



# Shadetree Lane Water Main Replacement

Project No. BR6501A18

January 18, 2024

# Agenda

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

# Project Team



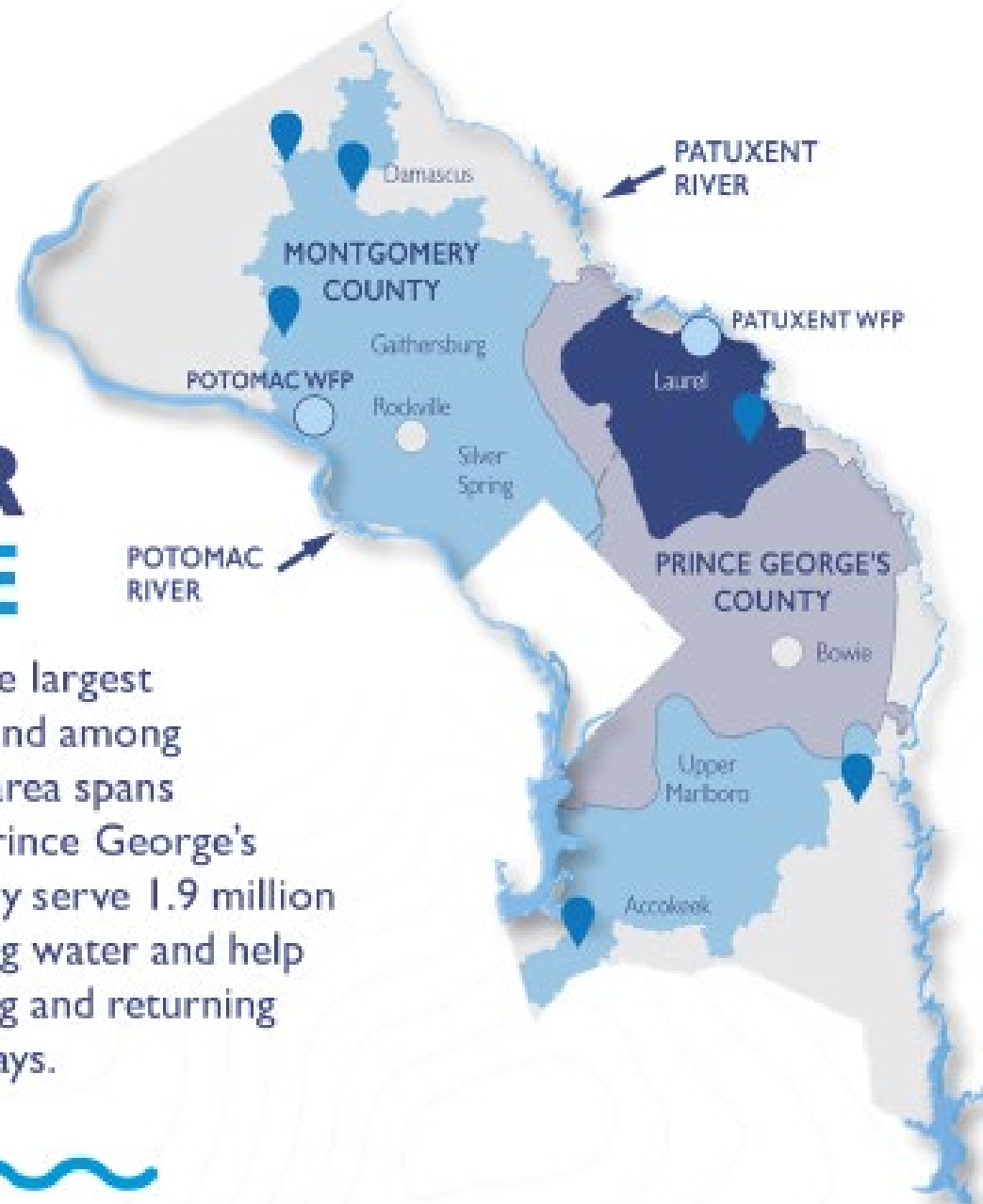
- Yiping Liu, Design Project Manager  
301-369-7765, [Yiping.Liu@wsscwater.com](mailto:Yiping.Liu@wsscwater.com)
- Douglas Koehn, Technical Contract Manager  
301-206-4300, [Douglas.Koehn@wsscwater.com](mailto:Douglas.Koehn@wsscwater.com)
- David Wilkins, Customer Advocate  
301-206-4371, [David.Wilkins@wsscwater.com](mailto:David.Wilkins@wsscwater.com)
- Thomas F. Johnson II, Project Outreach Manager  
301-206-8542, [Thomas.Johnson@wsscwater.com](mailto:Thomas.Johnson@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 H<sub>2</sub>O



