



Mid-County Citizens Advisory Board Meeting

April 17, 2025



Agenda

- WSSC Water Overview
- Policies
- Filing a Complaint
- Customer Service
- Maintenance & Operations
- Financial Assistance
- Questions & Answers

WSSC WATER AT A GLANCE



★ **107 years** of no drinking water quality violations, ever.

★ **Platinum Peak Performance** recognition for wastewater treatment and resource recovery excellence.



8th

Largest combined water and wastewater utility in the United States by population served



1.9M

Residents served



162 MGD

Water provided each day



1000 Sq. Miles

Size of WSSC Water's Service Area



1,700+

Members of Team H₂O deliver on our mission



\$114.9B

WSSC Water supports the economic output of Prince George's and Montgomery counties



\$1.8B

FY2025 Operating & Capital Budget



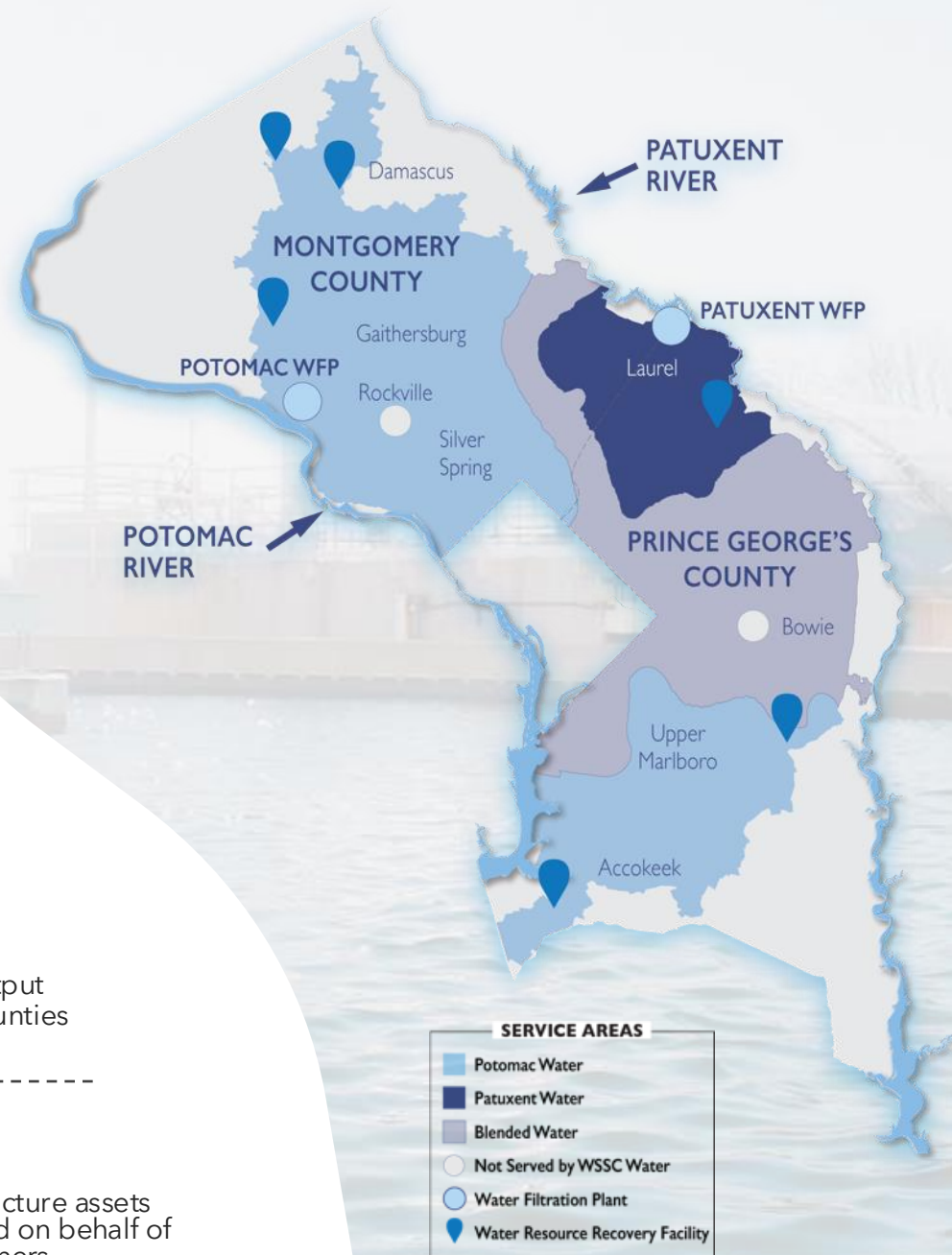
\$5.9B

6-Year Capital Improvements Program



\$9B

In infrastructure assets maintained on behalf of our customers



Policies

Kishia L. Powell, General Manager & CEO



Metering, Billing and Collections

- **Maryland Annotated Code**

- Public Utilities Article (PUA)
Division II - Washington Suburban Sanitary Commission Title 25 - Rates and Charges

- **WSSC Water Code of Regulations**

- Title 3 - Customer Management Subtitle II - Customer Account Management
- Chapter 3.20 - Adjustment and Correction of Water/Sewer Bills
- The purpose of this chapter is to describe when and how WSSC shall:
 - a) Adjust bills that have been issued correctly; and
 - b) Correct bills that have been issued incorrectly.

Policy on Water Bill Adjustments

Chapter 3.20 – Adjustment and Correction of Water/Sewer Bills

Section	Adjustment Type	Adjustment	Frequency Limit
3.20.040	High Bill Adjustment (Single-Unit Residential Properties)	ADC at least three times the comparable ADC or current ADC; not eligible for any other adjustment; consumption has returned to normal; 50% adjustment of water and sewer charges above the comparable ADC for up to two consecutive billing periods	Once every three years
3.45.100	High Bill Adjustment (Single-Unit Residential Properties) CAP Customers	ADC at least three times the comparable ADC or current ADC; not eligible for any other adjustment; consumption has returned to normal; 100% adjustment of water and sewer charges above the comparable ADC for up to two consecutive billing periods	Once every three years
3.20.040	High Bill Adjustment (Single-Unit Commercial Properties)	ADC at least three times the comparable ADC or current ADC; not eligible for any other adjustment; consumption has returned to normal; 25% adjustment of water and sewer charges above the comparable ADC for up to two consecutive billing periods	Only Once
3.20.040	Credits for Customers With Physical or Mental Impairment (Single-Unit Residential).	A leak that was not apparent to the occupants due to the impairment(s) shall be adjusted; both excess water and sewer charges reduced to comparable ADC for all billing periods impacts; repair receipt and Physician's letter required	None
3.20.040	Discolored Water or Sod Restoration (Single-/Multi-Unit Residential).	A high bill due to having to run the water in the home to clear discoloration, or due to watering of sod replaced or restored by a WSSC contractor; requires confirmation of discolored water or sod restoration by maintenance records or otherwise verified by WSSC Water staff; excludes both water and sewer charges more than comparable ADC	None

Policy on Water Bill Adjustments

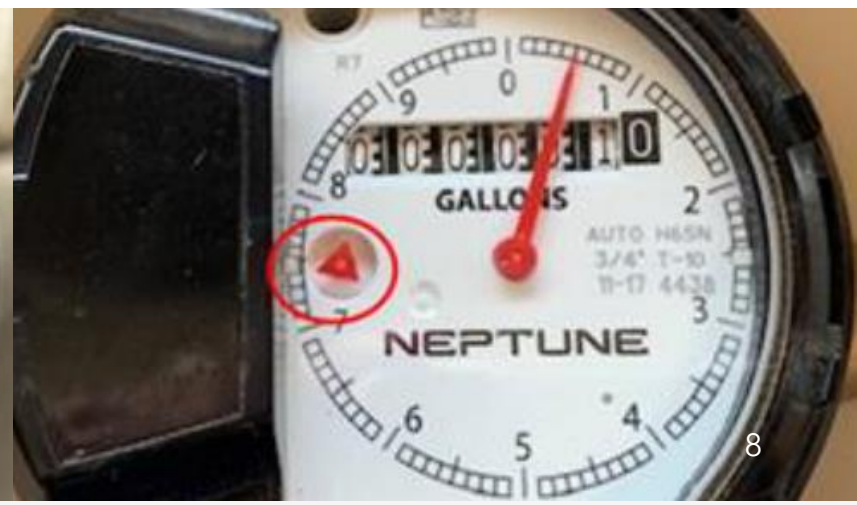
Chapter 3.20 – Adjustment and Correction of Water/Sewer Bills

Section	Adjustment Type	Adjustment	Frequency Limit
3.20.050	Leaks on Property – Underground Leaks.	WSSC shall issue an adjusted bill to exclude up to six months of excess water and sewer use charges based on the property’s comparable ADC; with verification of underground leak and repair of that underground leak under a WSSC Water permit held by a WSSC Water licensed plumber	None
3.20.050	Fire or Vandalism.	High bill because of fire or an act of vandalism; the bill and water use must coincide with a period during which the fire or act of vandalism occurred as documented in a timely filed police or fire department report; bill adjusted to exclude both water and sewer charges based on the comparable or current ADC	None
3.20.050	Gasket Leak on Meter.	An account shall be adjusted for all excess water and sewer charges when a gasket leaking on a meter registers on the meter (that is, the leaking gasket is on the “house side” of the meter.) (2) The comparable ADC or, if unavailable, the current ADC shall be used as the basis of the adjustment.	None
3.20.050	Lining Project.	Charges resulting from water used during cleaning and lining of a water main, or due to the switching of meters in a dual meter pit; adjusted based on the comparable or current ADC	None
3.20.050	Sewer Only Adjustment.	Adjustment to sewer charges where water lost to a leak does not enter the sewer system (crawl space leaks; hose bib leaks; and burst pipes); requires customer to submit the receipt from a plumber or a sworn affidavit stating that the leak was repaired; and the water lost from the leak did not enter a floor drain or otherwise enter the WSSC sewer system; adjustment of all excess sewer charges for up to two billing periods based on the comparable or current ADC. The water charges resulting from the leak are not eligible for adjustment under this chapter.	None



High Bill Analysis

Water/sewer billing begins with meter reads, which are mostly collected manually using a touch-read device (and other methods to correct reads manually). Though this is older technology, our priority is to ensure accuracy at every step to avoid billing errors.



High Bill Analysis

Metering

Verify Meter Number

Ensure reads are coming from the meter associated with the account.

Meter Reads

Review for actual reads not estimates that generated a high bill; ensure the actual reads are sequential and do not indicate a meter malfunction or system issue.

Meter Reading Errors

Verification of the meter reads that led to high bills; no manual reading errors.

Meter Accuracy Check

Check/Test Meter registration. Field test and bench test if necessary.

Billing

Billing Period

Ensure billing periods reflect correct frequency, if quarterly billing (90+/- days).

Verify Billing Rates

Confirm accuracy of billing rates.

Verify Billing Calculation

Bills are system generated based on programmed rates and fees; confirm calculations on the bill are accurate.

Occupancy Changes/Extended Guests/Significant Changes in Water Use

Inquiring about any changes that would lead to increased water consumption.

Leak Investigation

Meter Leak (WSSC Water)

Review any noted indication of a leak on the outlet side of the meter, which would be WSSC Water's responsibility to repair and would result in an adjustment.

Field check for Registration on Meter (WSSC Water)

Review any noted registration on the meter during a field check indicating a present or ongoing leak.

Internal Plumbing and Fixture Checks for Leaks (Customer's Responsibility/Currently Provided for CAP Customers)

Inquire if the customer has hired a plumber to document the review of internal plumbing and fixtures.

Outside Check for Leaks (Customer's Responsibility)

Inquire if the premise was checked for outside leaks.

Meter Testing

High Bills

Water Meter testing

On the rare occasion when a water meter's accuracy is in doubt - for example, when your bill is unexpectedly high, yet no water leaks have been found on the property - it is possible to have the meter tested.

- **Residential Meters**

- Residential Meters can be tested in our specially equipped facility in Anacostia/Hyattsville.
 - A calibrated 120 gallons of water is passed through the meter's registration chamber. Meters are tested at three different flow rates in accordance with American Water Works Association (AWWA) test standards.
 - For standard flow rates, accuracy is typically expected to be within 98.5% to 101.5%

- **Large Meters**

- Can be field tested in accordance with AWWA Standards

- **How To Request a Meter Test**

- Call 301-206-4001 (toll-free, 1-800-634-8400). TTY users call 301-206-8345. Or email request to customerservice@wsscwater.com
- After receiving your request, customers who have inside meters will be contacted to schedule a weekday appointment for the meter's removal. Customers with outside meters do not need to schedule an appointment.

