



Western Branch Basin Environmental Sensitive Area Sewer Rehabilitation

Project No. CI7596B23

November 16, 2023

Agenda

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

Project Team



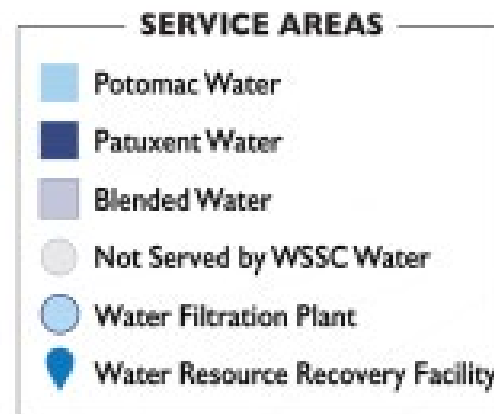
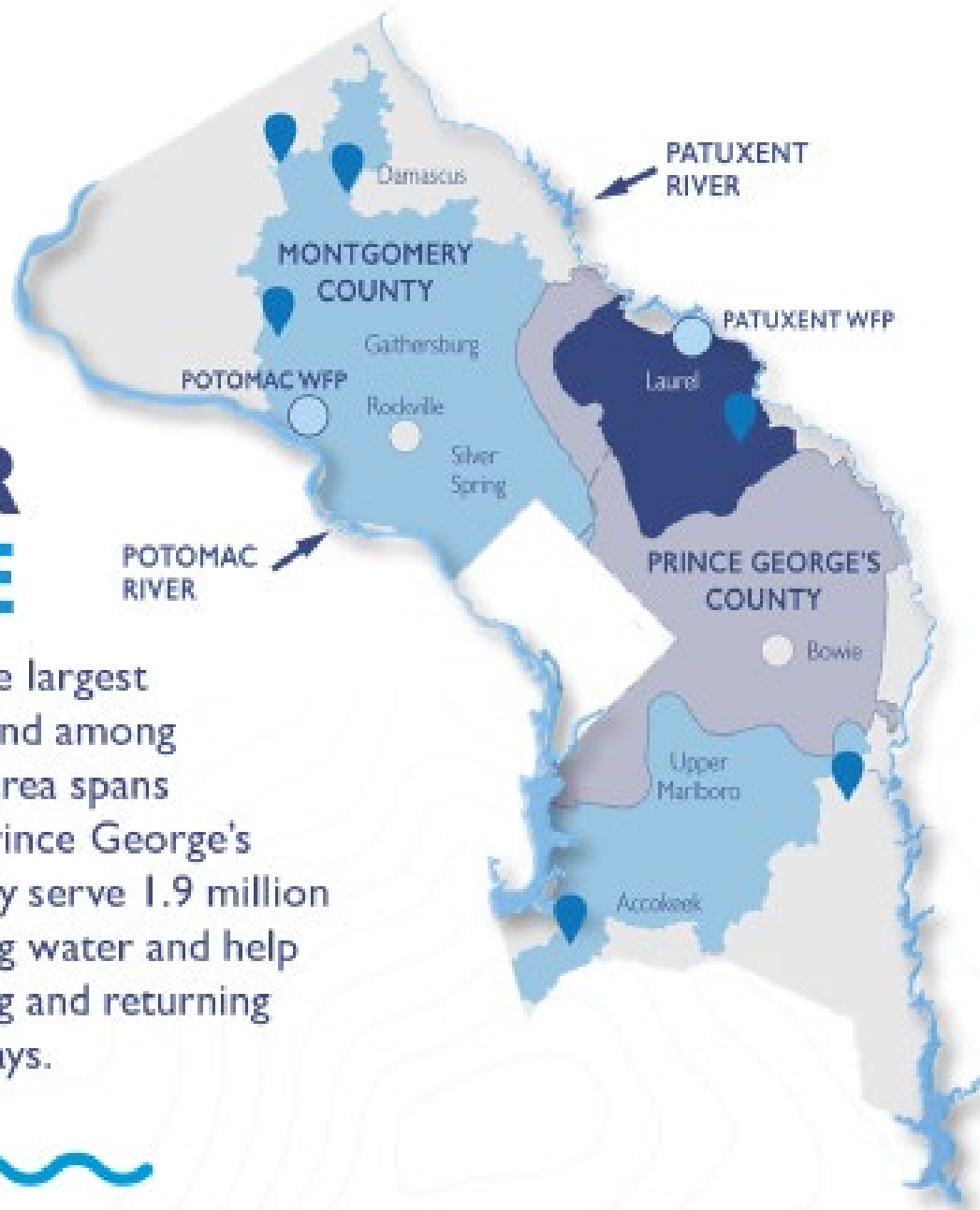
- Ayoola Adeoye, Design Project Manager
301-206-8933, Ayoola.Adeoye@wsscwater.com
- Douglas Koehn, Technical Contracts Supervisor (Construction)
301-206-2300, Douglas.Koehn@wsscwater.com
- David Wilkins, Customer Advocate
301-648-6953, David.Wilkins@wsscwater.com
- Thomas F. Johnson II, Project Outreach Manager
301-206-8542, Thomas.Johnson@wsscwater.com
- Michael Baker International, Engineering Design Consultants
- SAK, Construction Contractor

