Kettering Water Main Replacement Project (Phase 1) - 30% Design

Project ID #BR8093A25

Joy Hamilton, Project Outreach Manager
Tobi Oke, Design Project Manager

November 12, 2026



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



Tobi Oke
Design Project Manager
227-259-2863
Tobi.Oke@wsscwater.com

Walter Guzman
Customer Advocate
240-444-5803
Walter.Guzman@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
- Community outreach meeting

30% - 70% (Preliminary Design)

- 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.



Project Overview

WSSC Water is replacing approximately **3.07 miles of 4-inch to 16-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 1973 and 1991 and are nearing the end of their life cycle.

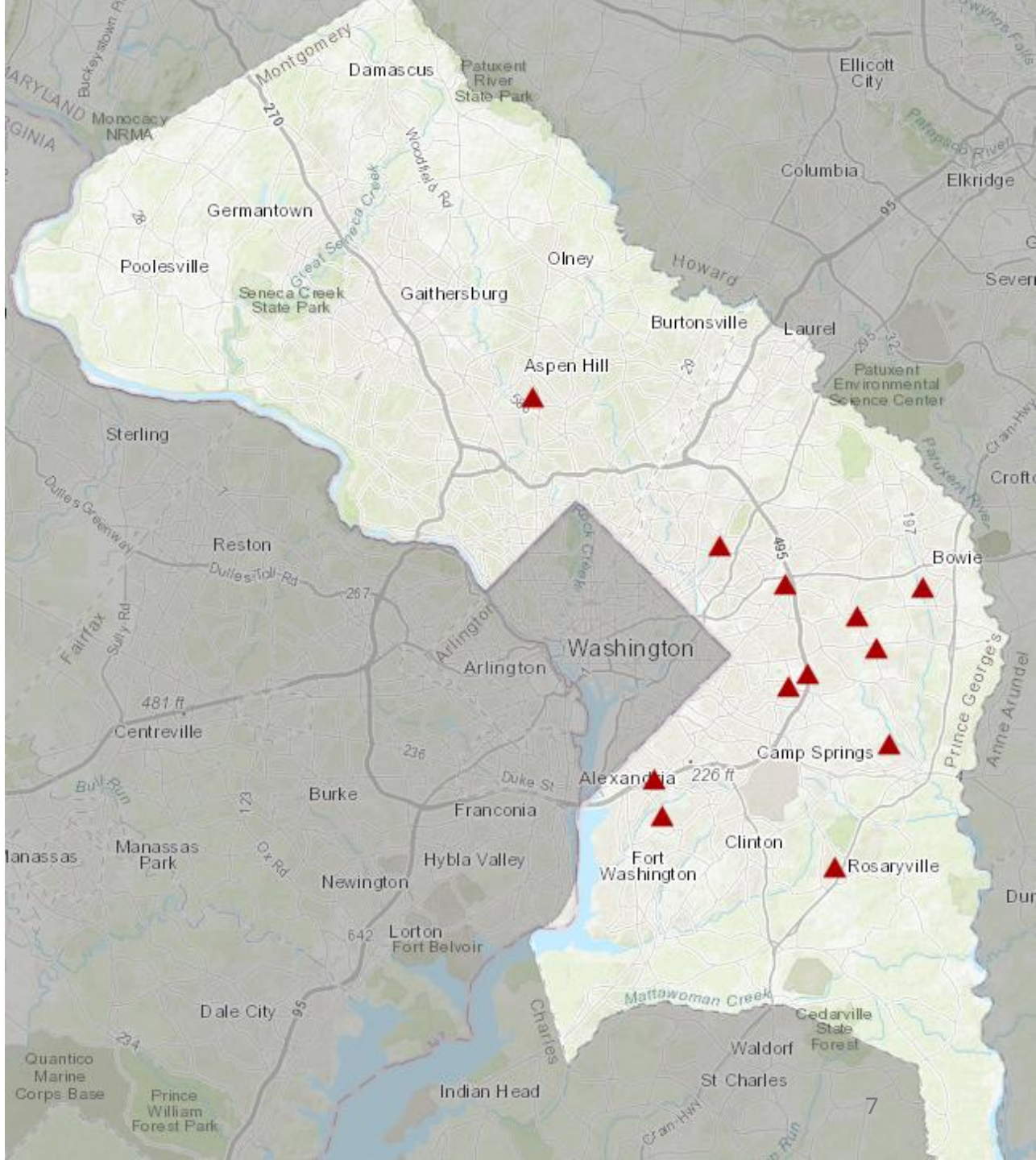
The new water mains will be zinc-coated, ductile iron pipe wrapped in a protective coating, giving the pipes a life expectancy of at least 100 years.

