



# Parkwood Drive II Water Main Replacement

Project #: BR7271A22

May 8, 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



- Darcy Male, Design Project Manager  
301-206-7141, Email: [Darcy.Male@wsscwater.com](mailto:Darcy.Male@wsscwater.com)
- Kevin Lethbridge, Contract Manager  
202-304-8703, Email: [Kevin.Lethbridge@wsscwater.com](mailto:Kevin.Lethbridge@wsscwater.com)
- Brandon Stewart, Customer Advocate  
301-642-1712, Email: [Brandon.Stewart@wsscwater.com](mailto:Brandon.Stewart@wsscwater.com)
- Thomas F. Johnson II, Project Outreach Manager  
301-206-8542, Email: [Thomas.Johnson@wsscwater.com](mailto:Thomas.Johnson@wsscwater.com)
- Design Consultant: Wallace Montgomery
- Construction Contractor: Flippo Construction

**106** 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.



**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

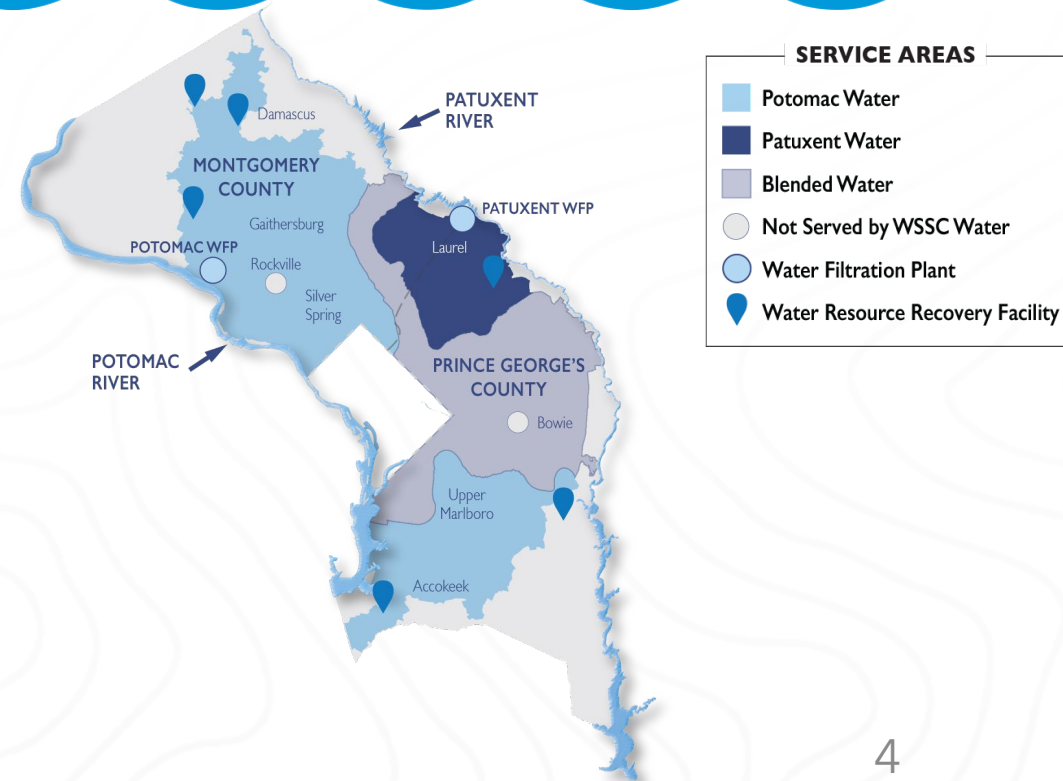
Our drinking water system spans **5,800+** miles

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



# 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.

**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.

**PipeER+**

Provides a loan of up to \$5,000 to finance the replacement of a leaking residential water service line. PipeER is administered by the WSSC Federal Credit Union.