**\$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.



**Customer  
Assistance Program  
(CAP)**

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

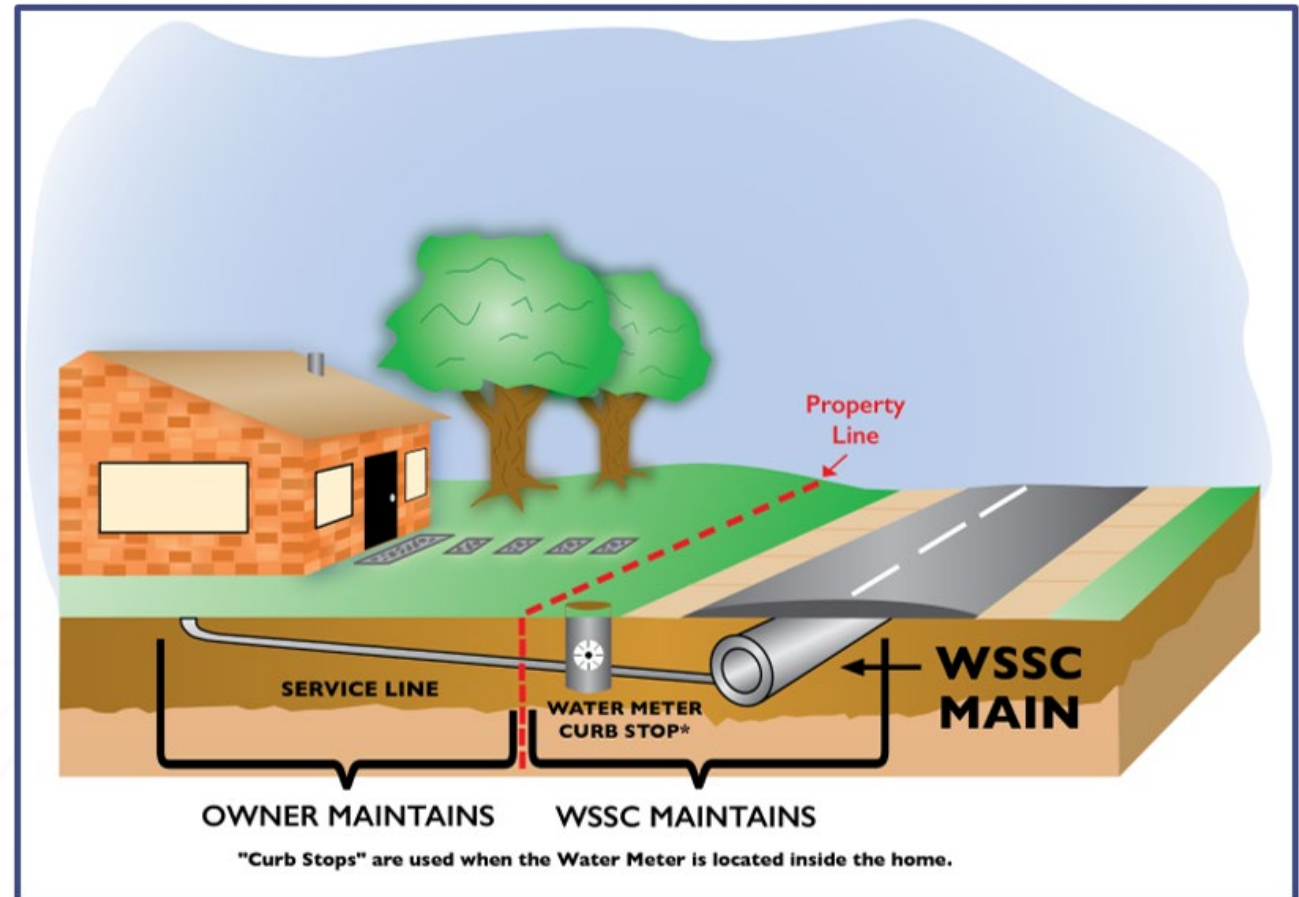


Eligible customers can access the Water Fund multiple times, up to \$500 per year.

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