- **Witnessing the test**

- At the time of request, please notify if you would like to be present and include a daytime phone number for scheduling.
- Once the old meter is removed and a new meter is installed, our meter shop will make contact to schedule the test during normal business hours
- Upon request, WSSC Water will notify a customer in writing of the meter's test results.

- **Charges and Adjustments**

- When a meter is removed for testing, a "meter change" bill is issued to bill the account for water that registered on the meter after the last billing period and prior to removal.
- The [fees page](#) lists the current meter test fees. If the account is current, WSSC Water will bill the charge to the account, otherwise, the fee must be paid in advance. The meter test fee will be credited to your account if the test indicates that your meter over-registered.
- If the meter over-registered, we will credit the meter test fee if it was paid in advance. Bills reflecting excess usage (up to three years) will be reviewed for an adjustment of charges.

Policy on Water Bill Corrections

Chapter 3.20 – Adjustment and Correction of Water/Sewer Bills

Section	Correction Type	Correction	Frequency Limit
3.20.060	<i>Over-Registering Meter (Residential or Commercial, Single- or Multi-Unit).</i>	<p>(1) A bill or bills issued on the basis of a reading from a meter that is subsequently found to be an over-registering meter shall be corrected for a period not to exceed three years.</p> <p>(2) The corrected bill(s) shall be issued on the basis of the property's ADC immediately following the meter's repair or replacement.</p>	

"Over-registering meter" means a meter or submeter that is:

- (1) Two inches or smaller tested by WSSC according to the American Water Works Association (AWWA) standards and found to be registering more than 101.5 percent of the water passing through the meter; or
- (2) A similarly tested meter that is larger than two inches found to be registering more than 103 percent of the water passing through the meter.

Water Service

Reliability and Pricing

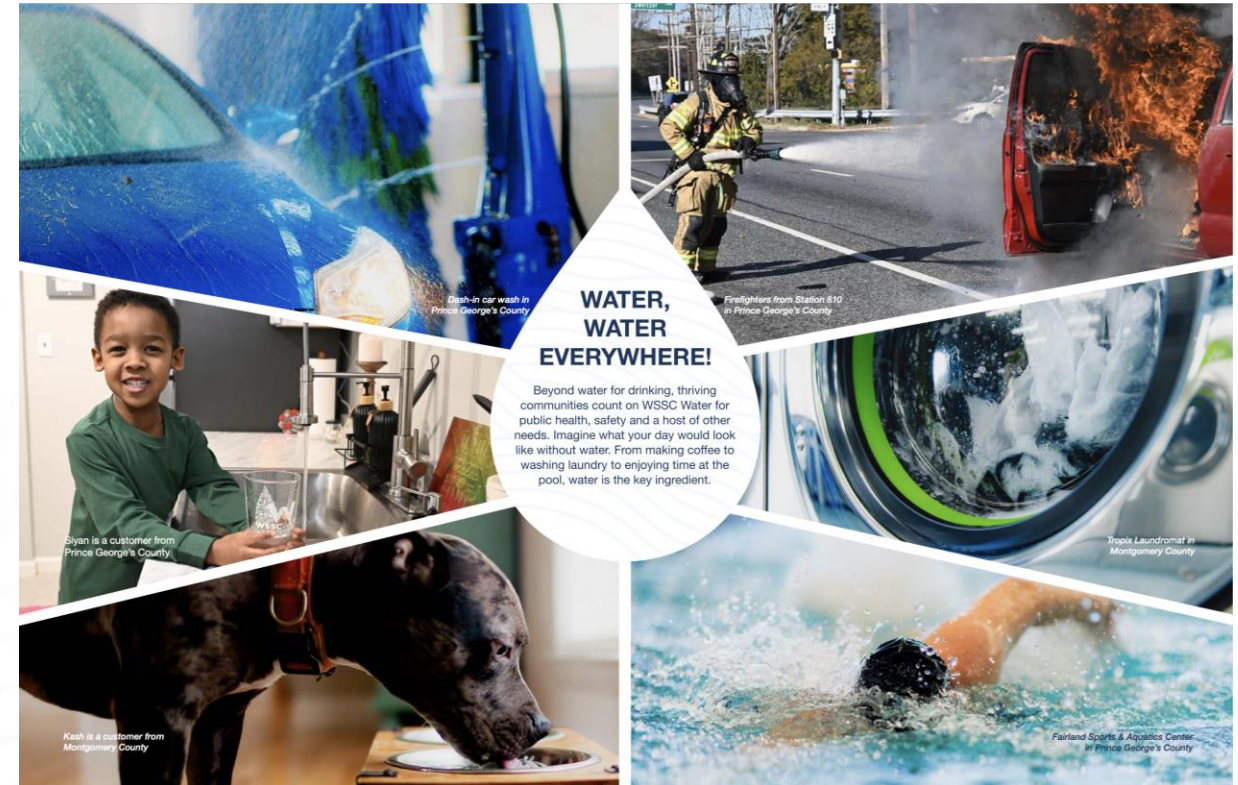
Reliability - Quality and Quantity

- **Quality**

- Must meet Safe Drinking Water Standards - 107-year track record of zero drinking water quality violations
- Actively address taste and odor complaints - threshold number in place
- System improvements to improve water quality and ensure safe clean drinking water

- **Quantity**

- Plants operate to meet system water demands 24/7/365
- Must maintain fire protection
- Must maintain operating pressures in the distribution system
- Minimize the duration of outages
- Advise communities of planned outages 72 hours in advance
- Investing to decrease the number of outages (water main breaks, plant disruptions, power loss)



Water Service

Reliability and Pricing

- **Cost of Service**

- PUA speaks to costs we must recover
- Perform a study at least every 5 years; last Cost-of-Service (COS) was in 2023
- The COS study concluded that the ready-to-serve fees (Infrastructure Investment Fee and the Account Maintenance Fee) should be increased to enhance revenue stability (declining trend in consumption since 2017 – same infrastructure to maintain for service delivery)

- **Rate Setting Policy Priorities**

- Updated and adopted by vote of Commissioners in January 2024
- Rates are determined annually to ensure that all costs of service are fully recovered, including the cost to finance necessary infrastructure investment
- Customer Assistance Program (CAP) enhancements from the adopted FY25 rates and charges are funded in FY26

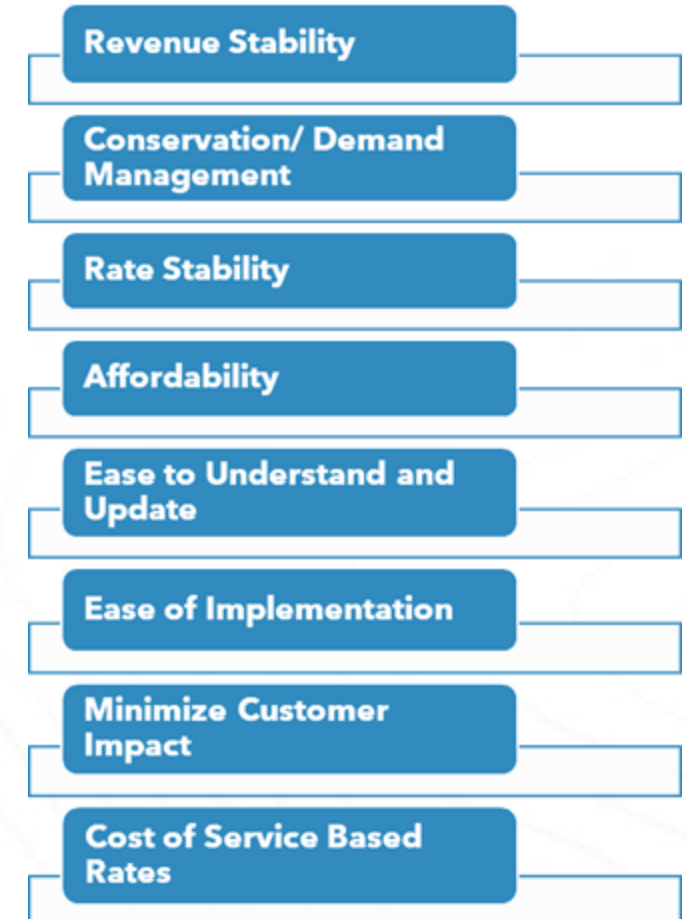
- **Spending Affordability Guidelines**

- Established in 1994 by resolution of both Councils to stabilize annual revenue enhancements and limit rate supported debt service.

- **Public Utilities Article**

- Division II - Washington Suburban Sanitary Commission, Title 25 - Rates and Charges, Subtitle 1 - In General, Section 25-105 - Appeals to Public Service Commission
- An appeal to the Public Service Commission may be made regarding the reasonableness of any rate, charge, or assessment of the Commission

Policy Priorities



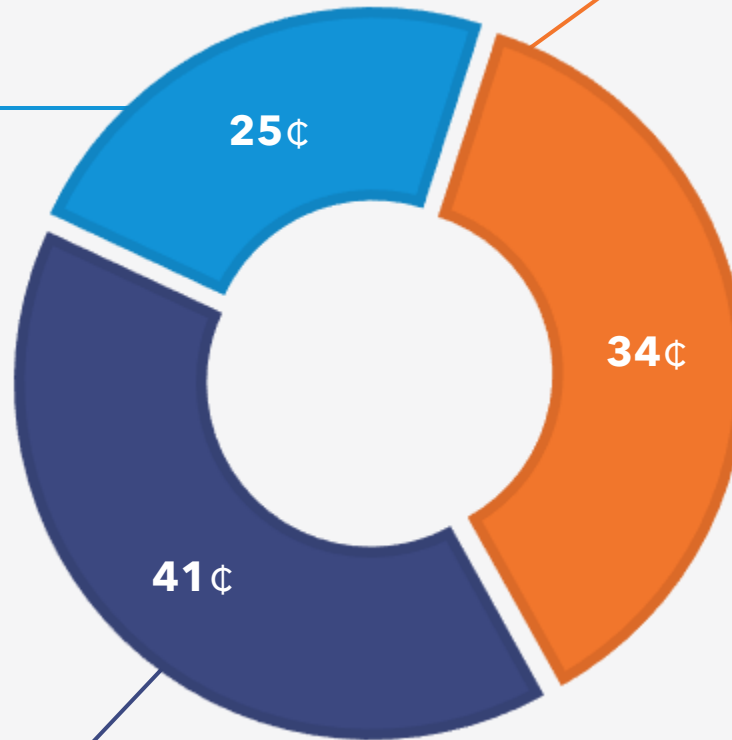
FY26 Budget / Where The Money Goes

People

- Salaries and wages
- Employee benefits
- Employee training
- Workforce development