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

Sewer Rehabilitation Program Overview



- Strategically replacing and rehabilitating aging infrastructure to enhance service and reliability to customers
- Replacing and repairing aging pipes and manholes as part of our comprehensive sewer rehabilitation program
- Correcting structural deficiencies in sewer mains that may result from soil settlement, root penetration or corrosion
 - These often contribute to sanitary sewer overflows and backups into homes
- Protecting the environment for future generations

Project Overview

- Approximately 1.2 miles of sewer pipes and 47 manholes to be rehabilitated
- Sewer pipes and manholes rehabilitated using primarily trenchless methods
- Completed projects will extend the life of sewer pipes by at least 50 years

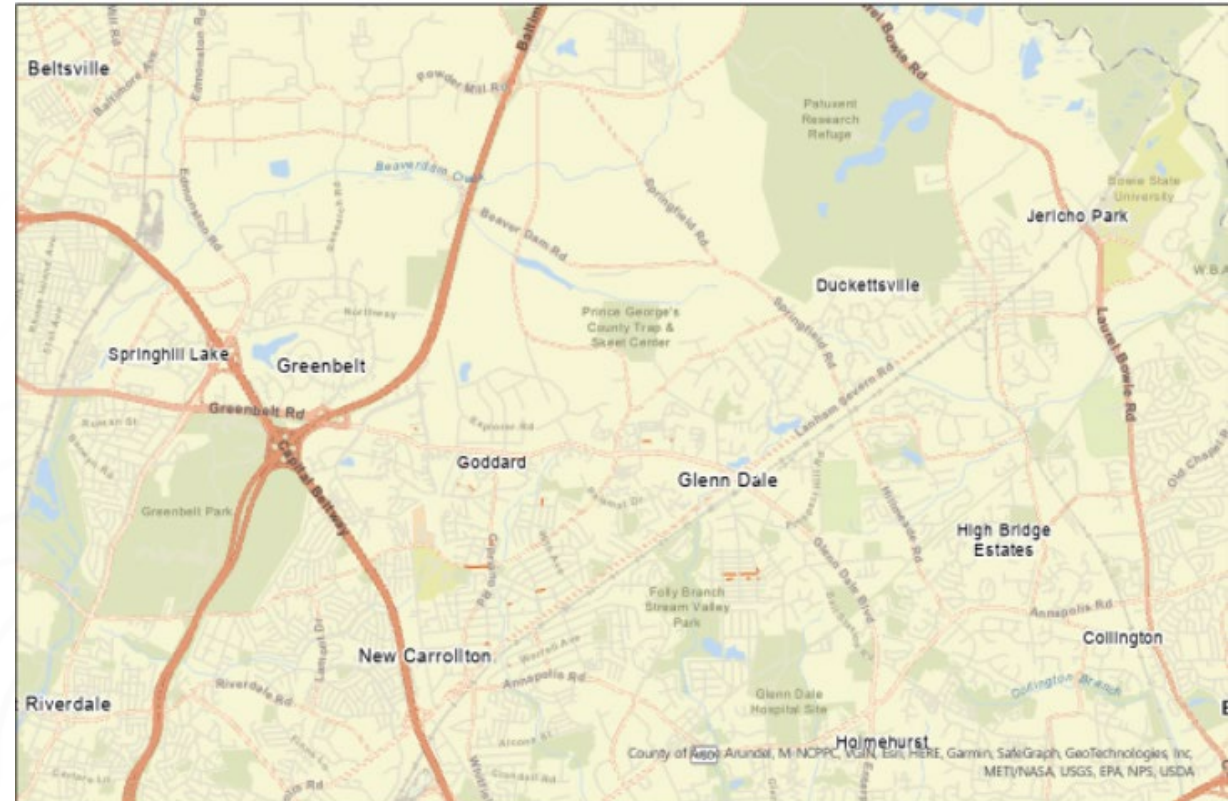
Manholes in a green area.