# Project Overview

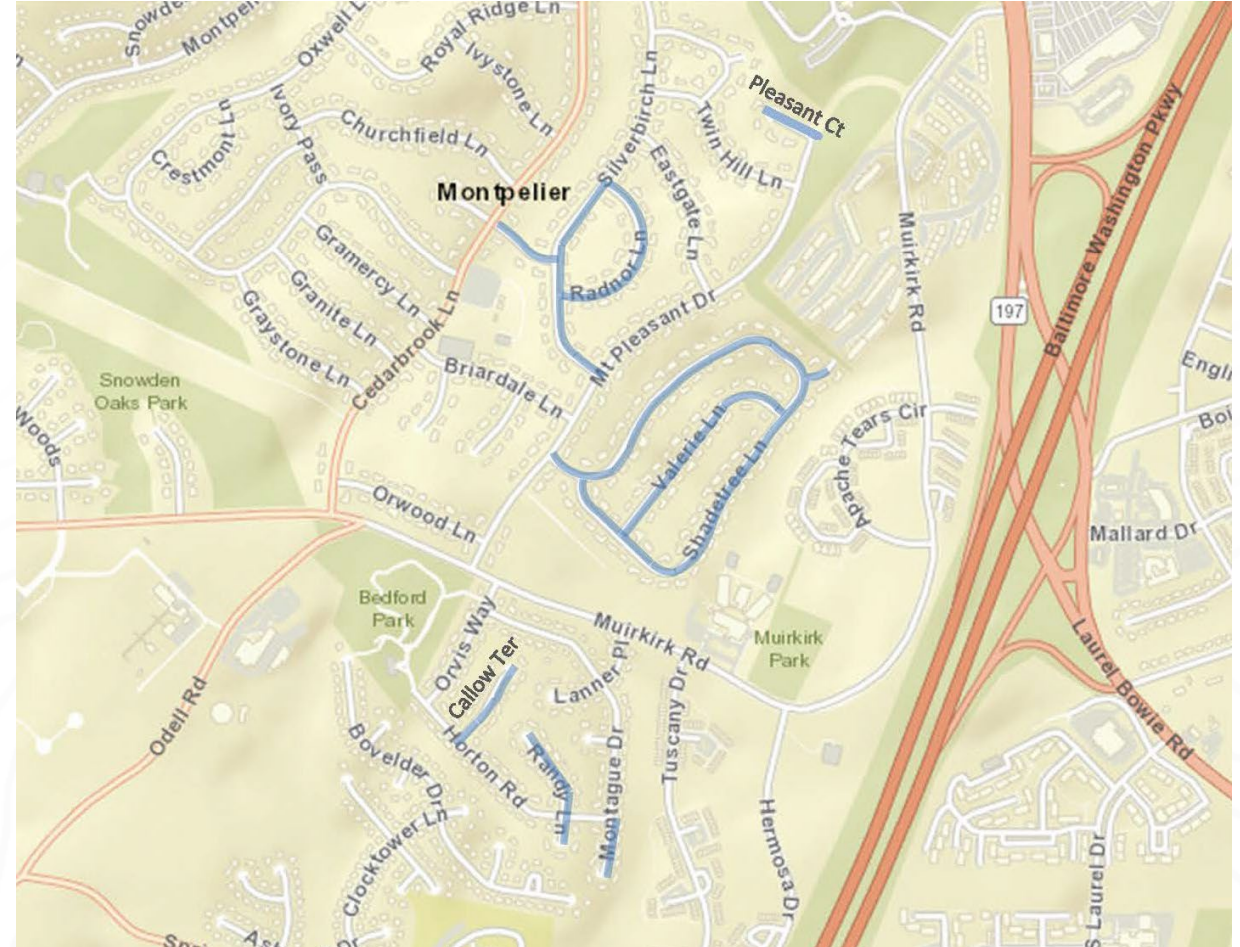
- New watermain will be installed within the roadway
- New house connections (service lines) will be installed up to property line or water meter/curb stop
- Replacing existing pipes helps reduce disruptions to community, environment and emergency services due to water main breaks



