



Rock Creek Basin Environmental Sensitive Area Sewer Rehabilitation

Project No. CI7446B22

January 25, 2024

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



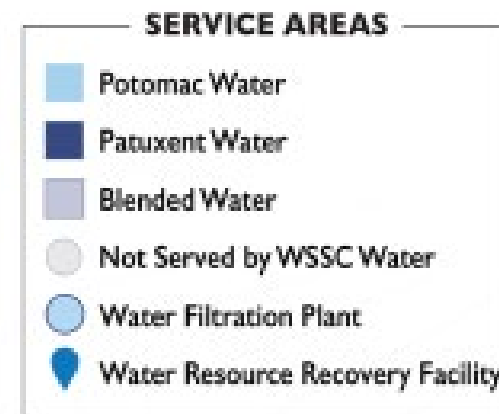
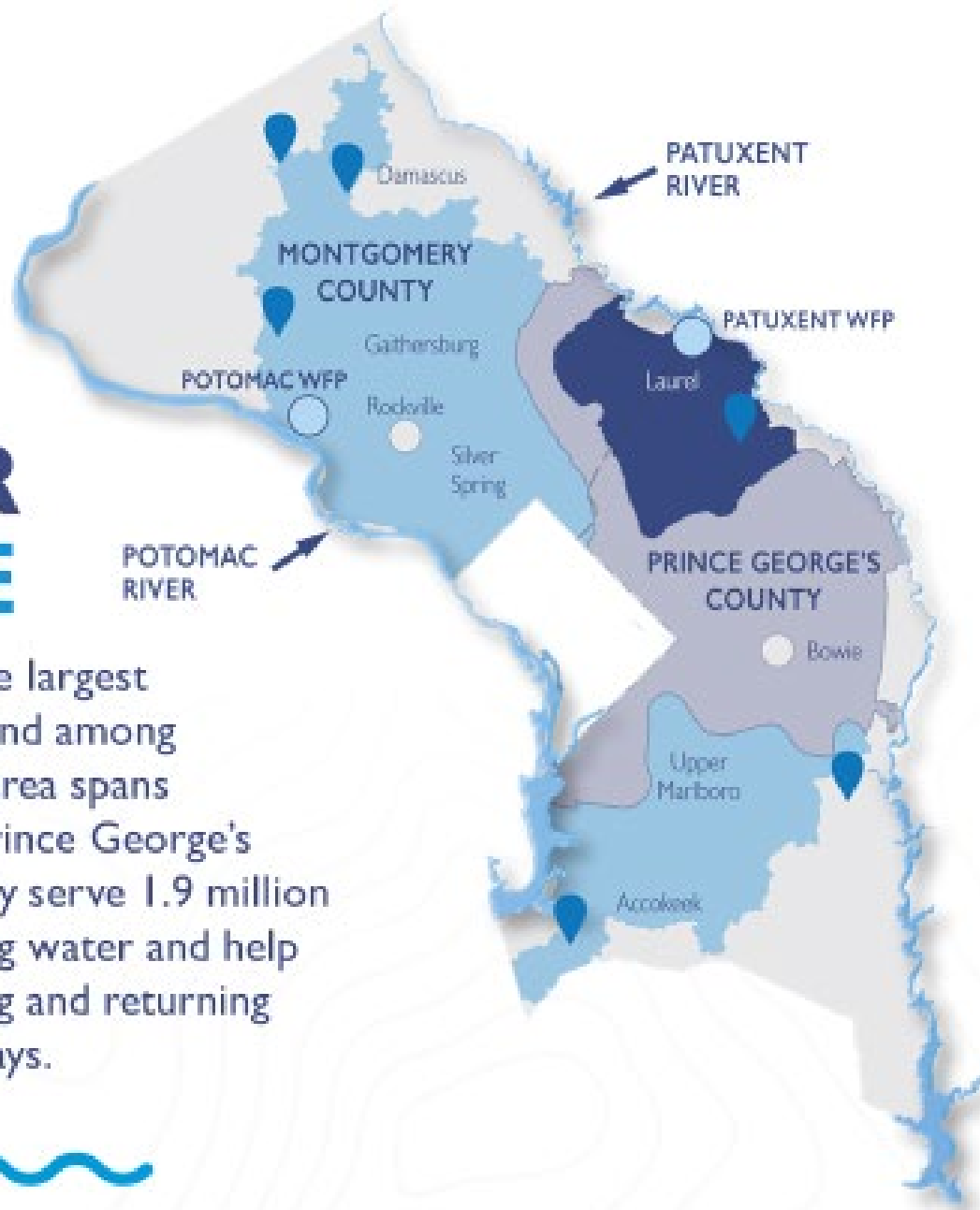
- Jose Fuentes, Design Project Manager
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- Francell Reed, Technical Contracts Supervisor (Construction)
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- Brandon Stewart, Customer Advocate
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- Thomas 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



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 past-due water/sewer bill. Applications accepted through March 31, 2024 or until program funds run out.