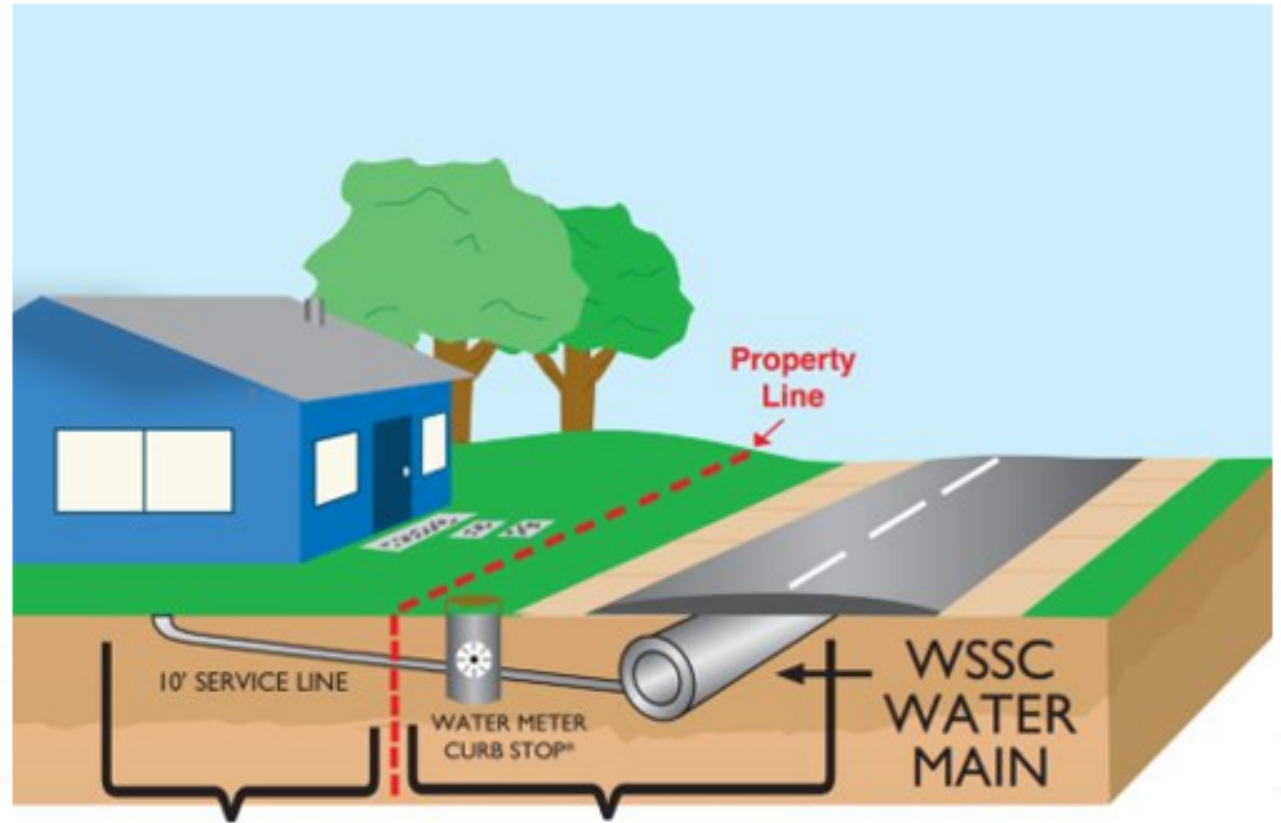
# Project Overview



- 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 **4.5 miles** of water mains, and house connections up to the property line.
- The current water pipes were installed between the 1920's and 1950'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