Project Map

Directly Impacted Streets

Worrelle Avenue
7th Street
Ogden Place
Cipriano Road
Good Luck Road
Tuckerman Street
E Franklin Avenue
Dubarry Street
Aerospace Road
Greenspring Court
Nordic Drive
Greenbelt Road
Canning Terrace
Philmont Lane
Mandan Terrace



Sewer Rehabilitation Methods

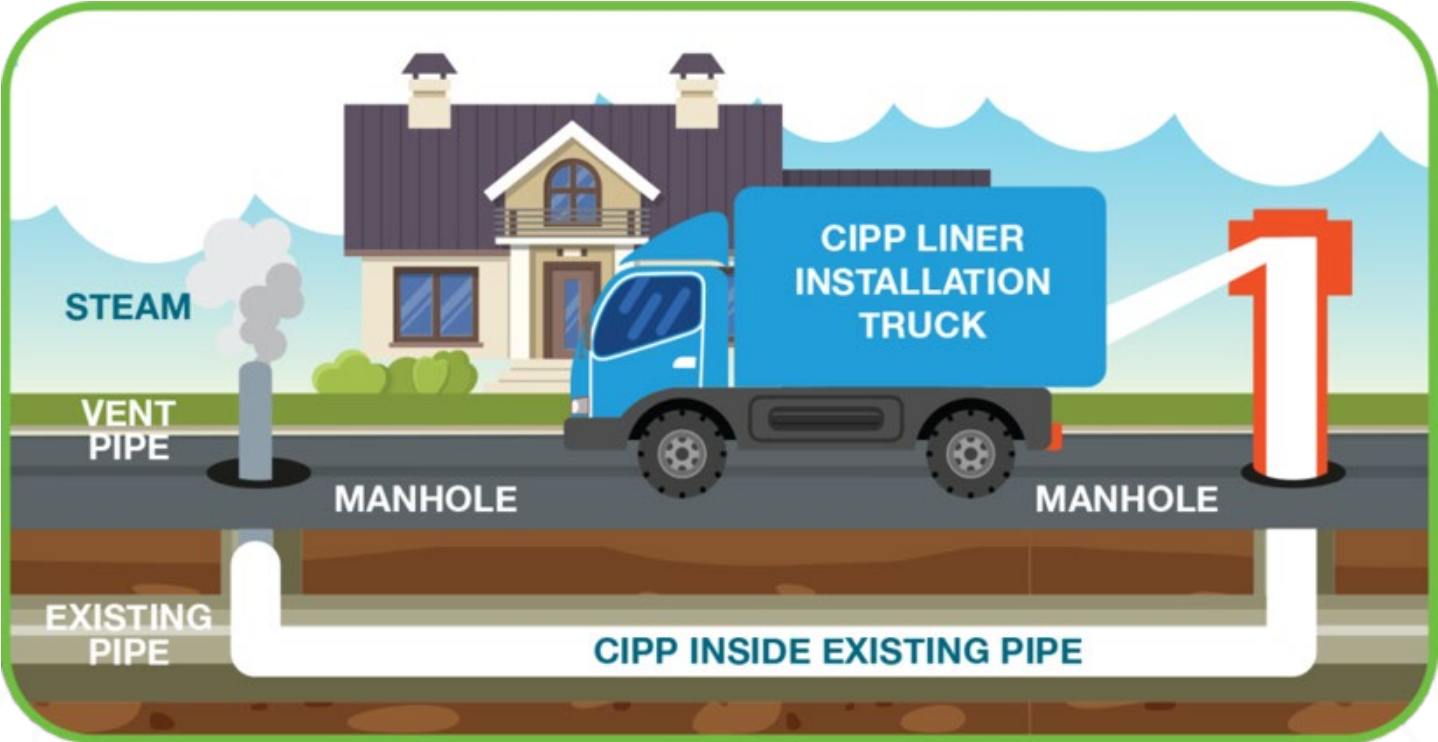
- Sewer Rehabilitation
 - Lining
 - Grouting