Debt Service & PAYGO

- Debt payments and cash for the construction of pipes and facilities



Operations & Maintenance

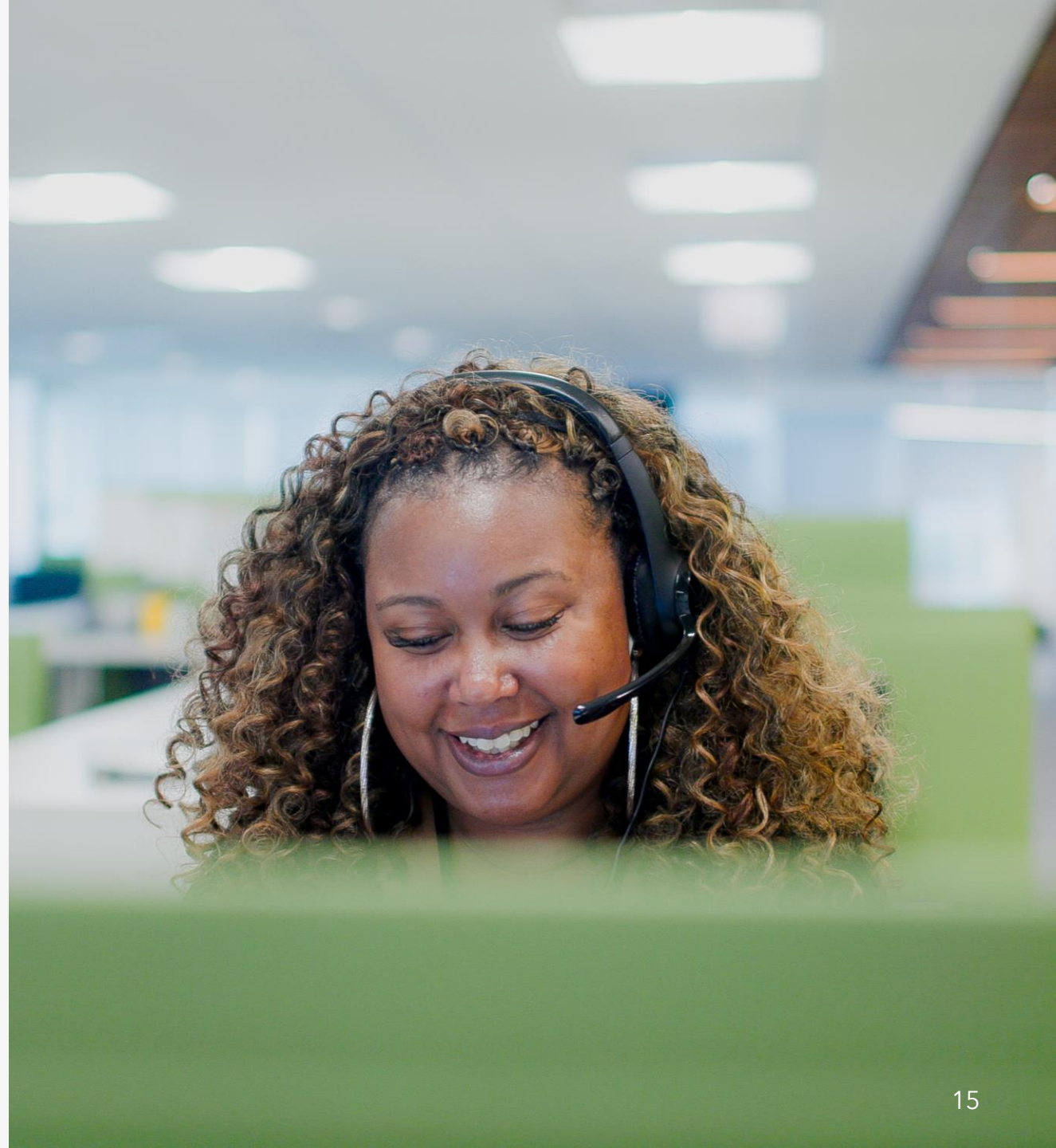
- Operations and maintenance for facilities (Including share of Blue Plains)
- Fixing broken or leaking pipes and repairing roads
- Heat, light and power for facilities
- Maintaining vehicles and equipment
- Customer assistance program funding
- Customer service
- Corporate finance
- IT services

Cost Drivers

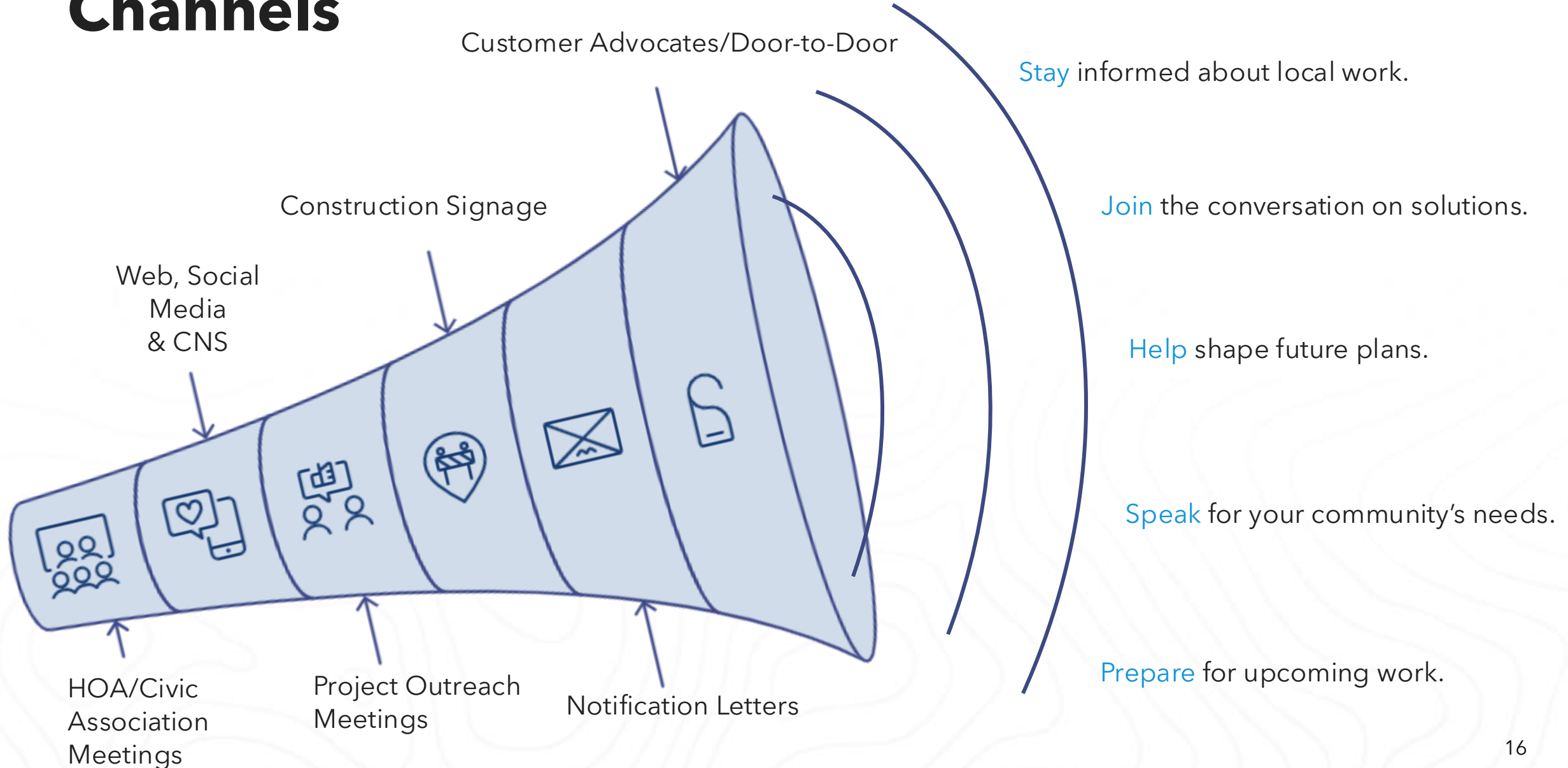
55 cents or 55% of costs are due to non-discretionary items such as capital project financing, chemicals, biosolids hauling, and heat, light & power

Customer Service

John Curry, [Director of Customer Service](#)



Communication Channels





Receive alerts about WSSC Water-related incidents near your home, office, school, or other important addresses.



Register for *text or email* alerts on up to three addresses.

REGISTER AT [WSSCWATER.COM/CNS](https://www.wsscwater.com/cns)

Customer Notification System

Stay Informed

- Sign up for WSSC Water's free Customer Notification System (CNS) to receive alerts about water main breaks, sewer overflows, road closures, and more.
- Customize alerts and get notifications via email or text for multiple locations—like home, work, or school—within WSSC Water's service area.
- Signing up is quick and free (standard text rates may apply). Just click the sign-up link and be sure to add us to your safe sender list if using email.

Strategic Partnership
and Community Impact

Customer Advocates



Gaithersburg Depot Area
(areas north of Randolph Road)

Philip Bryant Callahan | 240-204-2123
Philip.Callahan@wsscwater.com

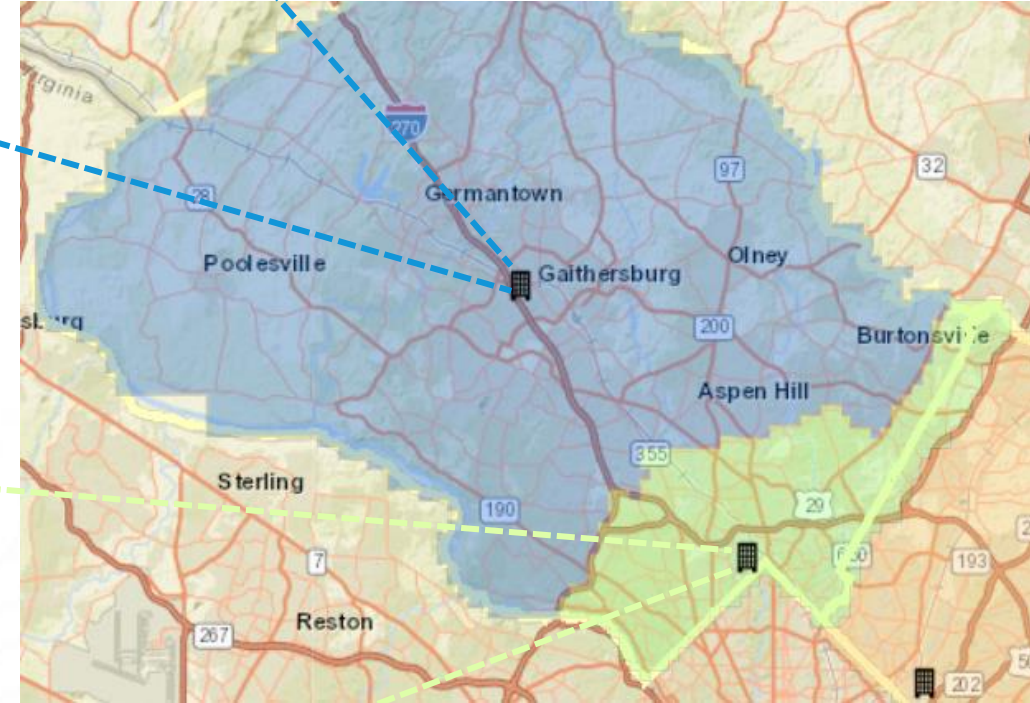


Lyttonsville Depot Area
(areas south of Randolph Road)

Brandon Stewart | 301-642-1712
Brandon.Stewart@wsscwater.com



Gaithersburg
Depot



Lyttonsville Depot

Here to help:

- Provide direct support on escalated issues.
- Deliver important construction notifications.
- Provide communities with water during service interruptions
- Fats, Oils, Grease Education
- Provide Community Outreach

Discover your advocate at:
<https://gisportal.wsscwater.com/CustomerAdvocates/>

Policy Impacts to **Filing a Complaint**

We encourage customers to file complaints and provide multiple channels to do so. However, certain policies may limit or restrict the types of complaints that can be filed or the timeframe in which they must be submitted.

- Contract Disputes with Plumbers or Contractors
 - WSSC Water does not mediate financial disputes between customers and licensed plumbers or contractors. As outlined in Section 104.7 of the WSSC Plumbing and Fuel Gas Code, the Commission has no responsibility to adjudicate such matters.
- Time Limits on Billing Disputes
 - Unpaid Bills: Customers must dispute unpaid water/sewer bills within 60 days of the meter reading date upon which the bill is based
- Paid Bills (Refund Claims): Claims for refunds on paid bills must be filed within three years from the date of payment.
- Discrimination Complaints
 - Complaints alleging discrimination in accessing WSSC Water's programs or services must be filed within 30 calendar days of the alleged incident.
- Dispute Resolving Board (DRB) Review
 - While the DRB provides a process for disputing unpaid bills, it may decide not to hear a case after evaluating the facts. The DRB's decision on unpaid water and sewer bills is final within WSSC Water's process.

COMPLAINT PROCESS

Customer Service

301-206-4001 | CustomerService@wsscwater.com | M-F 8am-6pm

- Billing Concerns
- General Service Complaint
- Service Restoration
- Start/Stop Service



Contact Customer Service

Discuss billing concerns with a Customer Service Advisor to potentially resolve issues quickly.



Billing Analysis

Customer Service Advisor conducts a thorough analysis of billing concern. If you're dissatisfied with the results, you have two options.



Customer Advocates

Liaisons between you and WSSC Water

1. Dispute Resolving Board

Final appeal for **unpaid bills**

- Relief without a hearing,
- Schedule a hearing, or
- No relief, no hearing.

2. Refund Hearing Board

For disputed bills that have been **paid**.

- All submitted requests are granted a hearing.

COMPLAINT PROCESS

Emergency Services Center

301-206-4002 | EmergencyCallCenter@wsscwater.com | Available 24/7

- Basement Backups
- Water Main Breaks & Leaks
- Sanitary Sewer Overflows
- Water Quality Concerns
 - Taste/odor/color

Water Quality Division (WQD)
Customer support on water quality concerns.

Contact Emergency Services Center (ESC)

Call ESC first to report any water or sewer concern.

Dispatch Inspector

WSSC Water will dispatch an Inspector to assess situation and work to resolve the concern.

Claims Department

If damage to your property is caused by a WSSC Water sewer or water main, you can file a claim at 301-206-7095 or claimsc@wsscwater.com



Customer Advocates

Liaisons between you and WSSC Water

COMPLAINT PROCESS

Reporting a Break

- Customer calls help us find problems and mitigate them
- Reporting emergencies to our call center is the main way we identify breaks and leaks
- Need info on a specific issue, call our emergency call center and they can help!



