

Customer PIPE LINE



Maintaining Our AAA Bond Rating

For the 23rd consecutive year, WSSC Water received AAA bond ratings from all three financial rating agencies – Fitch Ratings, Standard & Poor's Global (S&P) and Moody's Investor Service. The ratings are on the February 2024 sale of \$299.3 million in consolidated public improvement general obligation bonds. The bond sale included an additional \$30 million in green bonds.



In Fitch Ratings' overview, the firm noted WSSC Water's strong financial performance and upgraded our outlook from negative to stable. Retaining the AAA bond rating allows WSSC Water to borrow at lower interest rates, lowering debt service costs. This ultimately helps save money while funding projects that enhance the reliability and resiliency of critical infrastructure.

To learn more about our financial information, visit wsscwater.com/investor.

Investing in Safe, Reliable Water

WSSC Water is proposing a \$1.8 billion Fiscal Year 2025 operating and capital budget to deliver on specific outcomes, including enhancing financial metrics to retain our AAA bond rating, protecting income-constrained customers, building a strong workforce, maintaining operational reliability and resilience, and improving critical infrastructure to ensure compliance with the Safe Drinking Water and Clean Water Acts.

We have meticulously analyzed every number in this proposed budget to contain costs and maximize existing rate revenues to minimize customer impact. While the effects of an 8.5 percent revenue enhancement will vary based on water usage and meter size, a typical WSSC Water customer with a family of three using approximately 48 gallons of water per person daily would see a quarterly bill increase of \$25.49.

Despite this increase, WSSC Water rates remain competitive and continue to compare favorably to many other comparable regional water and sewer utilities. The average residential bill is approximately one percent of the median household income.

WSSC Water's focus on affordability, equity and environmental justice is paramount in this budget, which is why the proposed budget includes a \$4.2 million increase in financial assistance to help protect income-constrained customers, bringing the total to more than \$7.7 million—a 121 percent increase.



Quality, Always

We take pride in delivering safe, reliable water 24/7/365, and we can boast that for the 106th straight year, WSSC Water did not have a drinking water quality violation.

The proof of our pride is in our 2023 Water Quality Report, which details how relentless we are about safety, comprehensive water quality testing and meeting all strict state and federal safe drinking water requirements. You can read it now at wsscwater.com/wqr.



Did You Know?

Our watershed recreation areas are open for the season. Use our WSSC WATERshed app to find the latest information on fishing and boating permits, maps, playground and picnic areas and weather-related closures. It's available for download via the Apple Store or Google Play. Visit wsscwater.com/watershed to learn more.



In Our Community

Oh, What a Month!

This past January was a record breaker for WSSC Water, and Team H₂O was busy keeping the water flowing and assisting customers. We repaired 441 water main breaks and leaks in January – our busiest in five years. Sixty-six percent of those breaks occurred in 10 days (January 17-27).

To put that in perspective, we experience approximately 1,800 water main breaks yearly. Working around the clock, in bone-chilling cold, our heroic crews got the job done.

And as breaks increased, so did calls to our Emergency Services Center. Our dedicated employees answered 14,261 calls, most of them between January 17 and 27.



Halfway into the month, a sewer pipe burst along Southern Avenue in Washington, D.C., right on the Prince George's County line. More than a dozen homes in southeast, D.C., were flooded. Crews from our Temple Hills depot quickly responded to the break while our customer advocates and claims department helped customers deal with the cleanup of the sewage in their homes.

Meanwhile, our Systems Enhancement Unit crews expedited a water main replacement project along Verona Drive in Montgomery County. The project received some well-deserved love and recognition from customers living along this road.

Thorough and Thoughtful



Matthew Campbell, one of the contract managers in our Utility Service Department, recently received praise from a delighted customer. Matthew helped oversee an extensive and challenging project in Greenbelt involving sewer main and service line juncture replacements for several homes.

"In some cases, the service line junction was very close to the house," said the customer. "And some homes had

extensive landscaping and other infrastructure such as sidewalks, paver paths and driveways to work around." The customer commended Matthew for being especially understanding of homeowners' concerns and showing patience and thoroughness in answering their questions.

"Without Mr. Campbell, I doubt this project would have been completed in such a relatively low-impact, thorough and responsible way," said the happy customer. "[He's] a fine example of a top-notch public servant and a fine ambassador and representative for WSSC Water."

We couldn't agree more. But we're always happy when our customers notice it, too.

Spring and Summer Water Conservation Tips



Lawn & Garden

- Save moisture with mulch and plant native shrubs that require less watering
- Use a broom, not a hose, to clean patios, driveways and sidewalks
- If you water your lawn often, consider a sub-meter to avoid sewer charges on outside water use



Pool

- Keep water level low to avoid splashing/water loss
- Use a cover to slow evaporation
- Check for leaky parts
- Consider filling by leasing a fire hydrant meter

Hoses & Sprinklers

- Check and repair/replace leaky parts
- Use a nozzle that can be turned off or adjusted to fine spray
- Consider a water-saving irrigation system



Car

- Rinse once, wash from a bucket of soapy water and quickly rinse again
- Used water is fine for wheels/tires
- Consider going to a car wash