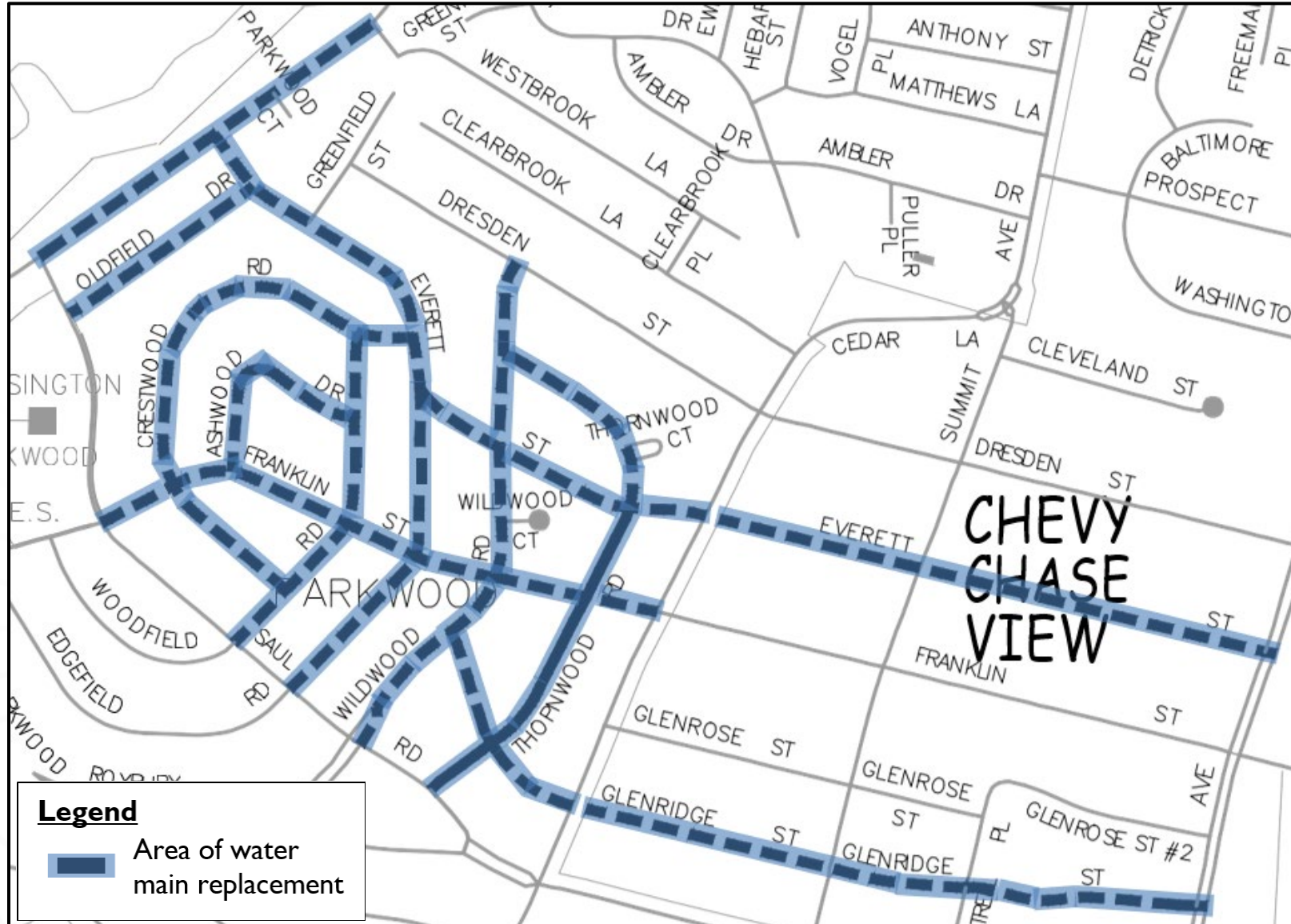
- New watermain will be installed within the roadway
- New house connections (service lines) will be installed up to property line or water meter/curb stop
- Replacing existing pipes helps reduce disruptions to community, environment and emergency services due to water main breaks



OWNER MAINTAINS WSSC WATER MAINTAINS

"Curb Stops" are used when the water meter is located inside the home.

