



# Clopper Road Water Main Replacement Phase 1B

Project #: BT7569A23

February 22, 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



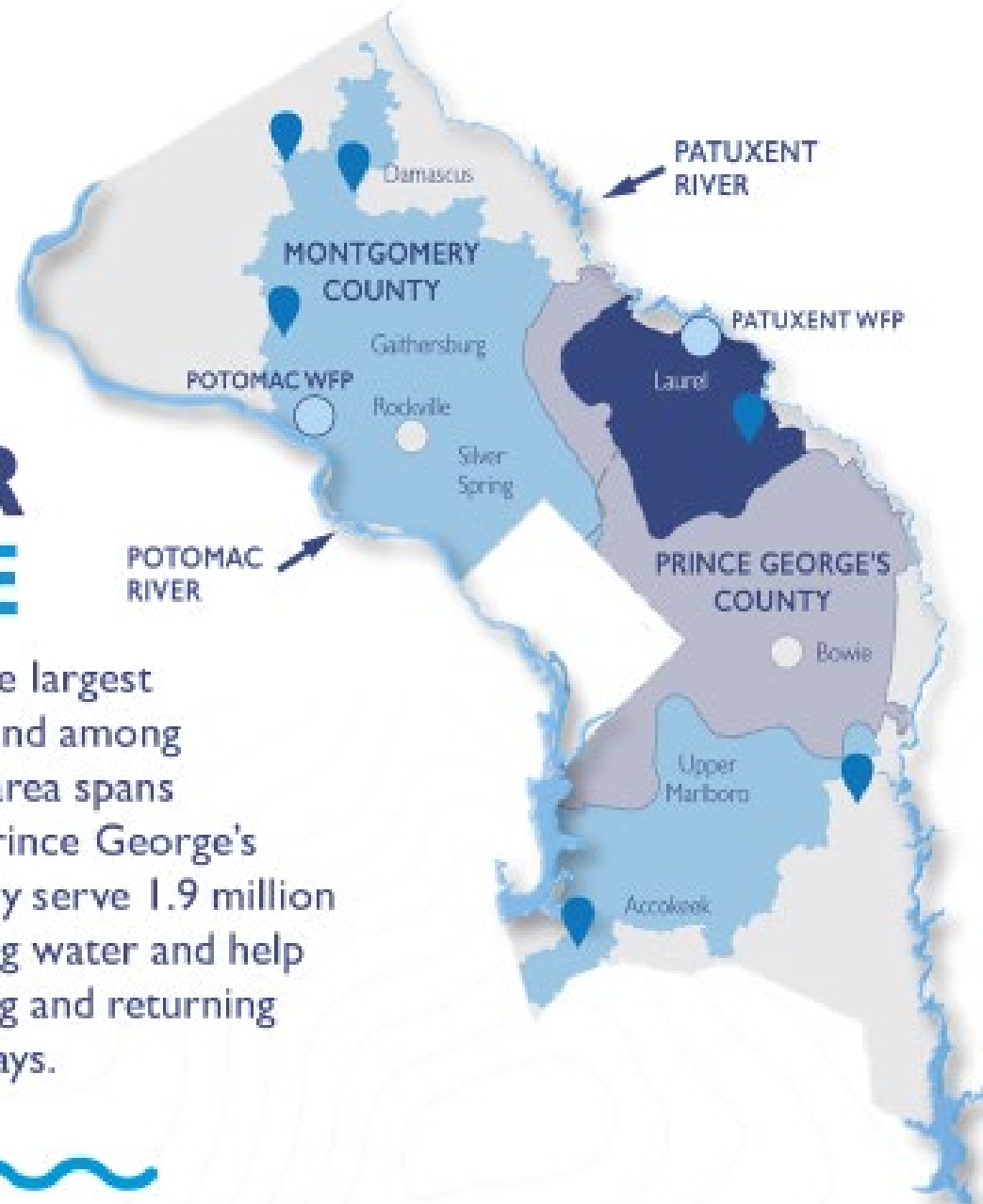
- Bhusan Basnet, Design Project Manager  
301-206-7946, Email: [Bhusan.Basnet@wsscwater.com](mailto:Bhusan.Basnet@wsscwater.com)
- Terry Wilkins, Contract Manager  
301-206-7363, Email: [Terry.Wilkins@wsscwater.com](mailto:Terry.Wilkins@wsscwater.com)
- Philip Bryant Callahan, Customer Advocate  
301-206-7351, Email: [Philip.Callahan@wsscwater.com](mailto:Philip.Callahan@wsscwater.com)
- Thomas F. Johnson II, Project Outreach Manager  
301-206-8542, Email: [Thomas.Johnson@wsscwater.com](mailto:Thomas.Johnson@wsscwater.com)
- Design Consultant: AB Consultants, Inc.
- 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.



