



A Note from WSSC Water's Intergovernmental Relations Office

On February 29, 2024, due to an anonymous threat, the State House was under lockdown for two hours. As a result, the State will be expediting a contract that would implement an emergency alert system. The system would allow people to sign up for alerts and send alerts based on geofencing limits.

The General Assembly continues to work feverishly on more than 2,600 bills as the crossover deadline fast approaches. Senate President Ferguson announced that the "Compassionate Choices" (End-of-Life Option Act) bill will not be moving forward this session. Additionally, the Justice Reform Bill passed on the second reading in the Senate.

Finally, the Budget is expected to move from the Senate Budget and Taxation Committee to the House by the end of the week.

IRO is on the front-line advocating for legislation that impacts our work. We cover a variety of subject matters and focus on legislation that helps WSSC Water fulfill our mission to provide safe and reliable water, life's most precious resource, and return clean water to our environment, all in an ethical, sustainable, and financially responsible manner.

The Annapolis Observer is IRO's weekly update on events in Annapolis and highlights the progress of key bills of interest to WSSC Water, as well as provide timely updates and calendar of important dates.

Legislative Updates

WSSC Water has proposed one bill for the 2024 Legislative Session, [HB 1024 - Washington Suburban Sanitary Commission – Connection Pipe Emergency Replacement Loan Program – Expansion](#). The proposed legislation will allow for the expansion of the Connection Pipe Emergency Replacement Loan Program authorized by Section 23-205 of the Maryland Annotated Code Public Utilities Article to include sewer service line repair or replacement, sewer line camera investigation or snaking, as well as increase the maximum loan amount to \$10,000.

Both the Prince George's County and Montgomery County Delegations voted in favor of the bill and it will now move to the House Environment and Transportation Committee.

HB 1024 had its first reading in the House Environment and Transportation Committee and a hearing has been scheduled for March 8, 2024 at 1:00 p.m.

Find the status and position on WSSC Water-related bills in our [Legislative Update](#).

Around WSSC Water

WSSC Water Permit Services

Permit Services is open Monday through Friday, from 7:00 a.m. to 4:00 p.m., and on Wednesdays from 7:00 a.m. to noon. Please call us at 301-206-4003 for more information.

Please visit wsscwater.com/work-with-us/permit-services to learn more about residential and non-residential permitting, permitting services forms and documents. Paper applications are no longer accepted; all permit applications must be

submitted through the online [ePermitting system](#). ePermitting is our online system for applying for permits, licenses, plan reviews, inspections and approvals. It is much better and faster than our previous paper-based system.

If you have any questions, please email ePermittingSupport@wsscwater.com.

Save Water Now, Save Money Later

There are many ways to save water and reduce the cost of your bill. Here are just a few:

- When you wash your hands, turn off the faucet while you lather and scrub
- Take shorter showers
- Use the dishwasher instead of washing dishes by hand
- Use your automatic washing machine for full loads only
- Install water-saving shower heads or flow restrictors
- Find and repair any leaks
- Water your lawn only when it needs it and during the coolest part of the day
- Toilet leaks are the most common cause of high water bills. [This video](#) will show you how to check for toilet leaks.

To learn about more water-saving suggestions for your home, please visit our [Water Conservation Tips](#) page, and to help you understand the largest water-users at home, see our [Understanding Household Water Usage](#) page.

If you have any questions about your bill, we are here to help. Please call a Customer Service Advisor at 301-206-4001 (toll free at 1-800-634-8400), weekdays from 7:30 a.m. to 7:00 p.m. or email us at custserv@wsscwater.com.

Would Your Organization Like WSSC Water to Attend an Event?

WSSC Water loves to get out in the community and meet our neighbors. If you would like WSSC Water to attend your event, please fill out our community event request form at wsscwater.com/outreach. Our team will review the request and follow-up within two weeks.

Please submit your request at least eight weeks in advance of your event.



Receive alerts about WSSC Water-related incidents near your home, office, school, or other important addresses.



Register for *text or email* alerts on up to three addresses.

REGISTER AT WSSCWATER.COM/CNS

Customer Notification System (CNS)

In our continuing effort to provide excellent customer service, WSSC Water offers a Customer Notification System (CNS) to alert you about our work in your area that may affect your service or daily routine.

Once you sign up, you will receive email or text alerts about water main breaks, sanitary sewer overflows, road or lane closures caused by WSSC Water work, boil water advisories and occasionally other important messages from us.

Sign up [here](#) for CNS and never be in the dark about water main repairs and water emergencies in your neighborhood.

Customer Assistance and the Water Fund

WSSC Water remains committed to making water/sewer bills more affordable. We want to do everything in our power to help you avoid a water service turnoff and ensure our safe, clean water continues to flow to your tap. Learn more at [WSSC Water Financial Assistance Programs](#).

Customers may also help by making a tax-deductible donation to [The Water Fund](#) to help more neighbors have access to clean, safe water. Since 1994, the fund has helped nearly 20,000 people throughout Montgomery and Prince George's counties. The Water Fund is administered by The Salvation Army. Every dollar of your donation goes directly to local families who need financial assistance paying their water/sewer bills. Click [here](#) to learn more and donate online.

CUSTOMER ADVOCATES

Our Customer Advocates are in your communities every day, carrying out their mission to serve as liaisons between you and WSSC Water, and ensuring that we are providing a high level of customer service.

Northern Prince George's County (areas north of Central Avenue, MD 214)

David Wilkins

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301-648-6953

Southern Prince George's County (areas south of Central Avenue, MD 214)

Stephen Billingsley

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240-444-5803

Southern Montgomery County (areas south of Randolph Road)

Brandon Stewart

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Northern Montgomery County (areas north of Randolph Road)

Phil Callahan

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240-204-2123

Find your Customer Advocate [here](#).

Calendar

- March 18, 2024 – Crossover
 - April 1, 2024 – Budget bill to be passed by both Chambers
 - April 8, 2024 – Sine Die
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Related Links

[Maryland General Assembly](#)

- [Session Calendar \(PDF\)](#)
- [Track Legislation](#)

[Montgomery County Delegation](#)

[Prince George's County Delegation](#)

[Maryland Association of Counties](#)

[Maryland Municipal League](#)

About IRO

WSSC Water's **Intergovernmental Relations Office (IRO)** team works to promote the *value of water* and the *value of WSSC Water*; engage *federal, state, county and local government* and elected stakeholders and advocate for WSSC Water's strategic interests and priorities; and foster *relationships* with organizations and promote collaborative interests.

In Annapolis, the IRO team works with members to support administratively and fiscally responsible legislation, in addition to championing policy that benefits all water utilities throughout Maryland. WSSC Water is committed to increased statewide investment in water and wastewater infrastructure and sound regulatory initiatives.

Meet the IRO Team

Monica Marquina – *Government Affairs Director*

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Terry Walker-Morris – *Administrative Professional*

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Contact Us

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Please click [here](#) for a printable sheet of our key contacts.



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For over 100 years, WSSC Water has proudly served the citizens of Prince George's and Montgomery counties – providing drinking water that has always met strict Safe Drinking Water Act standards and protecting the environment through vital water resource recovery services. Our vision is to be THE world-class water utility, where excellent products and services are always on tap. www.wsscwater.com