

JANUARY–MARCH 2006

Pipeline

WASHINGTON SUBURBAN SANITARY COMMISSION

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Public Hearings Set for Fiscal Year '07 Proposed Budget

We invite you to join us and give your input on our proposed Budget for Fiscal Year '07. Public hearings will be held in both counties.

MONTGOMERY COUNTY
Wednesday, February 1, 2006
7:30 p.m.

Stella B. Werner Building
Third Floor Hearing Room
100 Maryland Avenue
Rockville, Maryland 20830

PRINCE GEORGE'S COUNTY
Thursday, February 2, 2006
7:30 p.m.

Department of Environmental Resources
Room 110B
9400 Peppercorn Place
Largo, Maryland

In case of inclement weather, on either February 1st or 2nd, a makeup hearing will be held on **Wednesday, February 8, 2006** at 3:00 p.m. at the RGH building.

WELCOME ABOARD!

WSSC is pleased to welcome a new commissioner—**Juanita Miller**, representing Prince George's County. Dr. Miller is currently a Special Education administrator with the Prince George's Public School system.

The Clinton resident is a graduate of the District of Columbia Teachers College and holds a bachelor's degree in education and psychology from that institution. She earned a master's degree in special education and a doctorate in leadership and policy management from George Washington University.

Six commissioners govern WSSC, with three residents from Montgomery County and three residents from Prince George's County.

Joe Zorica: Zorica is WSSC's Chief Engineer. He comes to WSSC with more than 20 of years experience in capital improvement, facilities/utilities operation and maintenance programs.

Zorica is a licensed professional engineer in Maryland and California, and a certified construction manager. He earned a bachelor of science degree in civil engineering from Purdue University in 1976, a master of science degree in civil engineering from Stanford University in 1983, and a master of science degree in National Security Strategy from the National Defense University.

Goutam Kundu: Kundu was named WSSC's Chief Information Officer in the fall. As Director of Technology/Chief Technology Officer at the Farm Insurance Bureau,

Kundu was responsible for a staff of 165 employees and a \$35 million budget in a company with more than \$2 billion in assets.

He has a master of science degree in business administration from the Kelly School of Business, Indiana University, a bachelor's degree in computer science and engineering and a second bachelor's degree in physics from Calcutta University.

Jerome Blask: Blask serves as WSSC's Legal Counsel. He was a founding partner of, and helped establish, Gurman, Blask and Freedman, a telecommunications and engineering law firm. The firm represents clients before the Federal Communications Commission, state utility commissions, other regulatory agencies and the courts.

He graduated from Georgetown University with a juris doctor (Doctor of Law) degree. He also graduated from Dickenson College with a bachelor's degree in economics, magna cum laude. He is a member of the District of Columbia, Commonwealth of Pennsylvania and Federal Communications bar associations.

Earth Month—Volunteer and Help Make a Difference

WSSC and the Patuxent Reservoirs Watershed Protection Group are planning April Earth Month activities. Numerous volunteer opportunities will be available for individuals, schools and community groups. Please check our website at www.wsscwater.com.

COMMUNITY EVENTS

UNITED WAY:

WSSC employees donated \$88,699 to this year's United Way campaign. The target goal was \$80,000. Last year, the agency set a goal of \$78,000 and employees contributed \$85,718.

KATRINA RELIEF:

Like others in the United States who watched the devastation of Hurricane Katrina destroy and damage three states on the Gulf Coast, WSSC employees felt compelled to act.

WSSC and its employees have made the following donations to the victims of Hurricane Katrina:

• **In-kind:**

- 5,000 sport bottles of water to Montgomery County Search and Rescue.
- 25 boxes of non-perishable food items and toiletries donated to the Capital Area Food Bank for distribution to their Hurricane Katrina shelters located in the Gulf Coast states.

• **Monetary:**

- \$11,880—Employee Leave Donation Program with two checks made out in the amount of \$5,940 and issued to the American Red Cross and the Salvation Army respectively.
- A check for \$3,881.41 was issued to the Salvation Army Hurricane Katrina Relief Fund. This is money raised from various WSSC fundraisers, as well as a \$2,500 donation received from the Directors and Employees of Duke's Root Control.

CUSTOMER CARE FAIR:

In October, WSSC hosted its annual Customer Care Fair to showcase WSSC customer service efforts. All proceeds from Customer Care Fair efforts by employees are forwarded to WSSC's Water Fund. The Water Fund is money raised and set aside to assist needy WSSC customers who are unable to pay their water/sewer bills.

One of the highlights of the day-long activity was the sumptuous chili dishes employees prepared for the famous Chili Cook Off.

BOOKS AND BEARS:

For the second year, WSSC employees participated in the Books and Bears Holiday Drive for hospitalized children. This year's drive began on Monday, November 28 and ended on Tuesday, December 20, 2005.

During this three-week period, employees brought in new, unwrapped stuffed animals and new, unwrapped books for children of all ages. The donations were delivered to the Holy Cross Hospital in Silver Spring, Maryland and Prince George's Hospital Center in Cheverly, Maryland.

Winter Weather May Affect Meter Reading

Billing for water/sewer services can be estimated for many reasons, but the most common is inclement weather. When roads are impassable, or meters or yards are covered with snow/ice, our field technicians cannot obtain actual readings from the water meter. Under these circumstances, our computerized billing system automatically generates an estimated bill.

Residential customers' usage is estimated based on the household's previous usage for the comparable period last year. If comparable usage is not available, we calculate the estimated charges using an average of the historical usage on the account. Please pay estimated charges as you would any WSSC bill. In the spring, we will read your meter again. All estimated charges will be canceled, and your bill will be recalculated using the prior and current actual readings. Of course, all payments will be applied to the rebilled charges.

For more information, please call our Customer Care Center at 301-206-4001.

Cease the Grease

What could happen if you pour grease down the drain or the toilet?

- Sewage backups in your home, possibly resulting in a health hazard and damage to your floors, furniture and personal possessions.
- Sewage backups in manholes, potentially polluting creeks, streams and the Chesapeake Bay.
- Increased maintenance costs that may have to be passed along to all ratepayers.

Help protect your environment—don't pour grease down the drain or toilet.



Water Use It Wisely

- Listen for dripping faucets and toilets that flush themselves. Fixing a leak can save 500 gallons each month.
- We're more likely to notice leaky faucets indoors, but don't forget to check outdoor faucets, pipes, and hoses for leaks.
- Make sure you know where your master water shut-off valve is located. This could save gallons of water and damage to your home if a pipe were to burst.



Washington Suburban Sanitary Commission
14501 Sweitzer Lane, Laurel, Maryland 20707
301-206-WSSC (9772)
www.wsscwater.com