**FINANCIAL
ASSISTANCE**
for Our Neighbors

**Customer
Assistance Program
(CAP)**

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



WATER FUND
Sharing the Essential

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

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

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 2.36 miles of sewer pipes and 103 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

- | | |
|-------------------|-------------------|
| Kentbury Drive | East West Highway |
| Barroll Lane | Lynbrook Drive |
| Beech Ave | Elmhirst Lane |
| Elsmere Place | Old Georgetown Rd |
| Hatherleigh Drive | Windsor Place |
| Brooklawn Ter | Stewart Ave |
| Warren Street | Salisbury Rd |
| 2nd Ave | Kansas Ave |
| Jones Bridge Road | Dundee Drive |
| Seminary Road | Colebridge Drive |
| Glenmoor Drive | Spring Hill Lane |
| Brierly Road | Capitol View Ave |
| Frederick Ave | Calvert Place |
| Parkwood Drive | Glenway Drive |
| Rosemary Street | Cedar Lane |
| Knowles Ave | Culver Street |
| Meredith Ave | Ballard Street |
| Brookfield Drive | Greenfield Street |
| Roxbury Drive | Kent Street |
| Stella Court | Plyers Mill Road |



Sewer Rehabilitation Methods

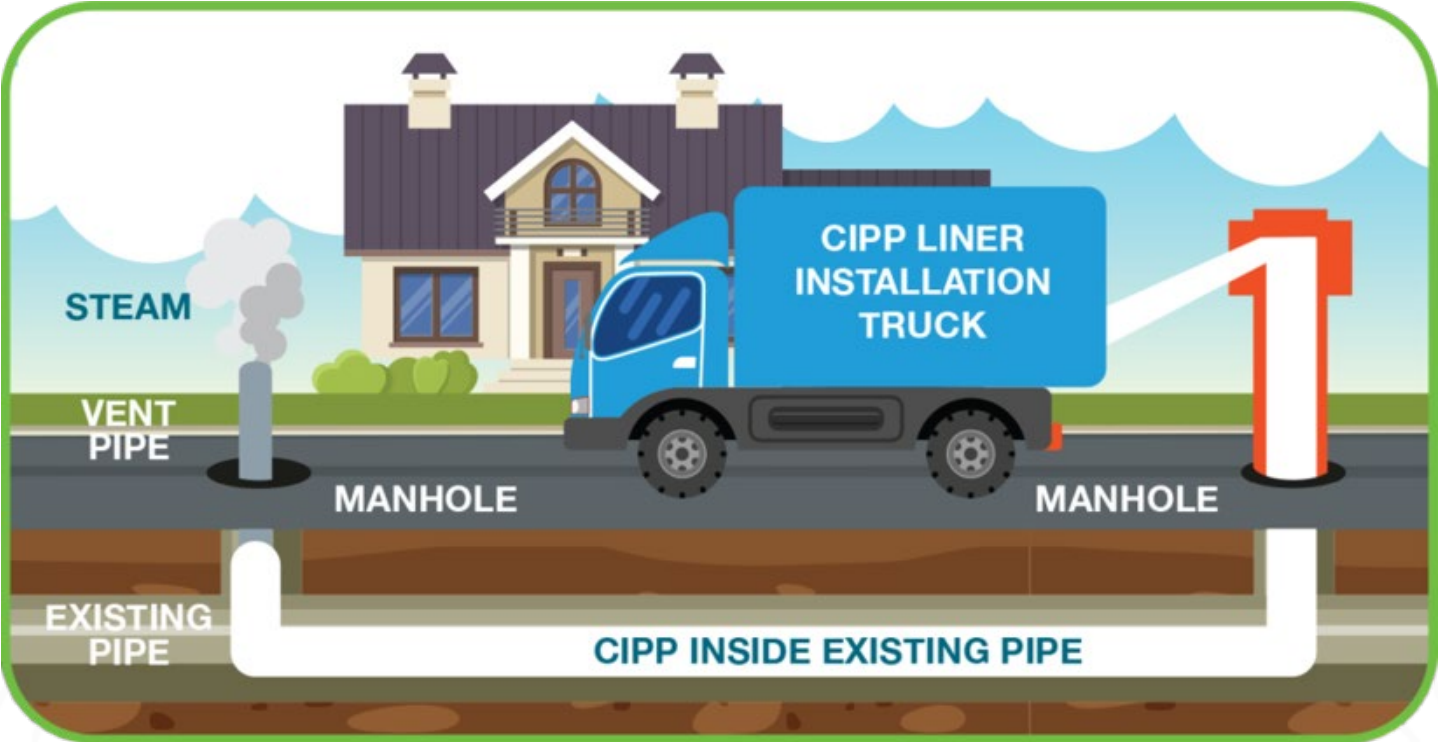
- Sewer Rehabilitation
 - Lining
 - Grouting



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



Sewer Rehabilitation Method: Pipe Lining

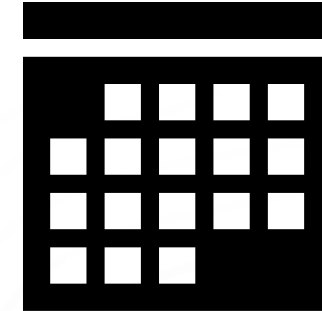


Manhole Rehabilitation



Estimated Construction Schedule

- Expected Construction Start Date: Winter 2024
- Estimated Construction Duration: 12 months
- Expected Construction Finish Date: Winter 2025
(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

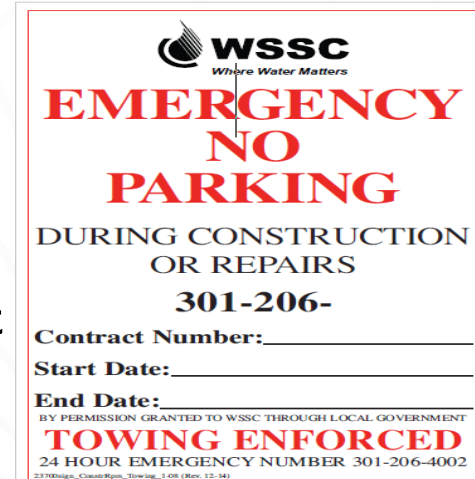
- Temporary construction access within parks and private properties constructed and maintained by WSSC Water until all rehabilitation work completed
- Right-of-Entry Agreements from owners of impacted properties obtained prior to construction
- Construction vehicles and bypass pumps on temporary access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



Questions?