- Manhole Rehabilitation
 - Frame and Cover
 - Replacement/Adjustment
 - Lining



Sewer Rehabilitation Method: Pipe Lining

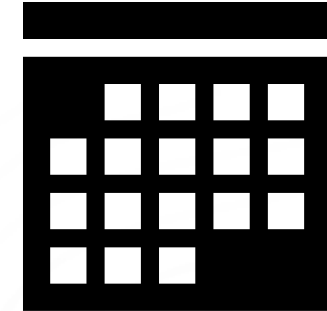


Manhole Rehabilitation



Estimated Construction Schedule

- Expected Construction Start Date: December 2023
(Pending Permit Acquisition)
- Estimated Construction Duration: 9 months
- Expected Construction Finish Date: September 2024
(Weather Permitting)



What to Expect During Construction

- Anticipated Work schedule: 9:00 a.m. to 3:30 p.m., Monday-Friday
 - Conditions at some locations may require different work hours
 - Residents will be notified at least two days prior to all construction activities
- Construction activities may include:
 - Marking locations of utilities
 - Field inspections
 - Rehabilitation of sewer mains and manholes
 - Pavement restoration where digging is necessary



Utility Lane Marking

What to Expect During Construction

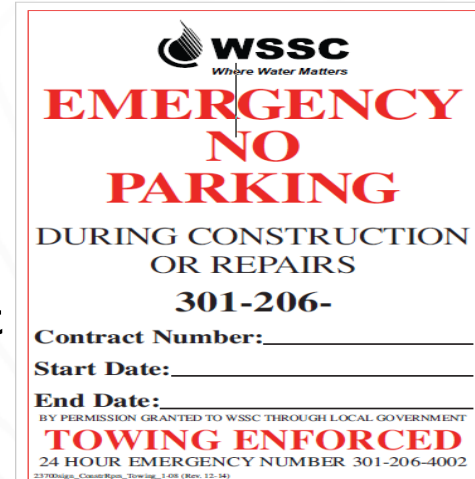
- Temporary construction access within parks and private properties constructed and maintained by WSSC Water until all rehabilitation work completed
- Right-of-Entry Agreements from owners of impacted properties obtained prior to construction
- Construction vehicles and bypass pumps on temporary access road occasionally

What to Expect During Construction

- Reliable sewer service maintained during construction
- Street parking may be limited on streets with active construction
 - 48-hour advanced notification provided
 - NO PARKING signs posted
 - All roads will remain accessible at all times during construction
 - Certain activities may require temporary closures and delays.
- Access from the public roadway to businesses and homes maintained at all times
- Entry into homes is **NOT** required

Traffic Impacts

- Certain construction activities may require temporary changes to traffic patterns
 - Traffic managed to minimize community disruptions
- Access to homes maintained 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 notice (denoted by “No Parking” signs) prior to any parking restrictions
 - Any vehicles not removed from designated area will be towed to nearby street at no cost to owner



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



HELPING OUR NEIGHBORS WATER BILL 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.



New applicants may qualify for up to \$10,000 to help pay for your past-due water/sewer bill. Applications accepted through December 31, 2023.

**Customer
Assistance
Program (CAP)**

CAP assists approved residential customers by waiving fixed fees, providing free annual plumbing inspections for water leaks, and much more.



Eligible customers can access the Water Fund multiple times, up to \$500 per year.

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



Questions?

