



Tanglewood Drive Water Main Replacement Phase I

Project #: BR6711A19

August 3, 2023

Agenda

- Introduction to Project Team
- WSSC Water Overview
- Project Overview
- Project Map
- Estimated Construction Schedule
- What to Expect During Construction
- Questions & Answers

Project Team

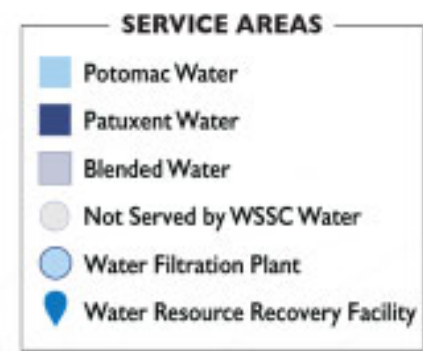
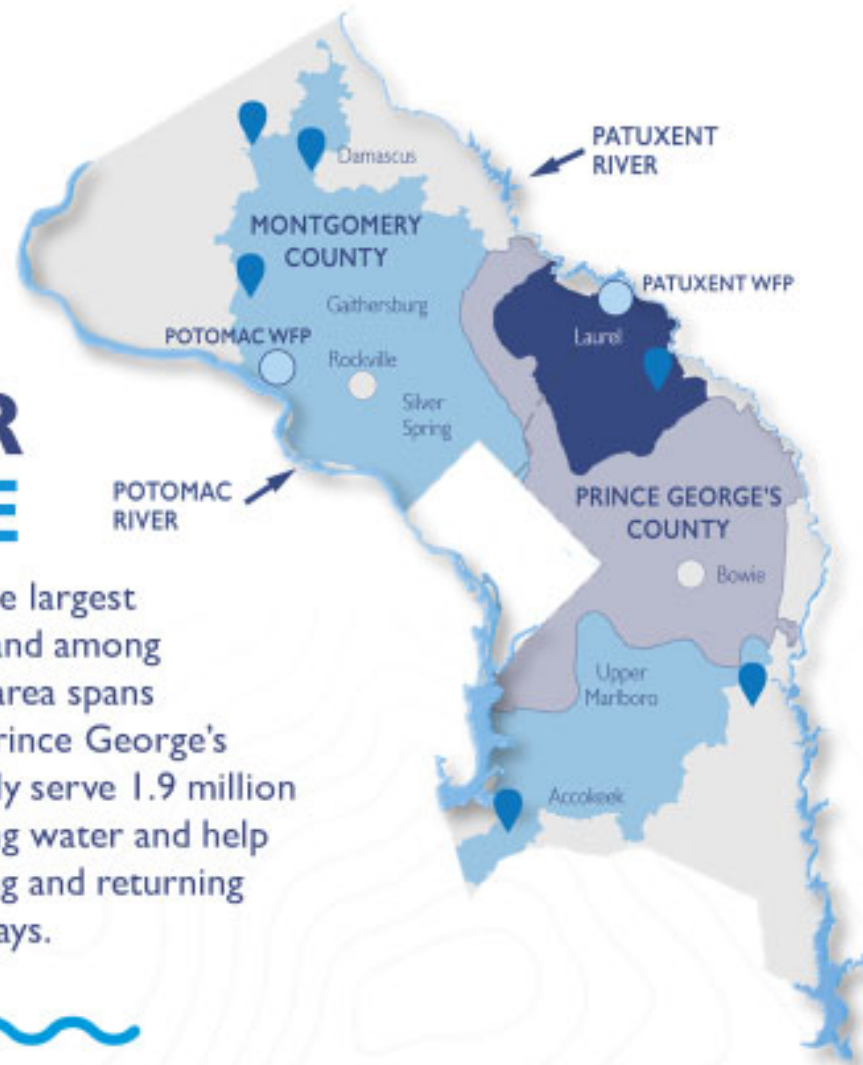
- Bhusan Basnet, Design Project Manager
301-206-7946, Email: Bhusan.Basnet@wsscwater.com
- Kevin Lethbridge, Construction Manager
301-206-7339, Email: Kevin.Lethbridge@wsscwater.com
- Thomas F. Johnson II, Project Outreach Manager
301-206-8542, Email: Thomas.Johnson@wsscwater.com
- Brandon Stewart, Customer Advocate
301-642-1712, Email: Brandon.Stewart@wsscwater.com
- Construction Contractor: TBD

105 years & counting
No drinking water quality violations... ever!



