



[7-20-2020]

Dear WSSC Water Customer:

[Contract No. BRLR6078A16](#)

During the evolving coronavirus outbreak, WSSC Water remains committed to protecting public health and ensuring safe, clean water continues to flow to your homes. As a result, WSSC Water will be making critical repairs to our water system, which may impact your water service. To make these repairs, we will need to temporarily turn off the water to your home.

The temporary water service interruption will occur on **Thursday July 23, 2020 between 10:00 p.m. and 4:00 a.m. Though not expected, work may extend beyond these hours if technical problems occur. In the event of inclement weather or other technical problems, the repair work will be rescheduled for Monday July 27, 2020 from 10:00 p.m. to 4:00 a.m.**

During this water service interruption, WSSC Water will provide bottled water to impacted customers on Monday July 20, 2020 left on your doorstep.

HOW TO PREPARE

- WSSC Water suggests you store water for short-term use. Water for consumption can be stored in clean glass or plastic jars. Water for other purposes can be stored in sinks, bathtubs, laundry tubs, coolers or pots. Please make sure that large containers of water are not accessible to children.
- When your water service is restored, you may experience discolored water or have air trapped in your water lines.
- Discolored water may not be aesthetically pleasing, but it is safe. However, WSSC Water recommends not using discolored water to do laundry as clothes can become stained.
- After water main repair work is completed in your area, flush the **COLD**-water lines in your home or business using the following steps:
 - Run all **COLD**-water taps for about five minutes or until the water runs clear.
 - Begin with the lowest faucet in your home or business and then open the other faucets one at a time, moving from your lowest floor to your highest.
 - Once the water runs clear, usually in less than five minutes, turn off your faucets in the same order, lowest to highest.
 - You should also flush your refrigerator's water lines.
- **If the discolored water persists after running your cold-water lines for five minutes, please report it to our Emergency Call Center at 301-206-4002 or emergencycenter@wsscwater.com.**

WHAT TO EXPECT

- [AT NO TIME DURING THIS WORK WILL IT BE NECESSARY FOR A WSSC WATER EMPLOYEE TO ENTER YOUR HOME.](#)

- **Lane Closures:** Motorists are encouraged to plan ahead and expect lane closures, as crews work in the lanes of Littledale Rd. Safety cones will be in place to keep the work zone safe.
- **Additional Noise:** Generators, air compressors, road saws and large maintenance vehicles are needed to complete this work.
- **Home Access:** WSSC Water will ensure residents have access to their homes during work hours.

CONTACT INFORMATION/QUESTIONS

- WSSC Water Inspector: Oscar Diaz-Sanchez, 240-388-5447, Oscar.Diaz-sanchez@wsscwater.com
- WSSC Water Contract Manager: Michael Krempel, 240-848-2418, Mike.krempel@wsscwater.com
- WSSC Water Customer Advocate: Brandon Stewart, 301-642-1712, Brandon.stewart@wsscwater.com
- **Sign-up at www.wsscwater.com/CNS, to receive emails and/or text alerts to keep you updated on work in your neighborhood.**

Water is essential to our daily lives and we understand the inconvenience these types of projects can cause. WSSC Water appreciates your patience as we work to provide safe, seamless and satisfying water services to your home.