301-206-4002

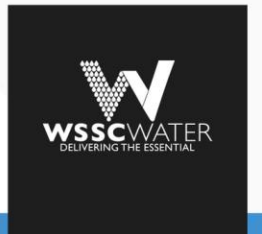


EmergencyCallCenter@wsscwater.com



WSSC Water Mobile App

Available on Apple App Store and Google Play



COMPLAINT PROCESS

Construction Complaints

- **Contact Contract/Project Manager**

Discuss concerns with Contract/Project Manager to potentially resolve issues quickly.

- **Customer Advocate (If needed)**

Liaisons between you and WSSC Water.

- **Claims Department (If needed)**

If damage to property or vehicle is caused by WSSC Water work, notify us of your claim at 301-206-7095 or claimsc@wsscwater.com



WATER MAIN
IMPROVEMENTS BY:

CONTRACT MANAGER

OFFICE NUMBER _____

CELL NUMBER _____

24 HOUR EMERGENCY NUMBER:
301-206-4002

BY PERMISSION GRANTED TO WSSC
THROUGH LOCAL GOVERNMENT

Improvements to

Responsiveness and Service Delivery

- Critical Customer Program
- Awareness
- High bill assessment process being overhauled
- Independent reviews of high bills and customer service as well as construction projects
- Establishing Service Level Targets
- New maintenance management system and service request system
- Internal Stat Process – H2O Stat and Project Stat
- Filling vacancies in Customer Service and Meter Readers
- Advanced Metering Infrastructure (AMI)

Primary Challenges to

Customers Needing Assistance



- Challenges may include delays during peak reporting times and reliance on estimated billing when actual meter readings are inaccessible.
- We strive to mitigate these issues through system improvements and proactive communication.

Language and Website

Accessibility

Bilingual Call Center Advisors

- Spanish-speaking advisors available to assist from 8 a.m. to 6 p.m.
- Additional languages available upon request

Language Line Services

- Leverage Lionbridge to offer customer support in over 30 languages

Website Accessibility

- Website translation feature leverages Google Translate, enabling customers to view website text in 47 different languages
- Working towards **WCAG 2.0 AA**-level of compliance
- Maximize the use of HTML or ASCII (plain text) formats –
generally accessible to people who use screen readers
- Supports assisted technology, including voiceover and keyboard-only navigation



Glen Diaz, Director of Utility Services

Technical drawing showing cross-sections of a structure with various layers and materials. The drawing includes labels such as "STEEL SURFACE SHALL BE PREPARED TO FINISH BY SANDBLASTING (NOTE 2/S-3)", "MINIMUM REQUIRED LENGTH", and "SP-10 NEAR WHITE METAL FINISH BY SANDBLASTING". The drawing also shows dimensions like "1\" MIN" and "4\" MIN".

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Current & Upcoming Projects in Mid-County

Project Name	Project Status	Estimated Project Start*	Estimated Design/ Construction End*
Rock Creek Valley Water Main Replacement	Design Completed	TBD	9/8/2021
Collingwood Ter Water Main Replacement	Design Completed	TBD	1/6/2022
Sunflower Drive Water Main Replacement	Design Completed	TBD	10/17/2023
Kemp Mill Estates Water Main Replacement	Design Completed	TBD	2/6/2025
Camden Street Water Main Replacement	Design Started	TBD	10/3/2025
Centerhill Street Water Main Replacement	Design Started	TBD	10/3/2025
Judson Road Water Main Replacement	Design Started	TBD	10/3/2025
New Hampshire Ave 16" Water Main Replacement	Construction Started	12/4/2023	11/4/2025
Lemontree Lane Water Main Replacement	Construction Started	2/26/2024	11/27/2025
Haverford Drive Water Main Replacement	Construction Started	11/25/2024	11/30/2025
Meadowood Drive Water Main Replacement	Construction Started	3/3/2025	5/30/2026
Traymore St Water Main Replacement	Pre-Construction	5/12/2025	7/15/2026
White Oak Water Main Replacement	Pre -Construction	6/15/2025	11/16/2026
Parkwood Drive II Water Main Replacement	Construction Started	5/20/2024	5/1/2028
Parkwood Drive I Water Main Replacement	Pre-Construction	4/30/2025	12/30/2028

*All Estimated Construction Start/End Dates are Weather Permitting

In Your Neighborhood



Find key project information and who to contact!

Scan or visit

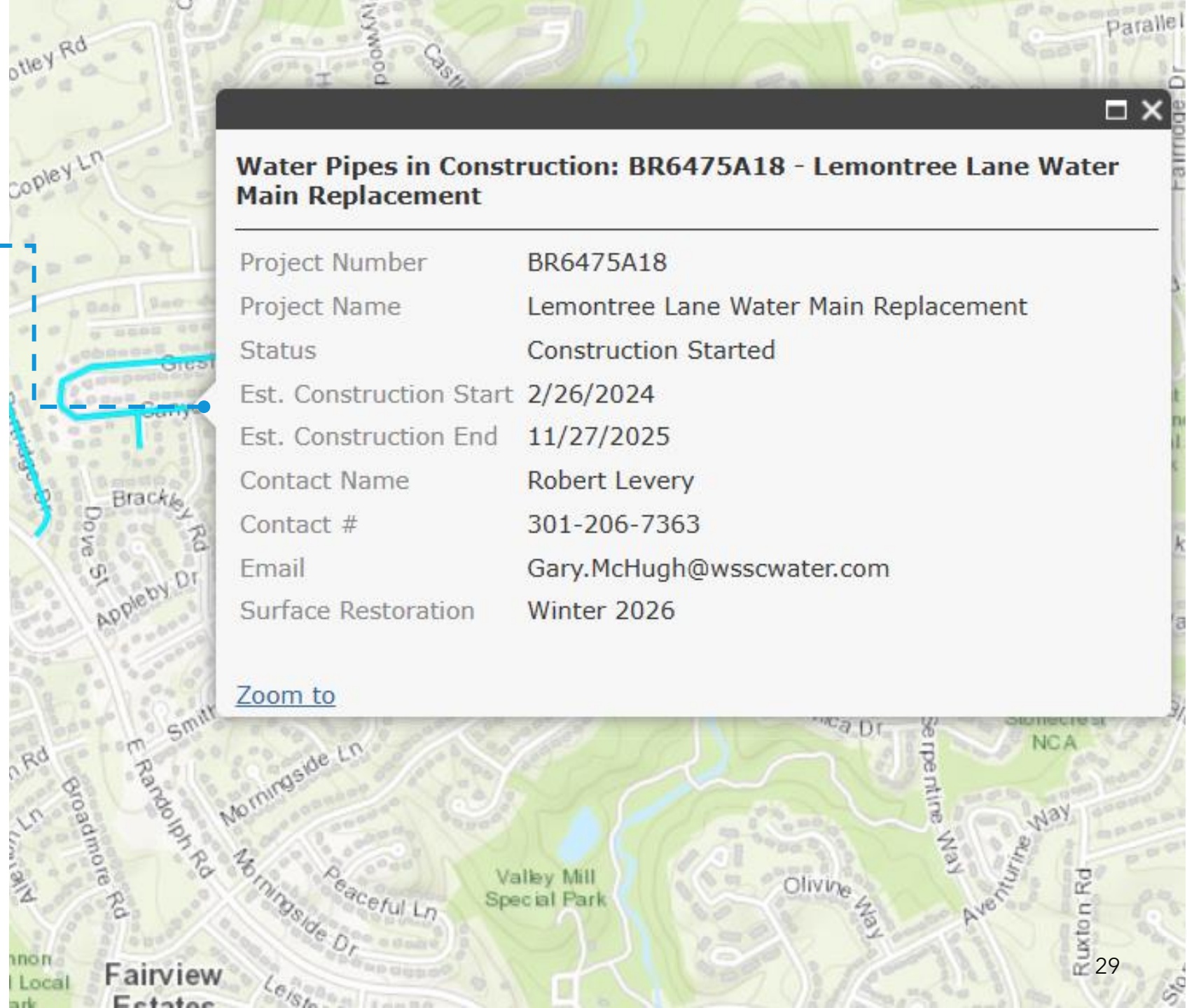
gisportal.wsscwater.com/iyn/
to visit our interactive "In Your Neighborhood" Map

Community Project Meetings



Scan or visit

wsscwater.com/projectmeetings
for more information on
Community Project Meetings



Water Pipes in Construction: BR6475A18 - Lemontree Lane Water Main Replacement

Project Number	BR6475A18
Project Name	Lemontree Lane Water Main Replacement
Status	Construction Started
Est. Construction Start	2/26/2024
Est. Construction End	11/27/2025
Contact Name	Robert Levery
Contact #	301-206-7363
Email	Gary.McHugh@wsscwater.com
Surface Restoration	Winter 2026

[Zoom to](#)

Prioritizing

Infrastructure Investments

- **Repairs and Maintenance**

- When a water service interruption happens, WSSC Water makes every effort to minimize the impacts to the system and customers. We are committed to resolving service interruptions as quickly as possible
- We prioritize repairs and maintenance as follows:
 1. Any infrastructure failures that are a threat to public health or safety; which threaten the stability of the water system as a whole
 2. Power outages impacting treatment facilities and pump stations
 3. Impacts to water storage stability
 4. Transmission line breaks serving thousands of customers
 5. Larger diameter mains serving large number of customers
 6. Small diameter mains serving neighborhoods
- We continually monitor impacts to communities, critical customers and our systems to work closely with county and local government officials and emergency responders to maintain priorities.