# Project Map

## Directly Impacted Streets

Pleasant Court  
Silverbirch Lane  
Radnor Lane  
Shadetree Lane  
Starling Lane  
Valerie Lane  
Callow Terrace  
Randy Lane  
Montague Drive  
Golden Pass Drive





# Fire Hydrant Installation

- WSSC Water is responsible for providing water for fire protection to Montgomery and Prince George's counties
- To safeguard public safety, we proactively replace and maintain our fire hydrants to monitor water pressure and flow rate, as well as inspect internal working parts to ensure the highest level of protection
- Per the Fire Safety Code, the maximum spacing between fire hydrants is 250-600 feet, depending on the building structure
- WSSC Water fire hydrants are made of cast iron materials and can last more than 50 years



WSSC Water fire hydrants have dark green top and gray body.

# Tree Removal and Pruning

- Per the Department of Natural Resources Maryland Forest Service Public Agency Tree Maintenance Permit, construction methods that minimize tree impacts must be examined
- Before the final decision to remove a tree, WSSC Water considers the following:
  - Size, species and structural condition of the tree
  - Impact the tree will have on utility assets
  - Feasibility of relocating our infrastructure or using trenchless methods
- WSSC Water Urban Forester supervises all tree removal and pruning



Pipes and Trees do not mix!



# Estimated Construction Schedule



Anticipated Construction Start: Spring 2024

Estimated Construction Completion: Fall 2025

*Construction schedules are estimated and 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 water mains and services lines
  - Pavement restoration where digging is necessary
- 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



# What to Expect During Construction (cont.)

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



# 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 roadway edge and provide the same quality of water to your home.



# 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 notice (denoted by “No Parking” signs) before any parking restrictions
  - Any vehicles not removed from the designated area will be towed to a nearby street at no cost to owner
- Final restoration of sidewalks, roadways and landscaping will take place within 90 days of construction completion



# Signage and Restoration

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





# Project Summary



- Existing distribution system water mains are near the end of their useful lives
- WSSC Water is replacing the distribution system 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](mailto:customerservice@wsscwater.com)

- **24-Hour Emergency Call Center**

**Water Emergency, Sewer Emergency or Discolored Water**

Phone: 301.206.4002 | Email: [emergencycallcenter@wsscwater.com](mailto:emergencycallcenter@wsscwater.com)

Report a Problem: [wsscwater.com/customer-service/report-problem](http://wsscwater.com/customer-service/report-problem)

Discolored Water: [wsscwater.com/discoloredwater](http://wsscwater.com/discoloredwater)

- **File a Claim**

Phone: 301.206.7095

Online: [wsscwater.com/claims](http://wsscwater.com/claims)

- **WSSC Water Financial Assistance Programs**

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

- **Customer Notification System Sign-Up**

Online: [www.wsscwater.com/cns](http://www.wsscwater.com/cns), email and/or text alerts on work in your neighborhood



**FINANCIAL ASSISTANCE**  
for Our Neighbors



**Questions?**