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.

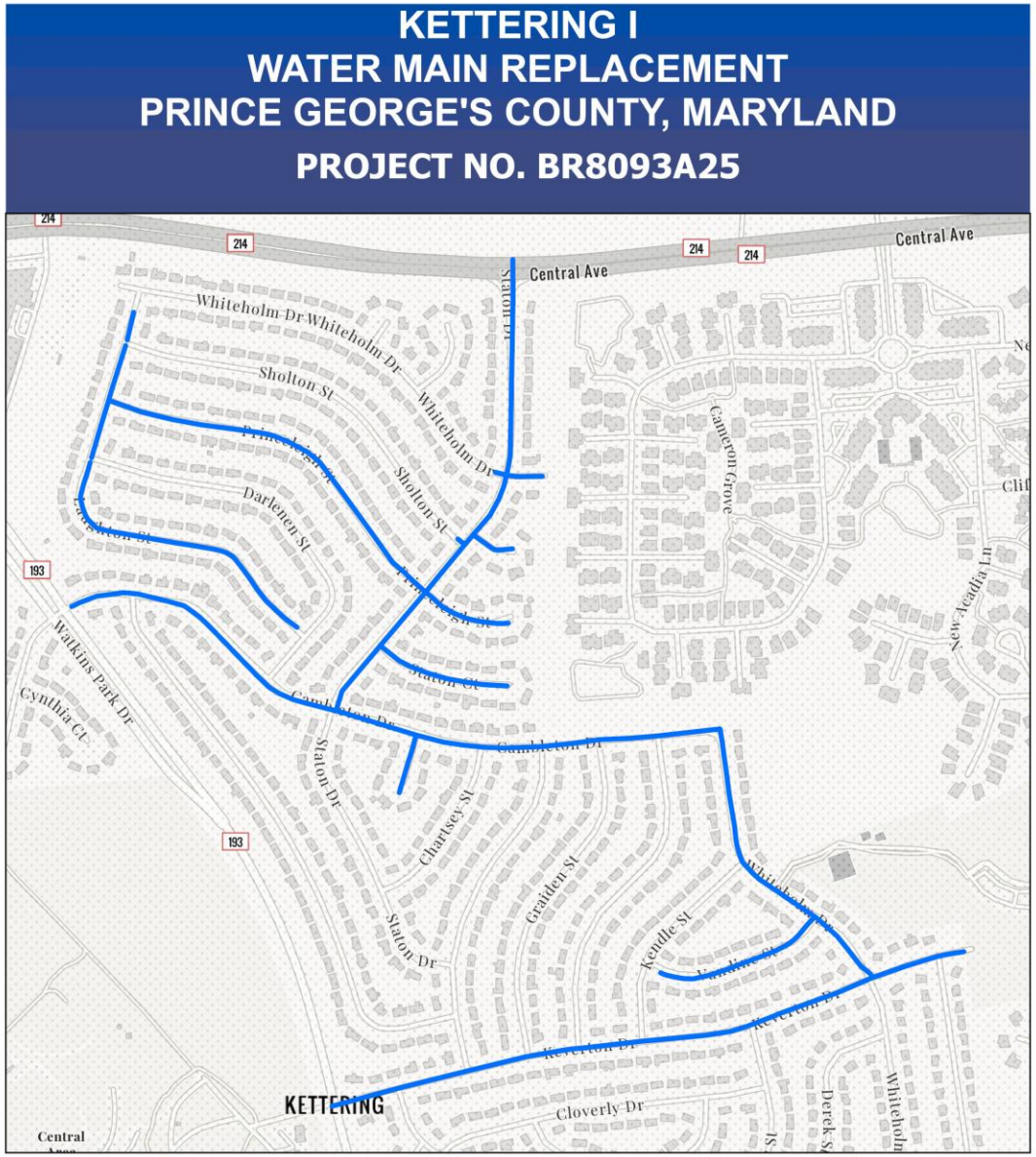
To learn about upcoming projects in your area, please visit our **In Your Neighborhood** interactive map at **gisportal.wsscwater.com/iyn/**



Project Map

Directly impacted streets

- Lakeston Court
- Princeleigh Street
- Stanton Drive
- Stanton Court
- Cambleton Drive
- Whiteholm Drive
- Keverton Drive
- Vandine Street
- Laughton Street