**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>

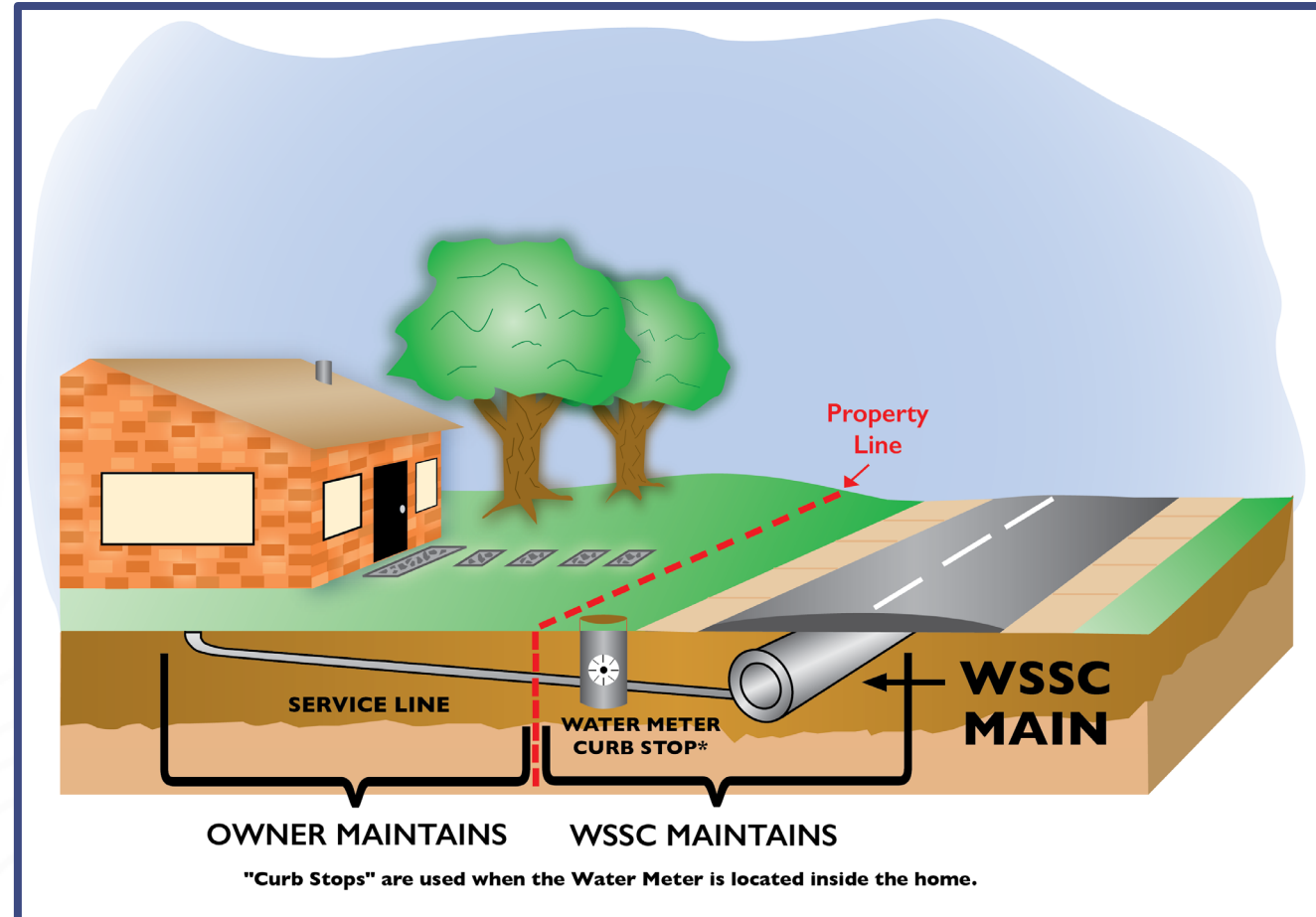
# Project Overview



- 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 **1.1 miles** of water mains, and house connections up to the property line.
- The current water pipes were installed in the 1970'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