CIP Prioritization

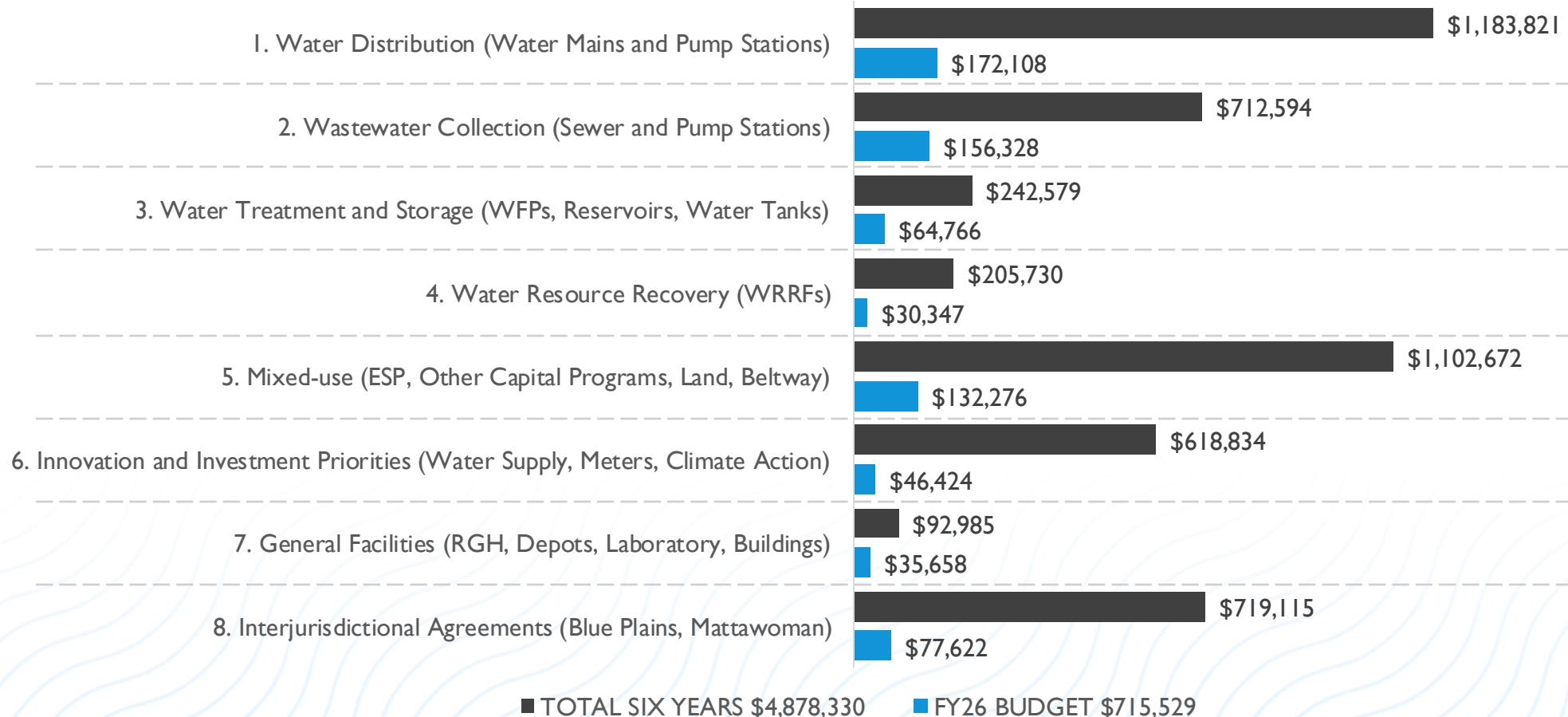
CIP Prioritization

Regulatory/Mandates		1. Consent Decree Req?	2. Regulatory Req	TOTAL						
Weights	35%	70%	30%	100%						
Health & Safety/Risk		1. Highest Asset BRE zone	2. Addresses Enterprise Risk	2. Project identified because of Security, Health & Safety	TOTAL					
Weights	30%	25%	25%	50%	100%					
LOS/Operational Efficiency		1. Impact on performance measures	2. Customers affected	3. Will delay result in restriction of an essential service for customers?	4. Address Operational Efficiencies?	5. Current Status	6. Funding Source	7. Annuitized cost savings for preferred alternative compared to status quo	8. What is the risk reduction/ cost ratio or benefit/cost ratio?	TOTAL
Weights	15%	15%	10%	10%	20%	15%	20%	5%	5%	100%
Reliability & Resilience/Maintain Good Repair State		1. Addresses Reliability & Resiliency (e.g. Climate Change/or reduce greenhouse gas emissions, redundancy, emergency response, vulnerability)	2. Maintaining State of Good Repair (Addresses Asset structural or O&M Condition)	3. Will this project reduce the number or length of service outages?	4. Does Project Extend Service Lives?	5. Provide employees with needed support services and utilities?	TOTAL			
Weights	10%	40%	20%	20%	10%	10%	100%			
Initiatives/Plans/Policies		1. Does the project align with county or regional policies or plans	2. Other Organiza-tional priority	3. Impact on staffing reqts.	4. Provide employees with suitable space?	TOTAL				
Weights	5%	30%	30%	20%	20%	100%				
Community Impacts		1. Environmental Sensitivity	2. Population Served	TOTAL						
Weights	5%	50%	50%	100%						
TOTAL	100%									

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FY26-31 Six-year & FY26 Proposed CIP

8 Categories; 69 Programs/Major Projects



FY26 CIP Category #1

Water Distribution

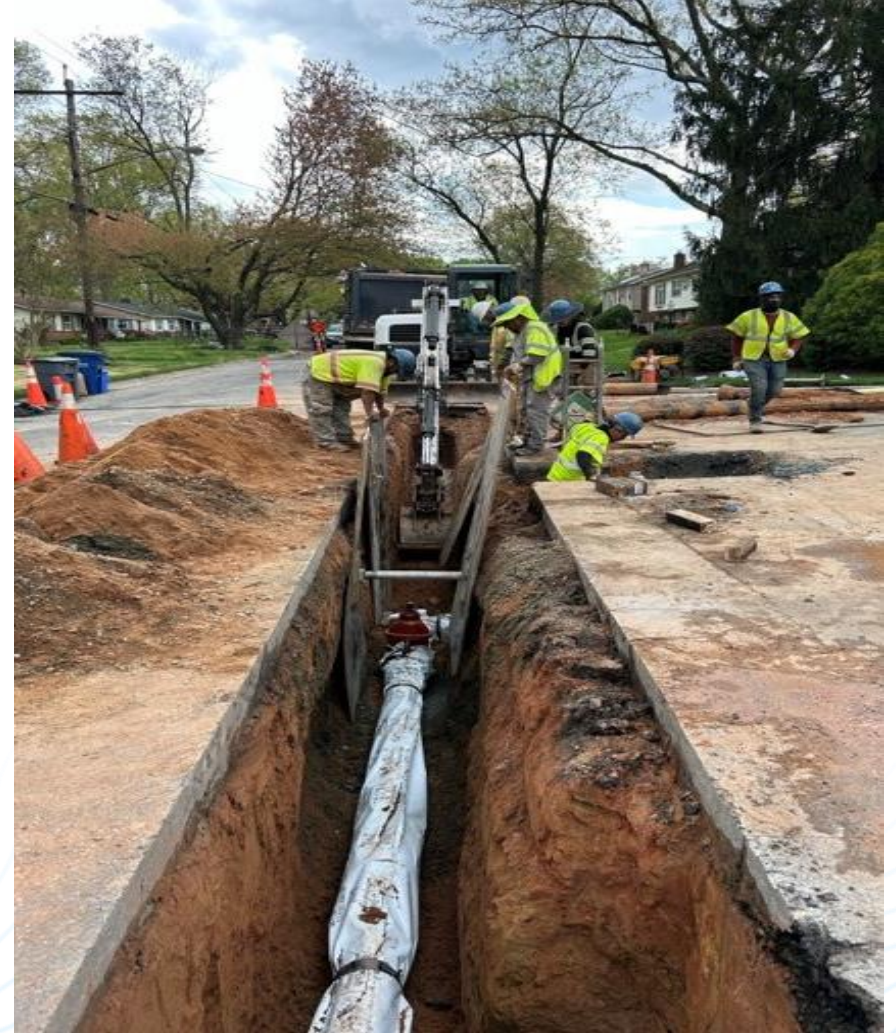
Water Main Growth / 4 Major Projects

This program contributes to development and economic growth within Prince George's and Montgomery Counties and consists of **four projects**:

1. South Potomac Supply Improvement Phase 2
2. White Oak Water Mains Augmentation
3. Branch Avenue Water Transmission Improvements
4. Potomac WFP Main Zone Pipeline

These are funded by System Development Charges (SDC).

Total FY26 Budget: **\$22.0 Million**



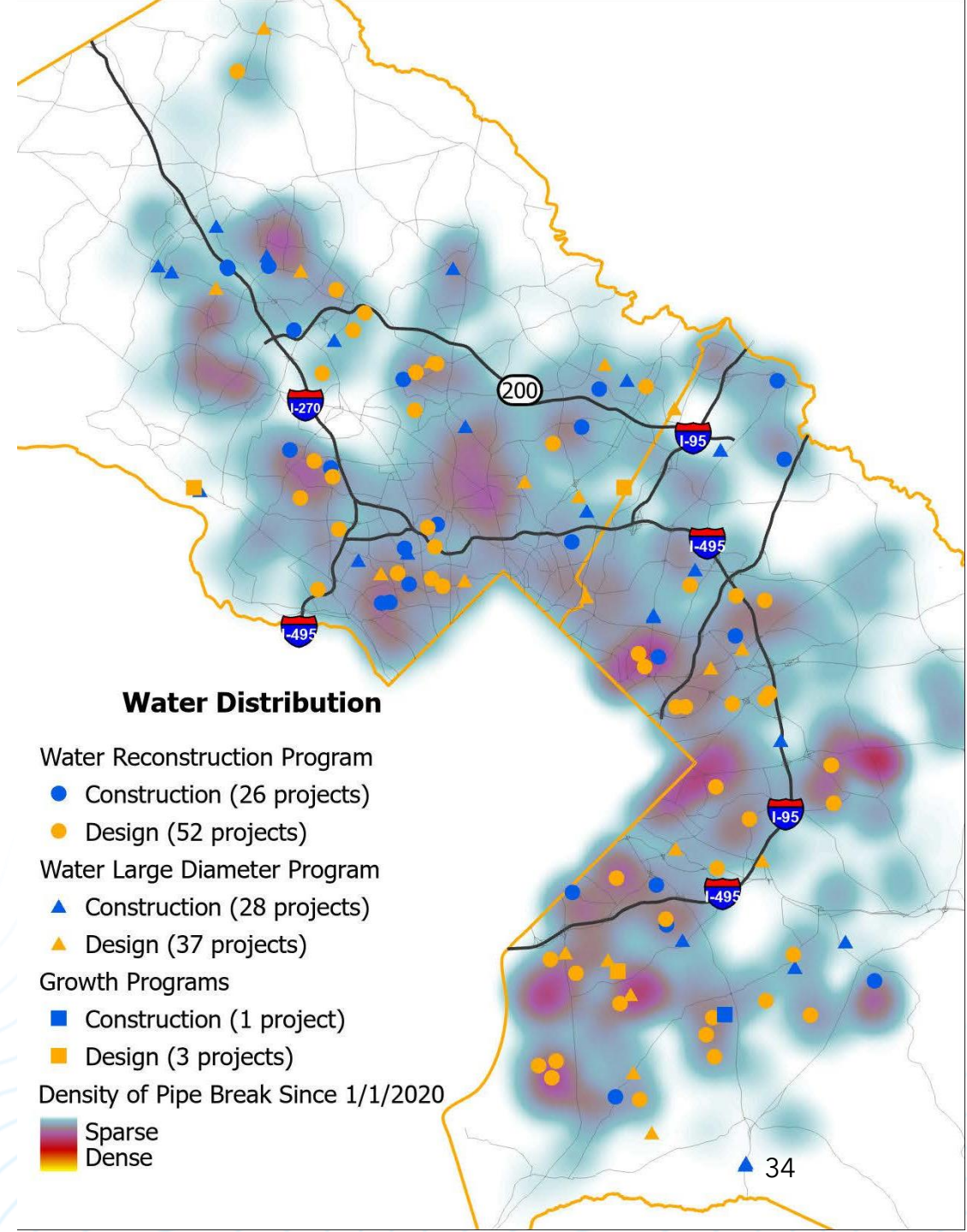
FY26 CIP Category #1 / Active Projects Map

Water Distribution

Impacts and Benefits to the Community:

- Projects under the Water Reconstruction Program and the Large Diameter Water Program correlate with and address water breaks in high density areas.
- Growth Program contributes to the development and economic growth within Prince George's and Montgomery Counties.

Additional 203 meter vault and valve replacement projects not shown for map clarity.



FY26 CIP Category #2

Wastewater Collection

Sewer Reconstruction Program (W-1.01)

This program provides for comprehensive sewer system rehabilitation in residential areas of sewer less than 15-inches in diameter.

This program includes:
Main and Lateral sewer, Sewer House Connection Renewal, Enhanced Grouting, and Emergency Repairs.

FY26 Goal: **25 Miles**

FY26 Budget: **\$51.6 Million**

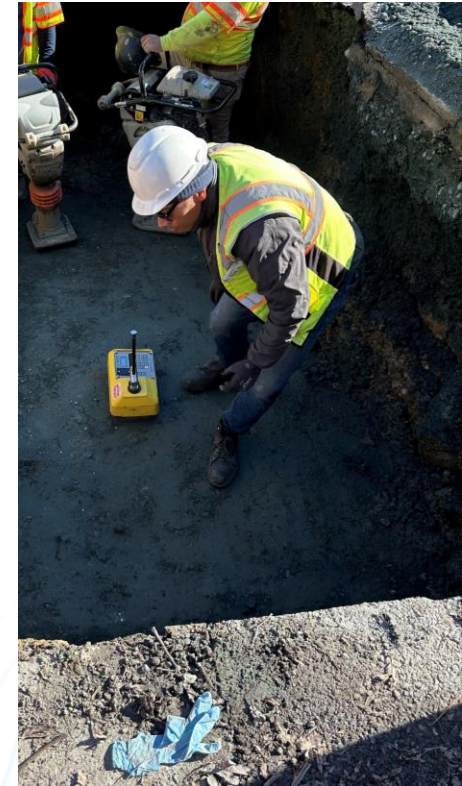
Trunk Sewer Reconstruction Program (S-170.09)

The Trunk Sewer Reconstruction Program provides for the inspection, evaluation, planning, design, and construction required for the rehabilitation of sewer mains and their associated manholes in environmentally sensitive areas (ESAs).

This program includes:
Large sewer replacement or lining, Manhole protection or rebuilding, and Structural and alignment correction.

FY26 Goal: **10 Miles**

FY26 Budget: **\$41.9 Million**



FY26 CIP Category **#2**

Wastewater Collection

Sewer Growth / 5 Projects & 1 Program

This program contributes to development and economic growth within Prince George's and Montgomery Counties and consists of **5 major projects**:

1. Forest Heights WWPS & Force Main
2. Spring Gardens WWPS & Force Main
3. Damascus Town Center WWPS & Force Main
4. Horsepen WWPS & Force Main
5. Sam Rice Manor WWPS & Force Main

Program:

1. Anacostia #2 WWPS Upgrades

These are funded by System Development Charges (SDC).



Total FY26 Budget: **\$8.1 Million**

Tracking and Addressing Pipeline **Leaks and Breaks**

Internal Dashboard/System

We use a centralized dashboard to monitor and track active leaks and breaks 24/7, 365 in real time.

