



## **WSSC Launches Customer Notification System**

***New Service to Provide E-Mail, Text Message Alerts to WSSC Customers, Area Residents Who Register at [www.wsscwater.com](http://www.wsscwater.com)***

### **FOR IMMEDIATE RELEASE**

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**NOVEMBER 12, 2008:** Today, the Washington Suburban Sanitary Commission (WSSC) launched a Customer Notification System (CNS) to alert the 1.8 million people it serves in Montgomery and Prince George's counties about WSSC-related situations – emergencies, water main breaks, traffic backups caused by Commission work – that may affect their service or daily routines.

WSSC's customers have been experiencing more service disruptions – 2,129 water main breaks and leaks in 2007 alone – in large part because of its aging infrastructure. By clicking on the Customer Notification System logo on WSSC's home page at [www.wsscwater.com](http://www.wsscwater.com), WSSC customers and other area residents can register and receive e-mail and text message alerts about WSSC-related situations impacting their home, work, school and/or other addresses of interest.

CNS uses a "neighborhood mapping system" and allows WSSC staff to pinpoint the area affected by the situation so only the customers who might be impacted by the incident are alerted.

People who sign up for CNS alerts can choose the WSSC-related news they want to receive. If a water main break occurs in their neighborhood, they can get an alert. Traffic is backed up near their office because of WSSC repairs, they can get an alert. WSSC is planning a meeting about its latest budget proposal. People who register for CNS can get an alert.

**The service is FREE. However, a cell phone provider's text messaging rates DO apply. WSSC cannot automatically sign up our customers, so we invite everyone who wants to take advantage of the service to register through [www.wsscwater.com](http://www.wsscwater.com).**

“We work every day to deliver great service, but our aging infrastructure is disrupting the lives of the people we serve more often and for longer periods of time,” said Teresa D. Daniell, WSSC Interim General Manager. “Because our customers’ time is valuable, we created CNS to provide them with vital information about WSSC work that could disrupt their daily routines.”

WSSC customers and other area residents can sign up for CNS using any combination of cell phone numbers and e-mail addresses for any street address they choose within the WSSC service area. People who live outside WSSC’s service area but work or send their kids to school in Montgomery or Prince George’s County can sign up their workplaces or school addresses and receive alerts.

For more information about WSSC’s Customer Notification System, please visit [www.wsscwater.com](http://www.wsscwater.com) and click on the CNS logo on the left-hand side of the page. To speak with a WSSC representative about the system, please contact WSSC’s Communications and Community Relations office at (301) 206-8100 or via e-mail at [communications@wsscwater.com](mailto:communications@wsscwater.com).

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**WSSC** is the 8th largest water and wastewater utility in the nation, serving nearly 1.8 million residents in Prince George’s and Montgomery counties. We operate and maintain eight water and wastewater plants, nearly 5,500 miles of fresh water pipeline and over 5,300 miles of sewer pipeline. In our 90-year history our drinking water has always met or exceeded federal standards.