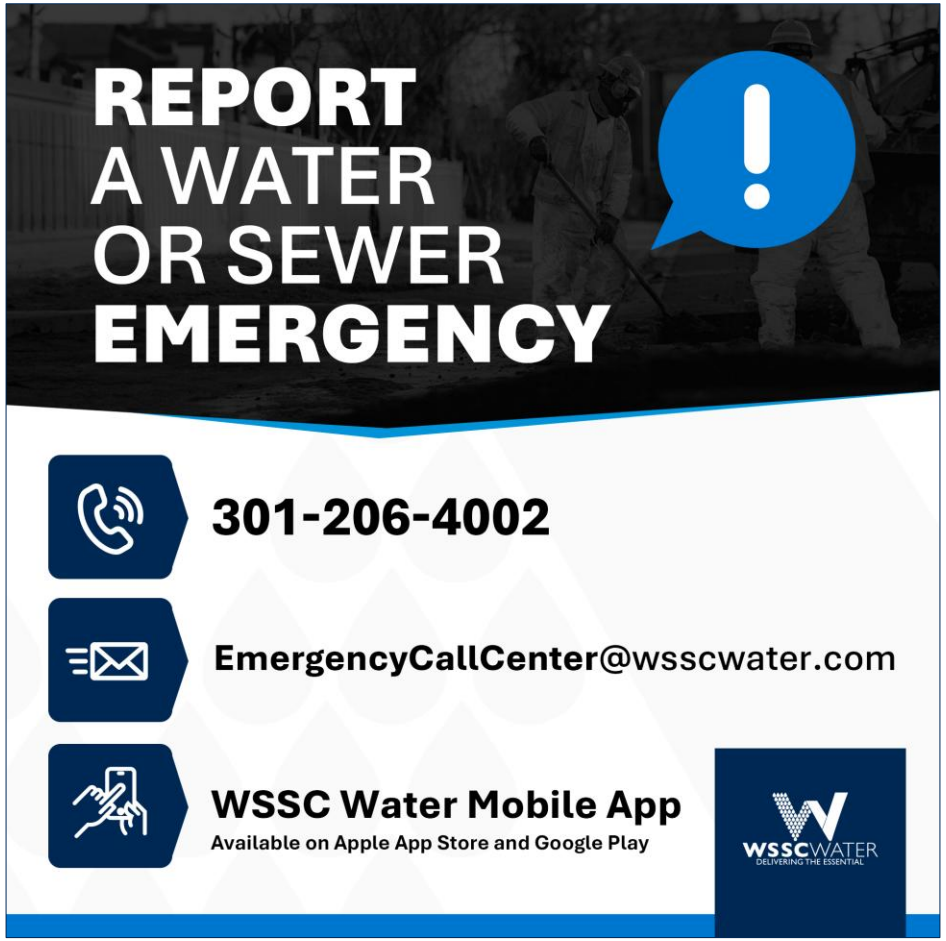
Monday – Friday, 8 a.m. – 6 p.m.

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.

Northern Prince George's County
(areas north of 214 Central Avenue)



David Wilkins | 301-648-6953
David.Wilkins@wsscwater.com

Questions?