Depot Resourcing

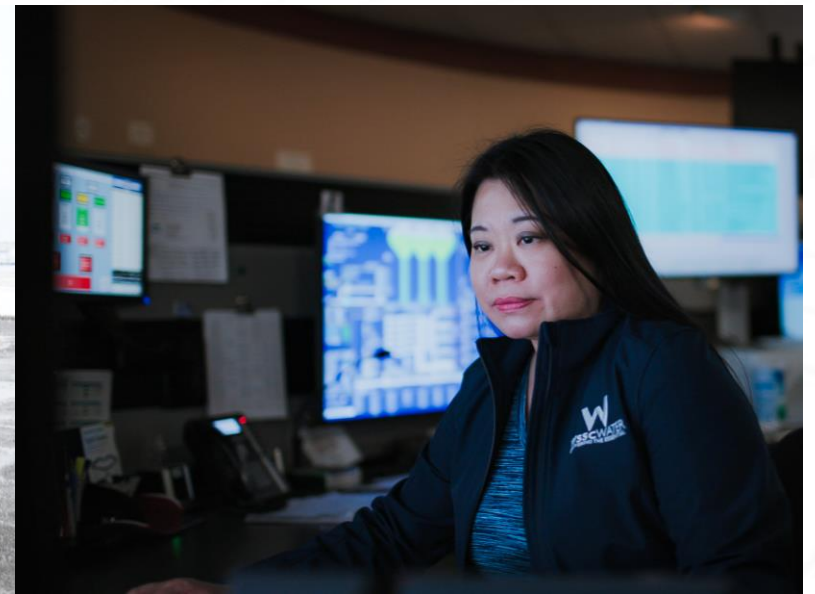
All four depots are strategically resourced with crews and equipment to respond quickly to breaks in their service areas.

Continuous Prioritization

Repairs are prioritized continuously based on severity and impact—like how other utilities handle power outages.

Public-Facing Map & List

Customers can view our “In Your Neighborhood” map and list that shows current water main breaks and their status.



Tracking and Addressing Leaks and Breaks

Advanced Pipeline Monitoring

Utility Services team uses advanced monitoring technologies, like Acoustic Fiber Monitoring for PCCP, to detect and assess pipeline conditions.

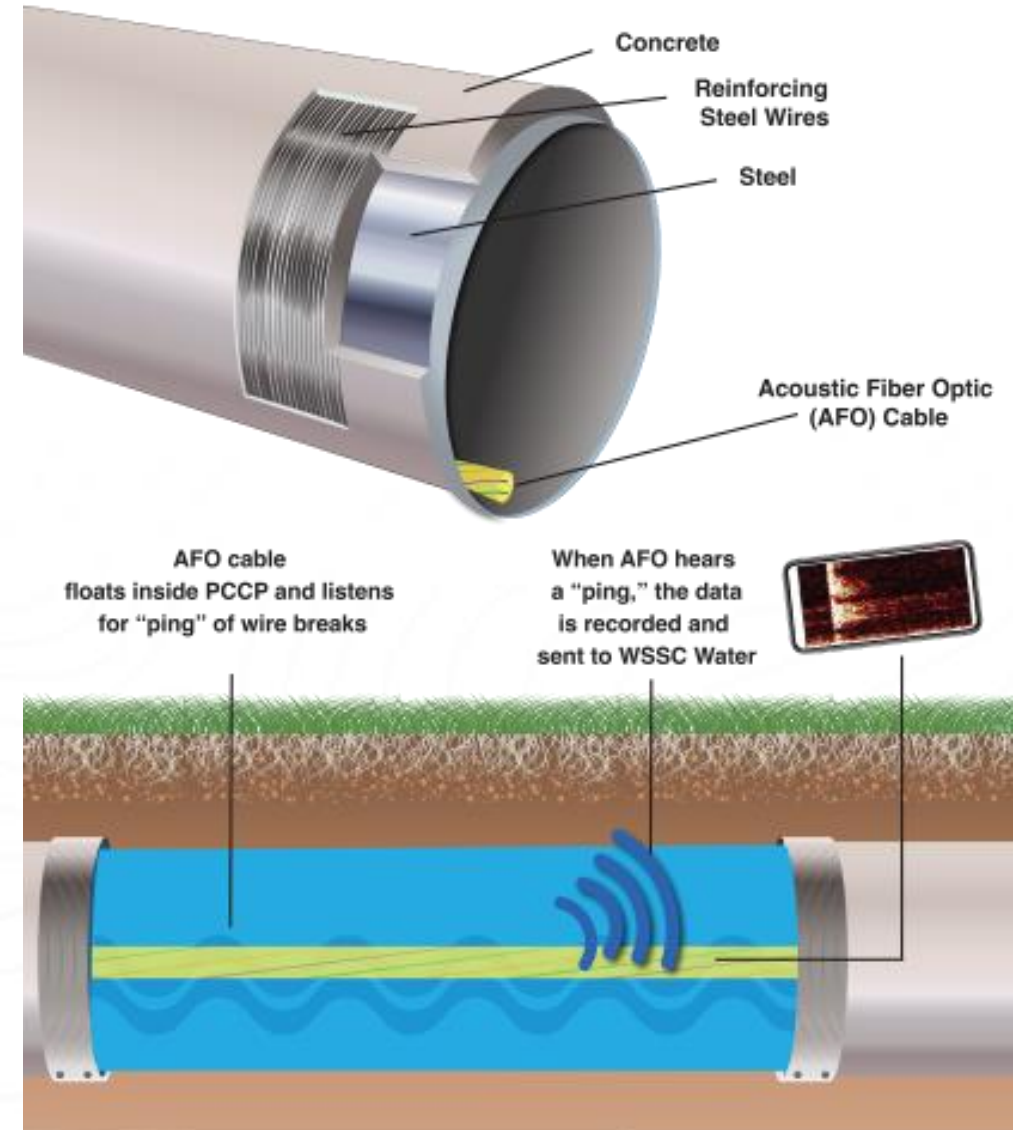
Predictive Analytics for Pipe Performance

Asset Management Program utilizes Machine Learning tools to determine a pipe's likelihood of failure.

Proactive Maintenance Scheduling

Regular inspections and data analysis help us identify vulnerabilities and schedule preventive maintenance or necessary repairs.

Prestressed Concrete Cylinder Pipe (PCCP)



Proactive Measures

Forensic Program

Investigating Pipeline Failures to Improve Reliability and Longevity

Forensic studies go beyond the breaks and leaks numbers—uncovering why these failures happen so WSSC Water can fix the real problem, not just react to emergencies.



Identify failure trends to improve design, construction and replacement strategies.



Evaluate metallic pipes to support asset management and condition assessment.



Proactive Measures

Building Resilient Water Infrastructure

Condition Assessments & Corrosion Prevention in Action

We implement proactive strategies such as regular condition assessments, cathodic protection to prevent corrosion, and pressure management to reduce stress on pipes.

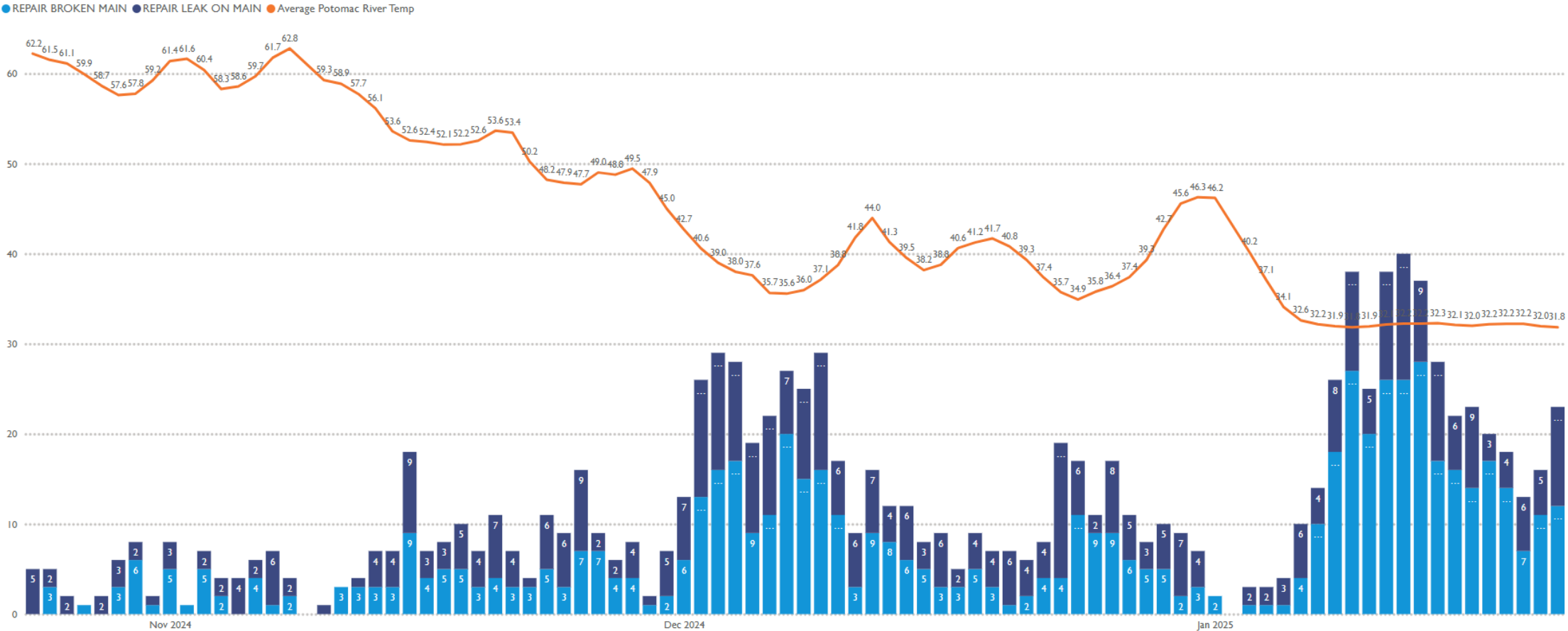


Pipe material used today has attributes, like, thicker pipe walls and zinc coating, that promote a longer lifespan.



These proactive measures aim to extend the lifespan of our infrastructure and prevent failures.

Breaks and Leaks Reported Per Day with Average Potomac River Temperature (as of 1/24/25)



Extreme cold significantly increases the number of water main breaks and other severe weather like thunderstorms, heavy rain and extreme heat, can disrupt repairs. We monitor conditions, use weather-resistant materials, and have contingency plans to protect crews and keep work on track.



WSSC Water Journey to **Advanced Metering Infrastructure (AMI)**

- Assessment by Consultant in 2020
- Moratorium Placed in 2020 – impacts of new billing system, cost, pandemic
- New General Manager January 2023 – asked to take a fresh look at benefits of transitioning metering infrastructure to AMI
- Re-building case for AMI in 2023 (understanding meter stats, impacts to customers, state of metering infrastructure, benefits to customers, costs)
- Request for Information issued in March 2024
- Briefings for both stakeholders in both counties in 2024
- Briefing for Commissioners in September 2024
- Moratorium lifted by Commissioners in October 2024

Current Meter Stats



503,840

Active Meters

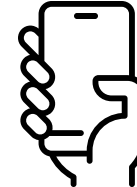
Prince George's: 249,616
Montgomery: 254,224



343,065

Inside Meters

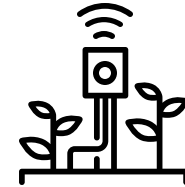
Prince George's: 164,450
Montgomery: 178,615