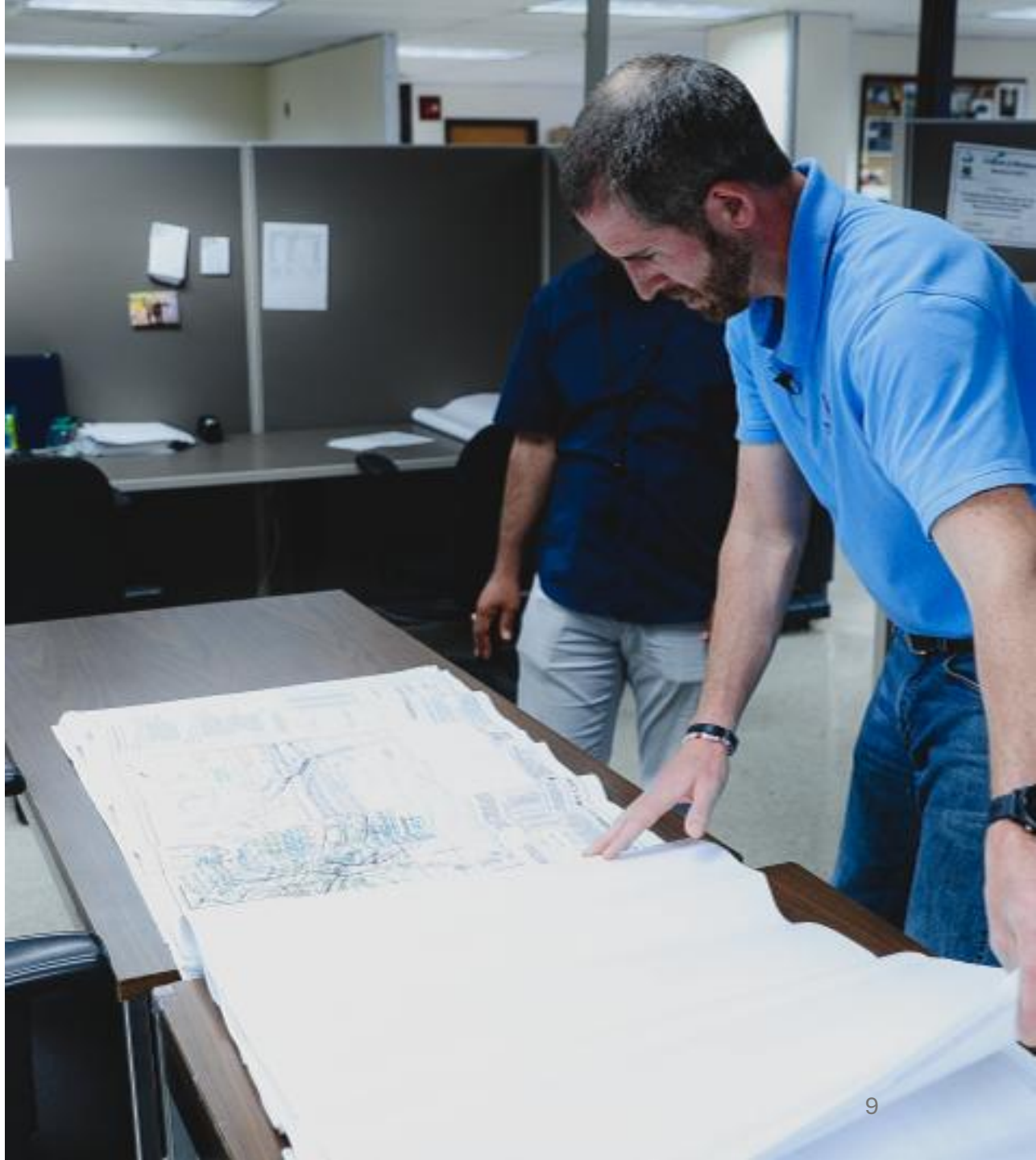
Project map and impacted streets are subject to change as design is finalized

WSSCWATER
DELIVERING THE ESSENTIAL

Permit Agencies

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

- Maryland State Highway Administration
- Prince George's County Department of Permitting, Inspections & Enforcement
- Maryland Department of the Environment