WSSC WATER AT A GLANCE

Established in 1918, WSSC Water is the largest water/wastewater utility in Maryland and among the largest in the nation. Our service area spans approximately 1,000 square miles in Prince George's and Montgomery counties. We proudly serve 1.9 million residents with safe and reliable drinking water and help protect the Chesapeake Bay by treating and returning clean water back to Maryland waterways.



WSSC WATER AT A GLANCE



162,000,000 GALLONS OF
WATER PER DAY
DELIVERED TO **1.9 MILLION** RESIDENTS

3 RESERVOIRS

2 WATER FILTRATION
PLANTS

60 WATER
TANKS

55 PUMPING
STATIONS

6 WATER RESOURCE
RECOVERY FACILITIES

1,630 EMPLOYEES

Our drinking water
system spans
5,800+ miles

Our wastewater
system spans
5,600+ miles

500,000 WATER QUALITY
TESTS PER YEAR

504,800 METERS IN
OUR SYSTEM

2.25 MILLION METER READS
PER YEAR

TEAM H₂O



\$5.3 MILLION FINANCIAL ASSISTANCE TO 12,345 CUSTOMERS
SINCE THE PANDEMIC BEGAN.
(WSSC WATER, FEDERAL, AND STATE PROGRAMS)

17,343 RESIDENTS ENROLLED IN OUR CUSTOMER
ASSISTANCE PROGRAM IN FY 2022.
(\$1.8 MILLION BENEFIT TO ENROLLEES)