470,247

**Meters Being
Manually Read**

Prince George's: 226,808
Montgomery: 243,439



33,593

**Automated
Meter Reading
(AMR) Meters**

Prince George's: 22,808
Montgomery: 10,785

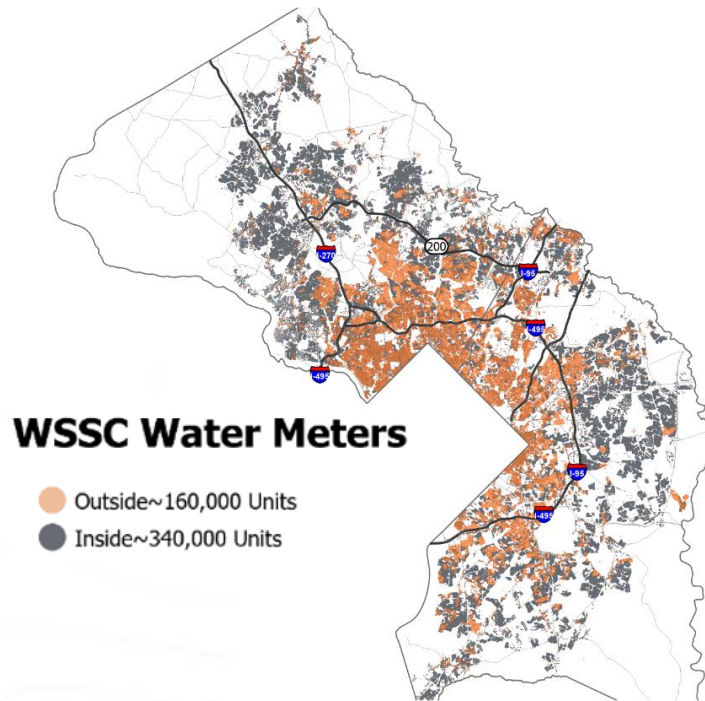
17 Years

Average Age of Meters

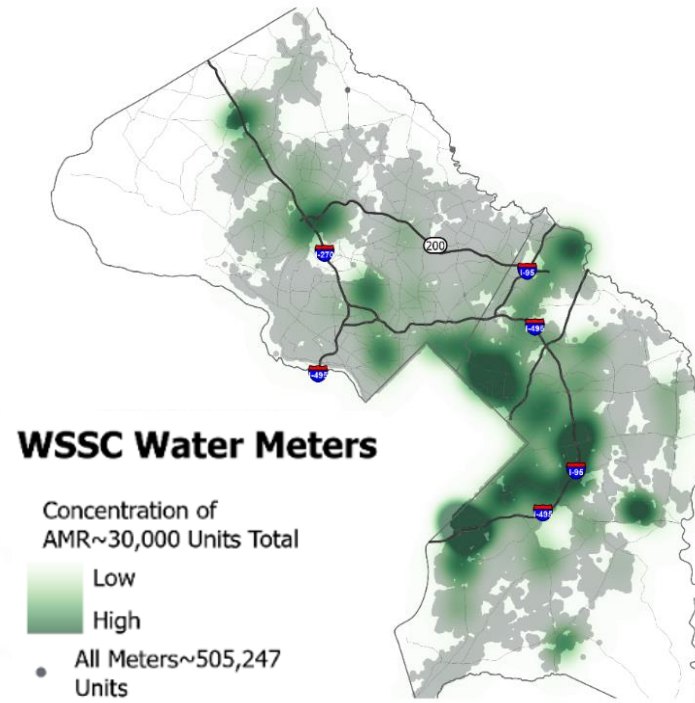
15-20 Years

Useful Life of Meters

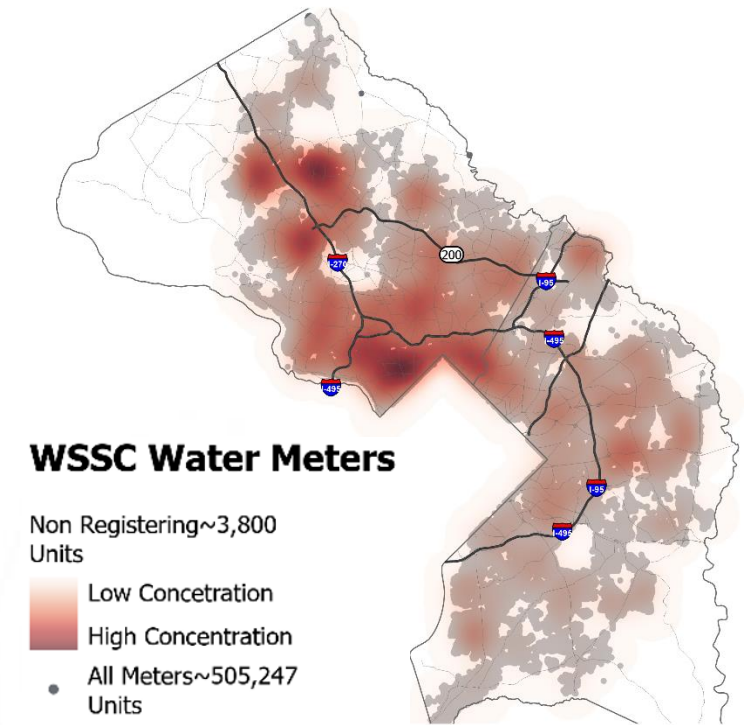
Population of WSSC Water Meters



**Total Population
of Water Meters**



**Concentration of Meters Currently Being
Read Using AMR (Commercial Businesses
and New Development)**



**Concentration of
Non-registering Meters**



AMI Symposium

WSSC Water and Isle Inc., held an Advanced Metering Infrastructure Symposium on February 20, to listen, learn and exchange information on enhanced metering with industry experts and utility peers.

Financial Assistance

Carlos Salazar, PMP, [Community Relations & Outreach Specialist](#)



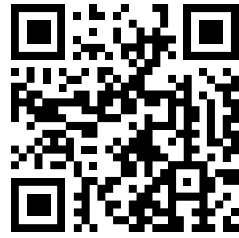
Our Programs

Financial 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.**

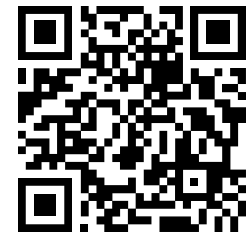


CUSTOMER ASSISTANCE PROGRAM (CAP)

CAP assists approved residential customers by **waiving fixed fees**, providing **annual free Leak Investigation** and **much more.**



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 lines. The WSSC Federal Credit Union administers PipeER.

Program Enhancements

Financial Assistance

Behind on your
WSSC Water bill?
Get Current
ACT NOW. Limited Time.

Up to
50% + **100%**
in bill credits late payment charges
& turn-on fees **WAIVED**

Find out if you're eligible
wsscwater.com/getcurrent



Averigüe si califica
wsscwater.com/pontealdia

¿Está atrasado con
el pago de su factura?
Ponte al Dia
ACTÚE HOY. Tiempo Limitado.

Hasta
50% + **100%**
en créditos a su cuenta de los cobros por pago
retrasado y reconexión
serán **PERDONADOS**

Get Current 2.0

Program assists eligible customers with a delinquent balance as of February 1, 2025, by providing bill credits up to 50 percent and 100 percent of late payment charges and turn-on fees waived. Program runs March 1 - June 30, 2025.

www.wsscwater.com/getcurrent

Financial Assistance



CAP Leak Repair Program

Partnership with Habitat for Humanity Metro Maryland to help CAP-enrolled customers repair on-property residential plumbing leaks that are contributing to high bills. Eligible customers can receive up to \$9,000 per year in plumbing repair services.

Eligible customers must:

- Be a WSSC Water customer
- Be enrolled in CAP on the date of application
- Own and reside at the property

www.wsscwater.com/capleakrepair

Where to Apply?

Financial Assistance

Water Fund



DOING THE MOST GOOD™



WATER FUND
Sharing the Essential

Salvation Army

20021 Aircraft Drive
Germantown, MD 20847
(301) 515-5354
Fax: (301) 515-7253

Customer Assistance Program



Department of Health & Human Services

1301 Piccard Drive
Rockville, MD 20850
(240)777-4450

ohep@montgomerycountymd.gov

or online at [Office of Home Energy Programs](#)



Questions?



Appendix

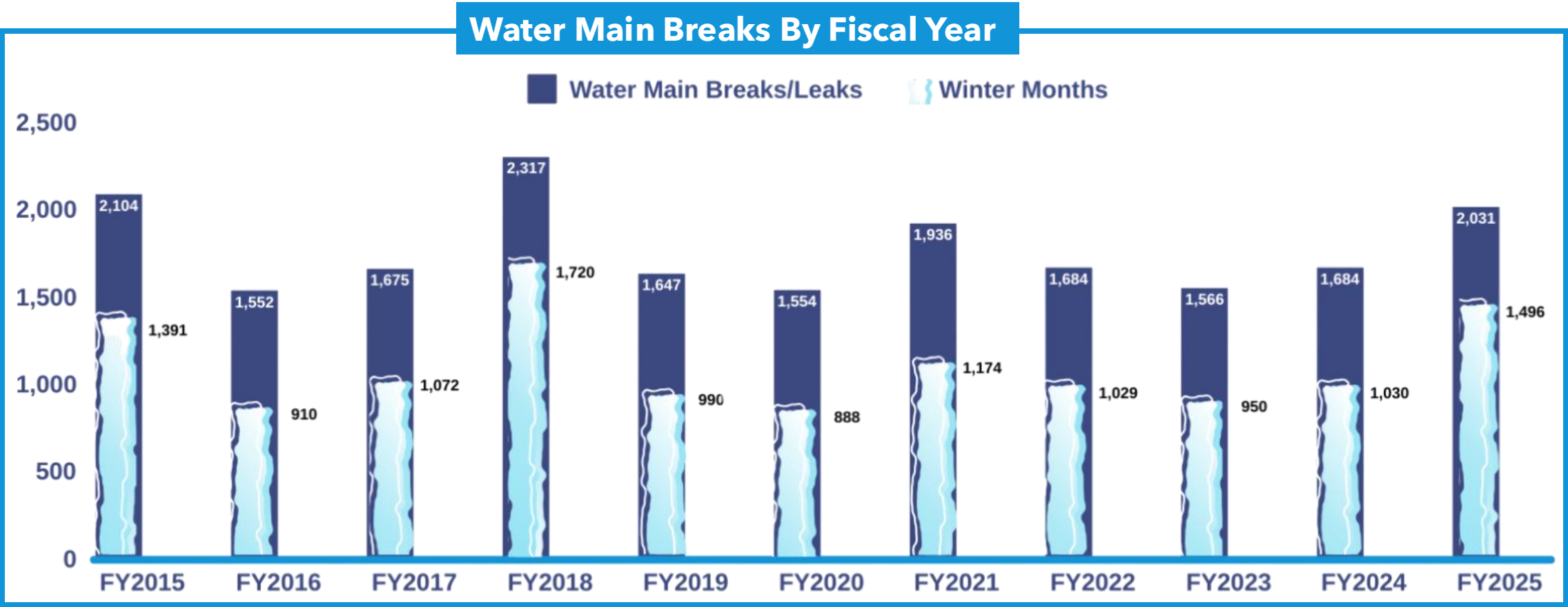
Water Main Breaks & Leaks

Yearly Trend

Over the last 10 fiscal years, we've averaged **1,768** water main breaks and leaks per year.

Winter Months: November - February

Over the last 10 fiscal years, we've averaged **1,115** breaks and leaks during the busiest months.



Discolored Water → Flush Your Pipes

Discolored water is common after a water main repair in your area. Follow these simple steps to flush your pipes and relieve trapped air.



Begin with the **SINK** faucet on **lowest** floor.



SLOWLY open the **COLD** water **SINK** faucet.

Opening slowly allows for the release of trapped air and may reduce the banging noise, known as a “water hammer” that can occur when water flow and pressure changes as a result of water main repair work.

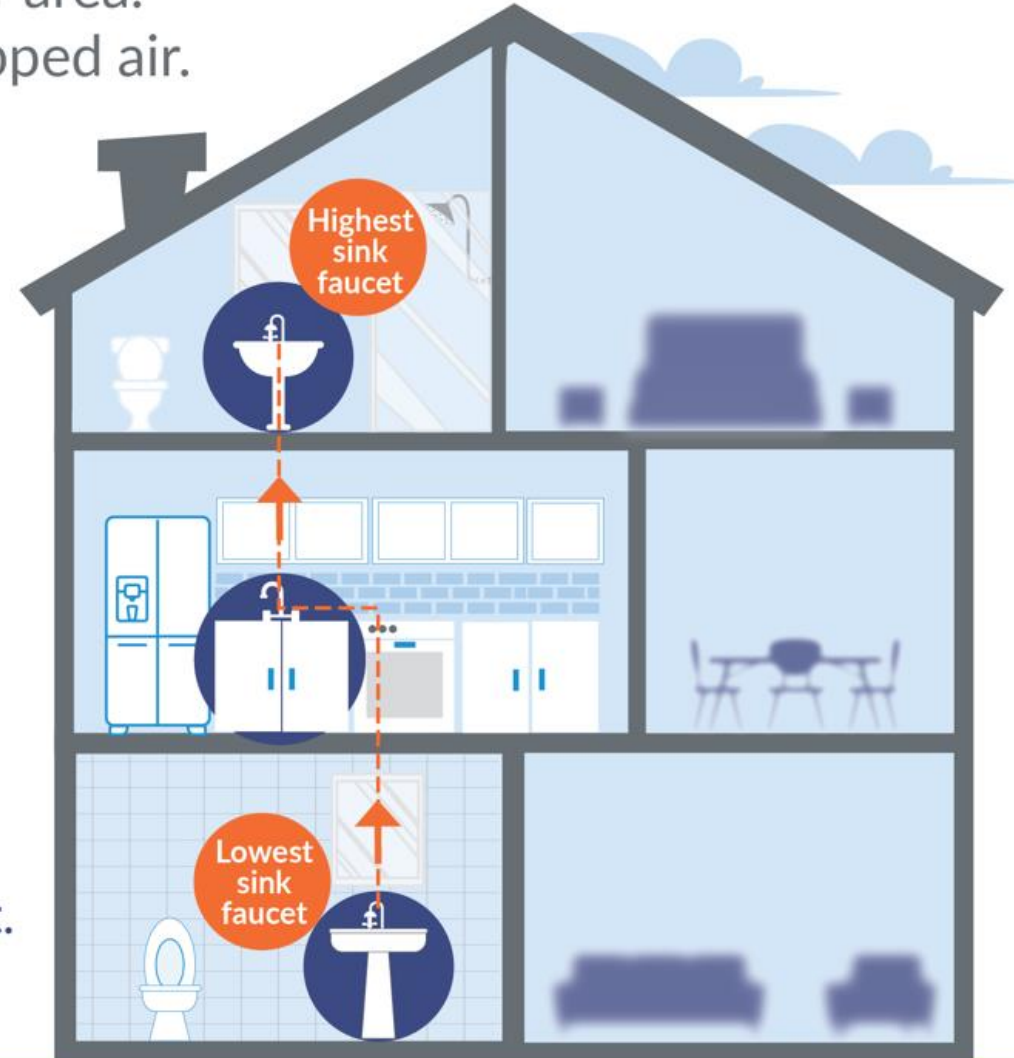


Repeat on **each floor**, moving from **lowest to highest**, only opening **COLD** water SINK faucets.