# Project Map

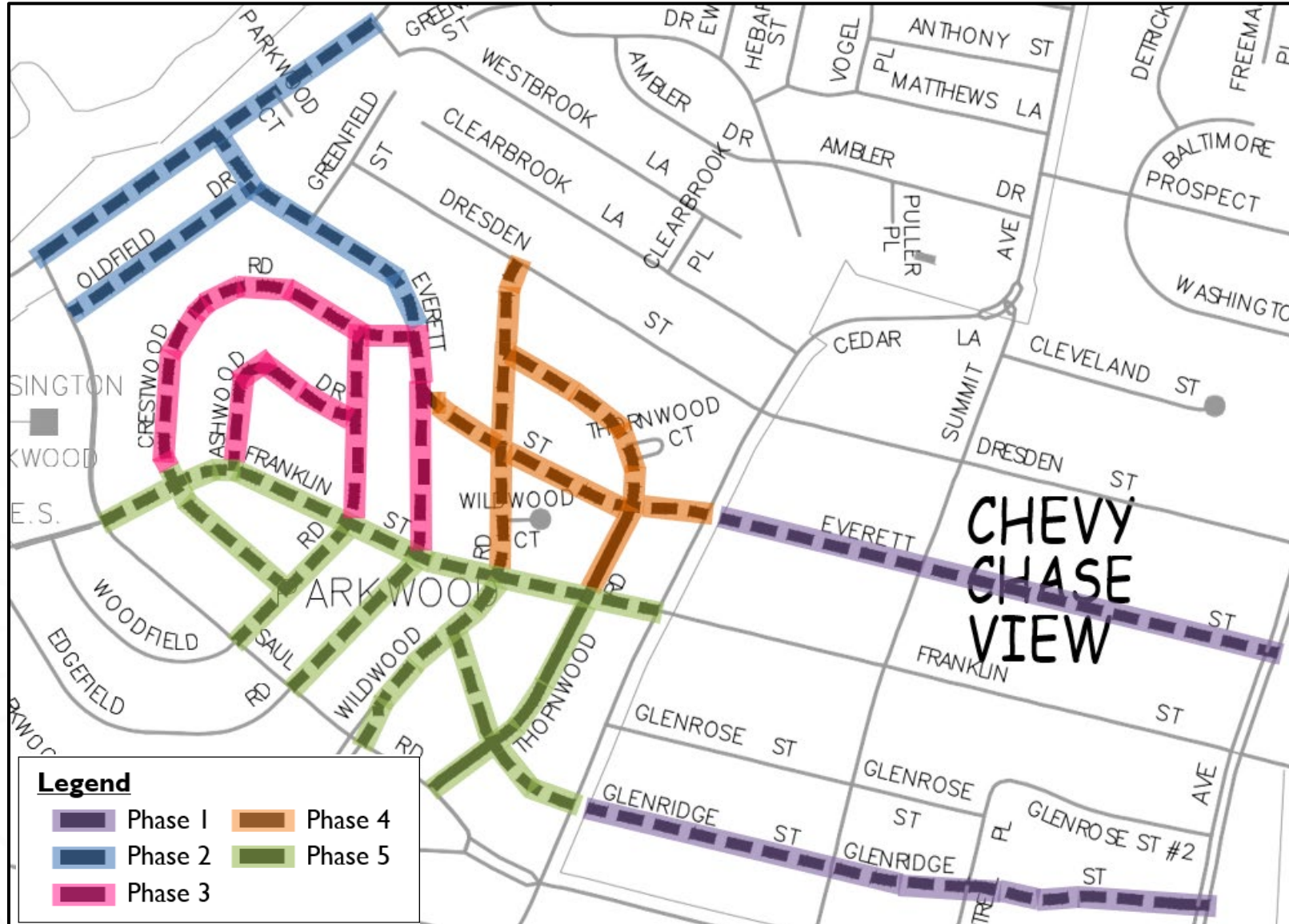


## Directly Impacted Streets:

- Ashwood Drive
- Connecticut Avenue
- Crestwood Road
- Edgefield Road
- Everett Street
- Franklin Street
- Gartrell Place
- Glenridge Street
- Greenfield Street
- Oldfield Drive
- Parkwood Court
- Parkwood Drive
- Summit Avenue
- Thornwood Road
- Wildwood Road
- Woodfield Road



# Project Map



# Construction Schedule



Phase	Replacement Length (feet)	Estimated Construction Start Date	Estimated Construction Completion Date
1	5,144	June 2024	November 2024
2	3,656	March 2025	July 2025
3	4,166	July 2025	November 2025
4	3,891	March 2026	July 2026
5	7,060	July 2026	July 2027

**Anticipated Construction Start: June 2024**  
**Estimated Construction Completion: July 2027**

*Construction schedules are estimated and weather permitting*

# What to Expect During Construction

- Anticipated Work Hours: Monday-Friday, 9:00 a.m. – 3:00 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

- Tree Removal and Protection
  - Removing trees only applicable to those that have received letters
  - Tree protection will be completed before construction activities
  - WSSC Urban Forester available throughout construction
- Tree Replanting
  - 17 trees to be replanted



# 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.
- These pipes will be placed along the roadways edge and provide the same quality of water to your home.

### **Important:**

Bypass pipes are not used in cold weather months.



# 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?**