\$1.6 BILLION FY2024
PROPOSED BUDGET

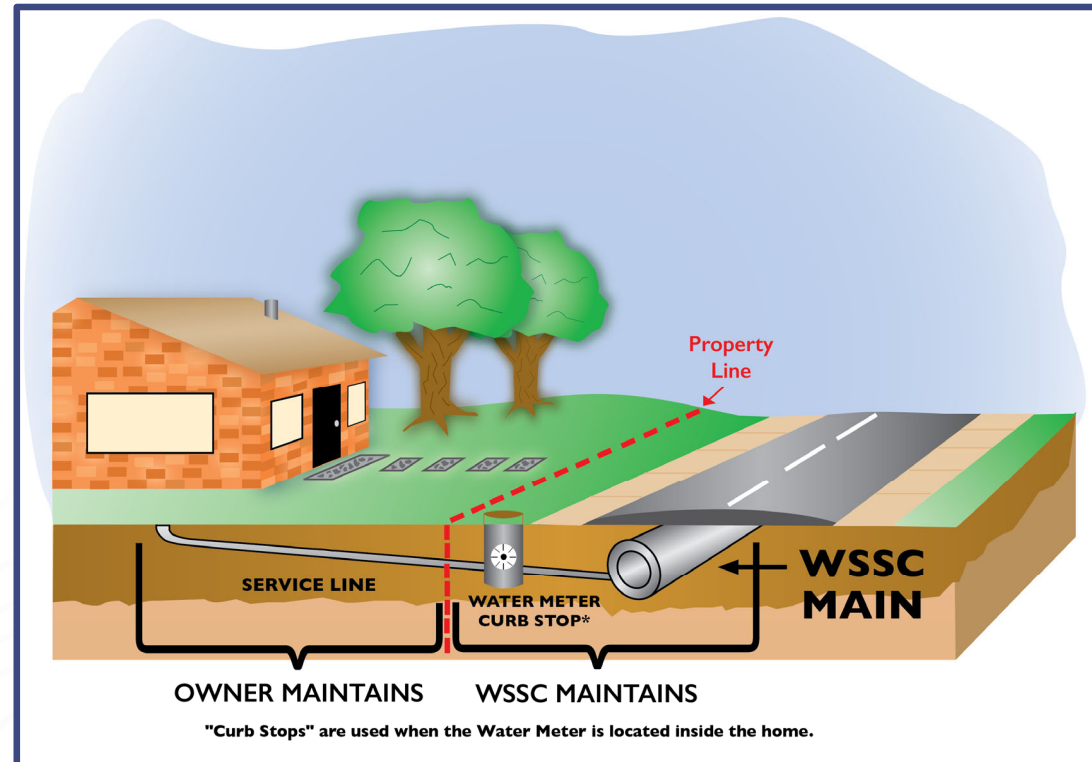
Project Overview



- WSSC Water is strategically replacing and rehabilitating our aging water and sewer pipes throughout our service area, a part of our effort to enhance service and reliability to our customers.
- The project includes replacing approximately **1.85 miles** of water mains, and house connections up to the property line.
- The current water pipes were installed in the 1950's and 1960's and are nearing the end of their life cycle.
- The new water mains will be zinc-coated, ductile iron pipe wrapped in a protective coating, giving the pipes a life expectancy of at least 100 years.
- Replacing the existing pipes will help reduce disruptions to the community, the environment and emergency services due to water main breaks.

Project Overview

- New watermain will be installed within the roadways.
- New house connections (service lines) will be installed up-to the property line.
- WSSC Water coordinates with local and state agencies, as well as other utilities for all planned work to avoid potential conflict and minimize disturbances to neighborhoods.

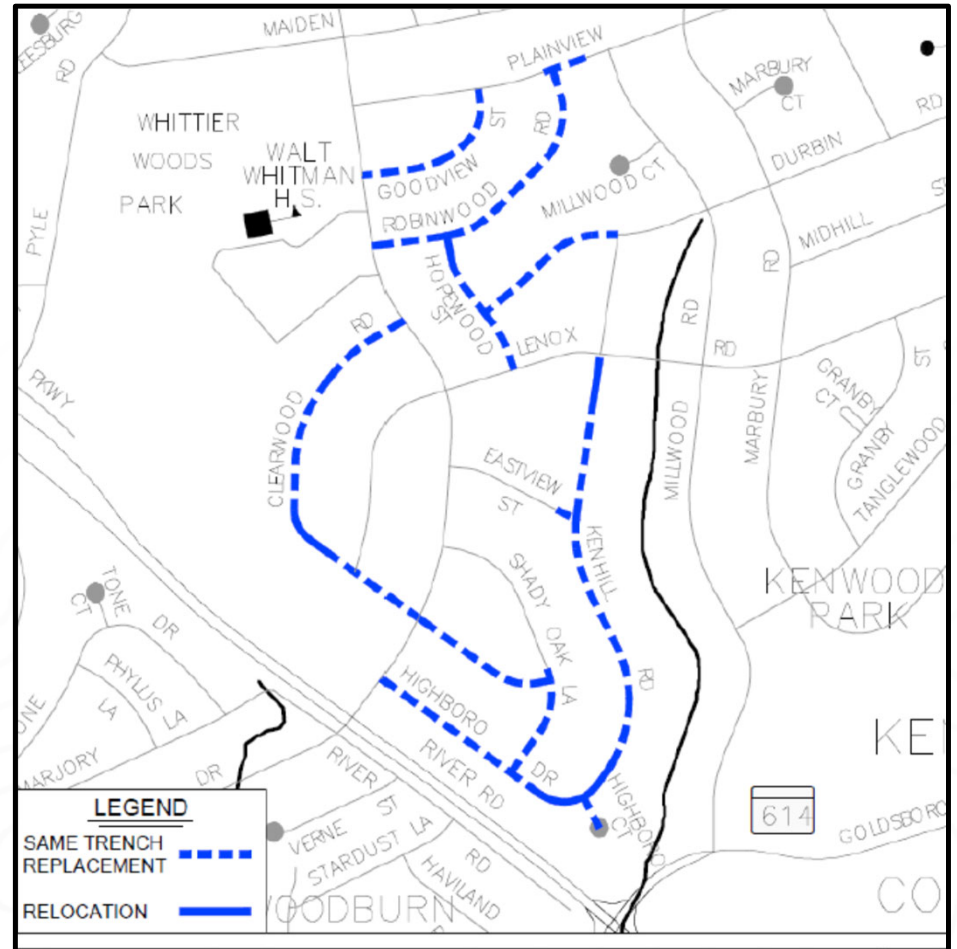


Project Map



Directly Impacted Streets:

- | | |
|-----------------|-----------------|
| Highboro Drive | Highboro Court |
| Kenhill Road | Shady Oak Lane |
| Plainview Road | Clearwood Road |
| Hopewood Street | Durbin Road |
| Robinwood Road | Goodview Street |
| Eastview Street | |



Estimated Schedule



Anticipated Construction Start: October 2023
Estimated Construction Completion: October 2025

Construction schedules are estimated and weather permitting

What to Expect During Construction

- Anticipated Work Hours: Monday-Friday, 9:00 a.m. – 3:30 p.m.
 - Work may occasionally extend beyond these hours to complete specific tasks.
 - Nightwork as needed, for multi-lane closure and service shutdown.
- Construction activities may include:
 - Field reviews and inspections
 - Survey crews
 - Test pits
 - Construction crews and heavy machinery
- Reliable water and sewer service will be maintained during construction
 - Short water shutdowns of up to 8 hours may be required.
 - Advanced notification (48-72 hours) of these shutdowns will be provided.



What to Expect During Construction

- Open-cut construction method, which involves cutting and excavating a section of the pavement.
- This construction method does create noise and dust.



What to Expect During Construction

Temporary Water Service Installation:

- Above-ground (bypass) pipes may be installed to maintain water service to your home.
- Bypass pipes are not used in cold weather months.
- These pipes will be placed along the roadways edge and provide the same quality of water to your home.



What to Expect During Construction

Traffic Impacts:

- Certain construction activities may require temporary changes to traffic patterns
 - Traffic will be managed to minimize community disruptions.
- Access will be maintained to homes during construction
 - Access into homes is NOT required.
 - Access onto private property is generally NOT required.
- Parking restrictions
 - WSSC Water will provide 48-hour advance (denoted by “No Parking” signs) notice prior to any parking restrictions.
 - Any vehicles that have not been removed from the designated area will be towed to a nearby street at no cost to the owner.
- Final restoration of sidewalks, roadways and landscaping will take place within 90 days of construction completion.



What to Expect During Construction

Signage and Restoration:

- Construction signs with contact persons will be placed throughout the project area.
- Projects completed during the winter months will be permanently paved and restored to their original state or better the following spring.



Project Summary



- The existing water mains are near the end of their useful lives.
- WSSC Water will be replacing the water mains and water house connections up to the property line.
- WSSC Water will minimize service disruptions during construction.
- WSSC Water will coordinate work activities with property owners in the project area.
- WSSC Water will restore all areas impacted by construction activities at the end of the project.
- WSSC Water's goal is to provide a reliable water system to customers.

Contact WSSC Water

- **Customer Service** | Monday-Friday, 8:00 a.m. to 6:00 p.m.

Phone: 301.206.4001 | 1.800.634.8400

Email: customerservice@wsscwater.com

- **24-Hour Emergency Call Center**

Water Emergency, Sewer Emergency or Discolored Water

Phone: 301.206.4002 | Email: emergencycallcenter@wsscwater.com

Report a Problem: wsscwater.com/customer-service/report-problem

Discolored Water: wsscwater.com/discoloredwater

- **File a Claim**

Phone: 301.206.7095

Online: wsscwater.com/claims

- **WSSC Water Financial Assistance Programs**

Online: <https://www.wsscwater.com/assistance>

- **Customer Notification System Sign-Up**

Online: www.wsscwater.com/cns, email and/or text alerts on work in your neighborhood



FINANCIAL ASSISTANCE
for Our Neighbors



Questions?