Once the **water runs clear**, usually in 5 minutes or less, **turn off** faucets in the same order, **lowest to highest**.

You should also flush your refrigerator's water lines.



Complaint Process

Steps to Repair a Main

- Report breaks/leaks to **301-206-4002**
- Inspector dispatched
- Miss Utility notified to mark underground lines
- Valves located and closed
- Broken main dug up and repaired*
- Road repairs made

* Repairs typically take between **4 to 6 hours after crews have dug up and uncovered the damaged pipe.**

WHEN A WATER MAIN BREAKS

The first step to repairing a water main break IS YOU.



Report it to WSSC Water
301-206-4002

1



WSSC Water Inspector Dispatched

2



MISS UTILITY

Miss Utility Notified

3



Valves Located & Closed

4



Broken Main Located, Dug up & Repaired

5



Excavation Site Filled in & Road Repairs Made

6



WSSCWATER
DELIVERING THE ESSENTIAL

Please be patient as we make repairs, which typically take between **4 to 6 hours** after crews have dug up and uncovered the damaged pipe. Repair times can vary based on pipe size, depth buried and other factors.

THE COST OF A TOILET LEAK

Toilet leaks are the leading cause of high water bills.
As you can see below, the numbers add up quickly,
no matter how small or large the leak.



Small Leak

Additional 200 gallons per day

=

Estimated
\$412

on top of your
normal bill



Medium Leak

Additional 2,000 gallons per day

=

Estimated
\$4,773

on top of your
normal bill



Large Leak

Additional 4,000 gallons per day

=

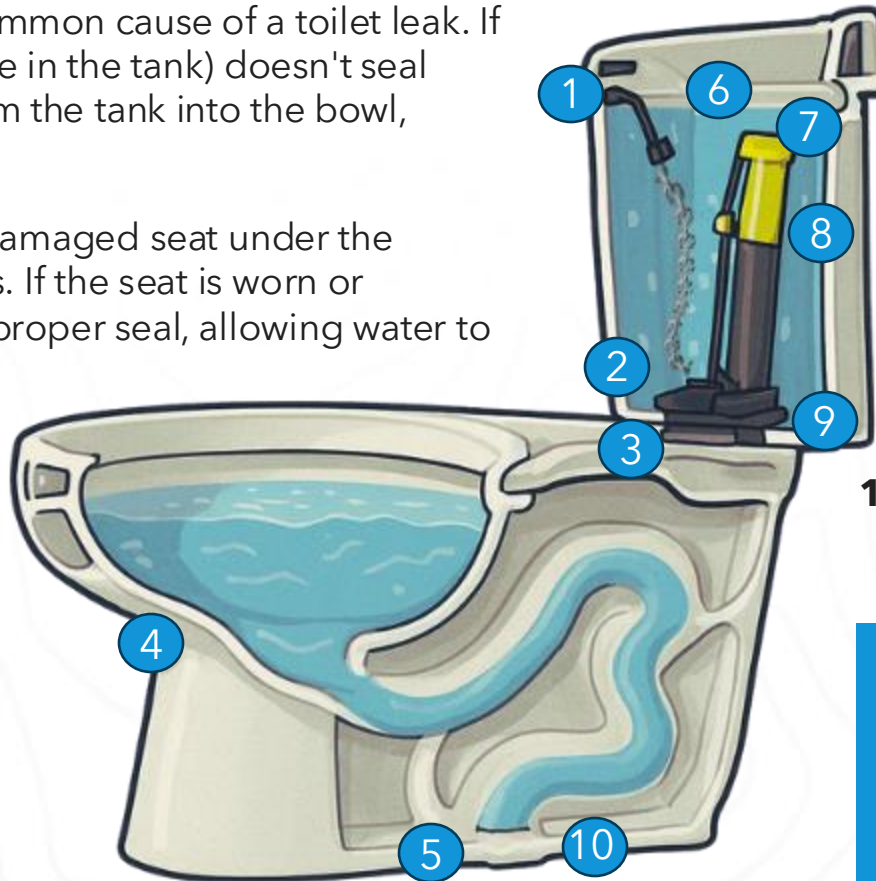
Estimated
\$9,618

on top of your
normal bill

Based on FY 2025 rates

10 common types of toilet leaks

1. **Flush Handle Problems:** If the flush handle is loose or the chain is sticking, it can prevent the flapper from fully closing, leading to leaks.
2. **Flapper Leak:** The most common cause of a toilet leak. If the flapper (the rubber valve in the tank) doesn't seal properly, water will leak from the tank into the bowl, creating a running sound.
3. **Flush Valve Seat Leak:** A damaged seat under the flapper can also cause leaks. If the seat is worn or cracked, it won't provide a proper seal, allowing water to leak.
4. **Cracked Bowl:** Similar to a cracked tank, cracks in the bowl can also cause leaks.
5. **Wax Ring Leak:** A worn or broken wax ring (which seals the toilet to the drain pipe) can cause leaks at the base of the toilet.
6. **Float Problems:** A stuck or broken float can prevent the fill valve from closing, causing the tank to overflow.
7. **Fill Valve Leak:** If the fill valve is not shutting off properly, the tank will continue to fill, and water may overflow through the overflow tube.
8. **Overflow Tube Leak:** If the water level in the tank is too high, it can spill into the overflow tube, potentially causing leaks.
9. **Cracked Tank:** Cracks in the tank can allow water to seep out.
10. **Mounting Bolt Leaks:** If bolts that hold the toilet to the floor are loose or damaged, it can cause leaks at the base.





Understanding Your WSSC Water Bill

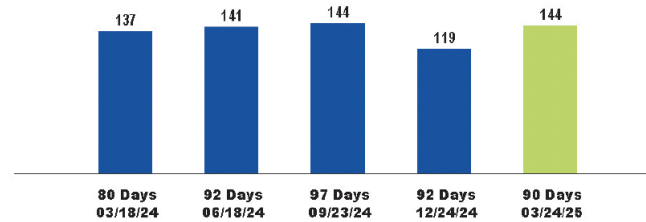
USAGE & RATES



How Much Water Do I Use?

Bill Period
12/24/24-03/24/25
90 Days

Average gallons used per day



13,000

Total gallons used this period

144

Average gallons used per day this period

48

Average gallons used per day by a typical person

$13,000 \text{ Gallons} \div 90 \text{ Days} = 144 \text{ Average Daily Gallons}$



My Meter Reading Details

Water and Sewer Usage: 13,000 gallons

METER #: P 12345678

Current: 1,297,000 Act. 03/24/25

Previous: 1,284,000 Act. 12/24/24

Usage: 13,000 gallons

We subtract your previous meter reading from your current reading and that determines your usage.

2

How Does The Rate Structure Work?

We use a four-tier rate structure to determine how you are charged for water/sewer. This customer used an average of **144 gallons of water per day**. That means their usage is billed at the rates in the first two tiers.

Tier	Gallons Per Day	Water	Sewer
1	0 - 80.9999	\$6.69	\$8.88
2	81 - 165.9999	\$7.56	\$9.86
3	166 - 275.9999	\$8.70	\$12.38
4	276 & Greater	\$10.20	\$16.35

3

How Am I Charged For Water/Sewer?

On this bill, there are **two lines** for water charges. To determine the number of gallons on each line, multiply the largest number of gallons in **Tier 1 (80.9999)** by the number of days in the bill period (**90**).

$80.9999 \times 90 = 7,290 \text{ gallons}$

To determine how many gallons will be charged in **Tier 2**, subtract 7,290 gallons from the total gallons used (**13,000**).

$13,000 - 7,290 = 5,710 \text{ gallons}$

WATER CHARGES - July 2024 Rates		\$91.94
7,290 gallons x \$6.69 per 1,000 gallons		\$48.77
5,710 gallons x \$7.56 per 1,000 gallons		\$43.17

Sewer charges are based on water usage unless you have a submeter. Using the sewer rate, follow the same calculation to determine your sewer charges.

4

Calculating Charges For This Bill

Tier	Gallons Per Day	Gallons in Bill Period	Rate (Water)	Cost Calculation	Water Charges
1	0 up to 80.9999	$80.9999 \times 90 \text{ days} = 7,290 \text{ gallons}$	\$6.69	$7.29 \times \$6.69 =$	\$48.77
2	81 up to 165.9999	$(144.44 - 80.9999) \times 90 \text{ days} = 5,710 \text{ gallons}$	\$7.56	$5.71 \times \$7.56 =$	\$43.17
3	166 up to 275.9999	Not Used	\$8.70	-	-
4	276 & Greater	Not Used	\$10.20	-	-
					\$91.94

To calculate a monthly bill, replace 90 days with 30.

Rate Per 1,000 Gallons

WSSC Water bills in thousand-gallon increments on a quarterly or monthly basis. Billing per thousand gallons is common practice for water utilities.

$7,290 \text{ gallons} \div 1,000 = 7.29$

Understanding Your WSSC Water Bill

FEES & OTHER CHARGES

These charges are based on the number of days in your bill period.



State of Maryland Bay Restoration Fee (BRF)

WSSC Water collects this fee, levied by the state, and turns it over to the Maryland Department of the Environment (MDE). MDE uses the revenue to fund improvements to water resource recovery facilities owned by utilities, including WSSC Water. The BRF is assessed each bill period for residential and commercial customers. *CAP customers qualify for an exemption.*

A typical residential customer is assessed approximately \$15 for a 90-day bill period or .1643 cents per day. If your bill period is 90 days, the BRF would be \$14.78 (.1643¢ x 90 = \$14.78). If you're billed monthly, the BRF would be \$4.92 for a 30-day bill period.



Account Maintenance Fee (AMF)

Recovers the cost of service associated with maintaining and servicing customer accounts, including purchasing, maintaining, reading, and replacing meters; processing meter readings; generating and mailing customer bills; and providing customer services. The fee is based on meter size and assessed each bill period.

For a typical residential meter (5/8" - 1"), the AMF is \$30.08 or .3296¢ per day. If your bill period is 90 days, the AMF would be \$29.67 (.3296¢ x 90 = \$29.67). If you're billed monthly, the AMF would be \$9.89 for a 30-day bill period.



Infrastructure Investment Fee (IIF)

Funds a portion of the debt service associated with water and sewer pipe reconstruction under WSSC Water's Capital Improvements Program. The fee is based on meter size and assessed each bill period. Most residential meters range from 5/8" to 1" in size.

For example, the IIF for a 3/4" meter is \$22.56 or .2472¢ per day. If your bill period is 90 days, the IIF would be \$22.25 (.2472 x 90 = \$22.25). If you're billed monthly, the IIF would be \$7.41 for a 30-day bill period.



My Billing Details

Bill Period
12/24/24-03/24/25
90 Days

FEES AND OTHER CHARGES

State of Maryland Bay Restoration Fee
Account Maintenance Fee
Infrastructure Investment Fee

\$66.70
\$14.78
\$29.67
\$22.25



Customers enrolled in WSSC Water's Customer Assistance Program (CAP) **receive a credit up to \$286 per year** to cover the cost of the Account Maintenance Fee and Infrastructure Investment Fee. **Learn more: wsscwater.com/assistance**