

Pipeline

WASHINGTON SUBURBAN SANITARY COMMISSION

www.wsscwater.com

Award Winning Agency

WSSC employees continue to demonstrate their industry leadership and unquestionable commitment to public and environmental health. Once again, we received national awards for top performance at our wastewater treatment plants (WWTPs) and were recently recognized as one of the nation's best-operated water and wastewater systems. Due to our efforts to meet the wastewater needs of our customers while protecting the environment and the Chesapeake Bay, we received Peak Performance Awards from the Association of Metropolitan Sewerage Agencies. Our Damascus, Parkway and Piscataway WWTPs earned Gold awards and our Seneca and Western Branch WWTPs earned Silver awards. Additionally, we earned the Association of Metropolitan Water Agencies Platinum Award for Sustained Competitiveness Achievement for implementing significant organizational and operational changes to enhance the quality of drinking water and level of service to our 1.6 million customers, as well as improve our cost effectiveness.



State Wastewater Fee Takes Effect January 1, 2005

In May 2004, Governor Robert L. Ehrlich, Jr. signed legislation creating the Bay Restoration Fund. The fund establishes a \$2.50 per month fee (\$7.50 per quarter for WSSC residential customers) that will appear as a separate line item on your water/sewer bill beginning January 1, 2005. Non-residential customers will be charged on a sliding scale fee based on the number of equivalent dwelling units. Revenue from the fund will upgrade wastewater treatment plants throughout Maryland—helping to reduce levels of harmful nutrients in wastewater. WSSC operates six Wastewater Treatment Plants and helps clean more than 180 million gallons of wastewater each day. Last year, WSSC cleaned more than 60 billion gallons of wastewater and removed 20 million pounds of nitrogen and phosphorus. Over the past 15 years, WSSC has reduced nitrogen discharges by 51 percent while wastewater flows increased 22 percent. The Maryland Department of the Environment (MDE) will administer and allocate the funds. For more information on this State legislation, or if you have questions concerning how your fee is calculated and how the funds will be allocated, please call MDE at 1-800-633-6101 or visit their website at: www.mde.state.md.us.



PUBLIC HEARINGS SET FOR FY'06 PROPOSED BUDGET

We invite your input on our Proposed Budget for Fiscal Year (FY) '06 at the following Public Hearings:

February 2, 2005 at 7:30 p.m.

Stella Werner Office Building
3rd Floor Hearing Room
100 Maryland Avenue, Rockville, MD

February 3, 2005 at 7:30 p.m.

Prince George's County Department of
Environmental Resources
Inglewood Center #3, Room 110B
9400 Peppercorn Place, Largo, MD

In case of inclement weather, a hearing will be held on February 9, 2005 at 3 p.m. at WSSC's Consolidated Office Building, Commission Auditorium, 14501 Sweitzer Lane, Laurel, MD. For more information, please call our Budget Office at 301-206-8110.

Experience in Leadership Continues

Interim General Manager Carla Reid Joyner and Interim Deputy General Manager Thomas C. Traber have replaced former General Manager John R. Griffin and Deputy General Manager P. Michael Errico, who recently retired from WSSC to pursue other career opportunities. Carla and Tom collectively have more than 43 years of experience in leadership positions with WSSC.

Carla has managed maintenance and customer services; human resources; security and safety; procurement; small, local and minority business enterprise; fleet; and meter services. She has also worked as a Civil Engineer for WSSC. Carla has a bachelor's degree in Civil Engineering and a master's degree specializing in Human Resource Management. Prior to his new position, Tom served as WSSC's Chief Financial Officer and Treasurer. He is a Certified Public Accountant with a bachelor's degree in Accounting.

WSSC is Winter Ready... are you?

As colder temperatures settle into the region, they can also settle into our 5,000 miles of underground water mains—causing pipe breaks that can potentially leave hundreds of customers without service and impact area roadways. WSSC is ready to tackle winter weather water main breaks with:

- A “24/7” rapid response center that handles emergency calls and quickly dispatches crews. For water or sewer emergencies, please call 1-800-828-6439 or 301-206-4002;
- More than 200 personnel trained to quickly respond to and repair water main breaks;
- Teams strategically placed in both counties to respond to weekend and overnight emergencies;
- Independent contractors available to supplement WSSC teams when necessary;
- The latest technology used to pinpoint the exact locations of water main breaks;
- Hundreds of pieces of heavy equipment to help teams excavate and repair breaks;



- A Geographic Information System computer program to help us better track and schedule water main maintenance and replacement activities; and
- More than \$230 million allocated over the next six years to replace more than 200 miles of water mains.

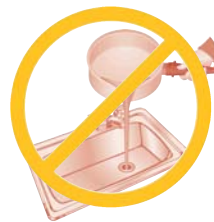
It's Time to Winterize

It's important to protect your home plumbing pipes and inside water meter from freezing and bursting. Here are some tips to help winterize your home:

- ☀️ Repair broken windows, doors and walls and tightly close doors and windows to the outside;
- ☀️ Insulate outside walls;
- ☀️ Inquire with your local plumbing or hardware store about materials to insulate pipes and meters;
- ☀️ Seal all leaks in crawl spaces and basements. If your vents won't close, cover them from the inside with insulation, cardboard, plastic or newspaper;
- ☀️ Turn off the water to outside faucets, remove hoses and drain the pipes;
- ☀️ If a pipe freezes, completely open the cold water faucet nearest the frozen pipe. This will relieve the pressure and reduce the chance of breakage;
- ☀️ Use a hand-held dryer if you decide to thaw the pipe yourself; and
- ☀️ If you're not certain what to do, call a registered plumber for help.

Please call 301-206-8100 and ask for our brochure, “A Guide to Winterizing Your Home,” or read about it on our web site at www.wsscwater.com under the Public Information section.

Cease the Grease Tip # 6



WSSC has an aggressive sewer main enhancement program designed to protect public health and the environment.

You can help us prevent sewer backups in your home or business by using the following tips:

- Put basket strainers in sinks to catch food scraps. Always empty the strainer into the trash.
- Dispose of bones, crab/shrimp shells, and eggshells in the trash, not in the sink drain or garbage disposal.
- Garbage disposals do not protect the sewer system from backups.

Water, Use It Wisely

1. Grab a wrench and fix that leaky faucet. It's simple, inexpensive, and can save 140 gallons a week.
2. Insulate hot water pipes so you don't have to run as much water to get hot water to the faucet.



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