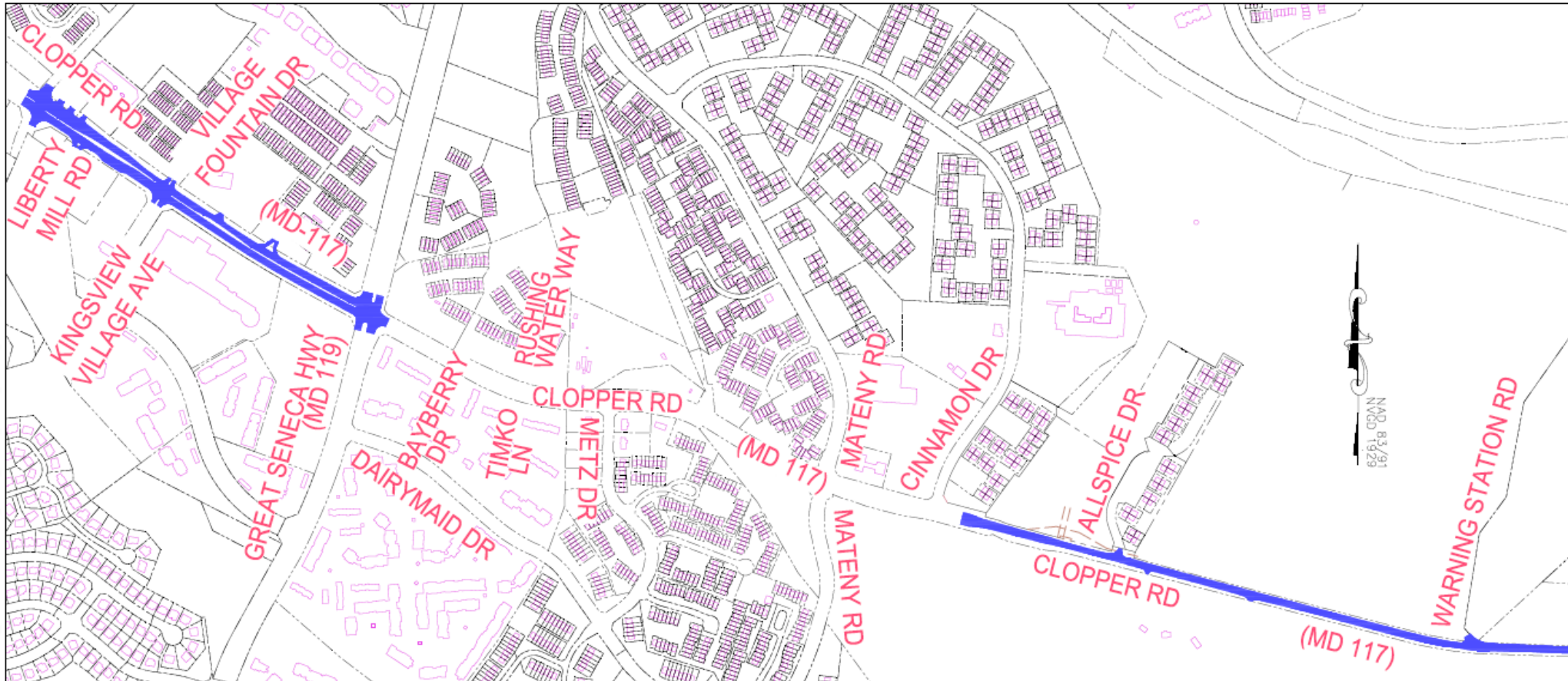
- New watermain will be installed within the roadways.
- New house connections (service lines) will be installed up-to the property line.
- WSSC Water coordinates with local and state agencies, as well as other utilities for all planned work to avoid potential conflict and minimize disturbances to neighborhoods.





# Project Map

## Directly Impacted Street: Clopper Road



# Estimated Schedule



Anticipated Construction Start: April 2024  
Estimated Construction Completion: Fall 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](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?**