Tree Removal, Pruning, and Protection

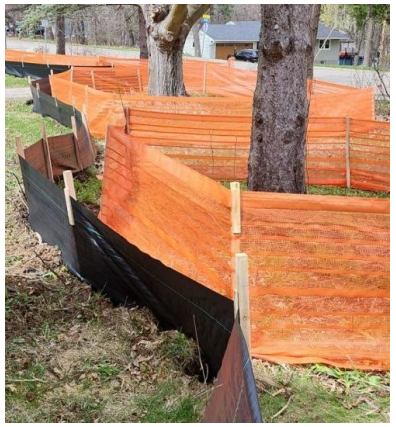
Prior to final decision to remove a tree, WSSC Water considers the following factors:

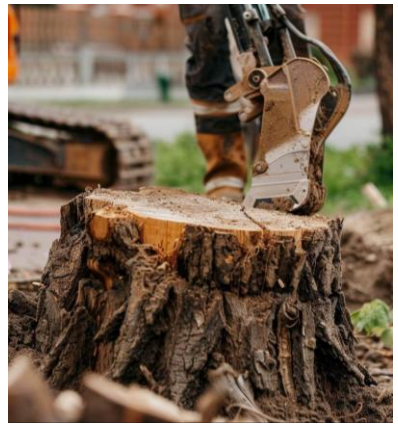
- Size, species, and structural condition
- Impact on WSSC Water assets
- Feasibility of relocating infrastructure or using trenchless methods

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.

May 2026
Design Start

May 2027
Anticipated **Design** Completion

Fall 2027
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**

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**.

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

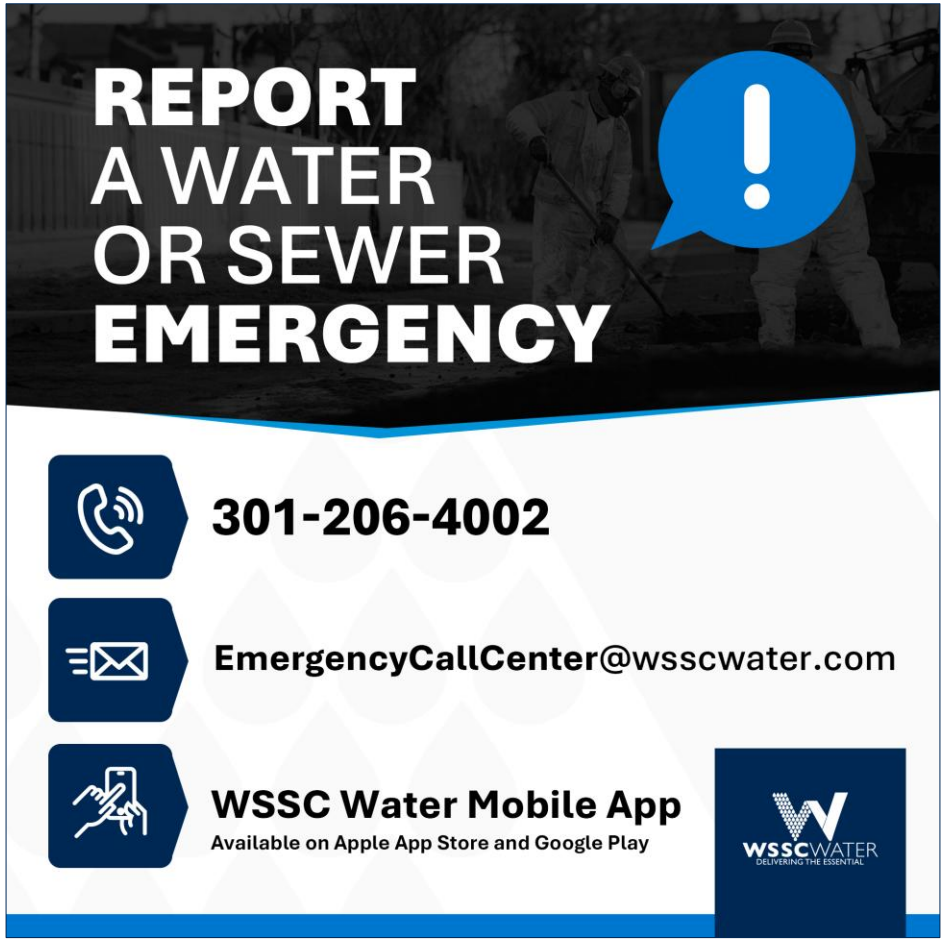
Monday – Friday, 8 a.m. – 6 p.m.

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.

Southern Prince George's County (areas south of Central Avenue)



Walter Guzman | 240-444-5803
Walter.Guzman@wsscwater.com

Questions?

