

Customer PIPE LINE



Fiscal Year 2025 Budget Unanimously Approved

WSSC Water developed a \$1.8 billion Fiscal Year (FY) 2025 budget that will deliver safe, seamless and satisfying services to our 1.9 million customers in Prince George's and Montgomery counties. Investing in clean-water projects throughout both counties protects public health, creates jobs, enhances economic growth, safeguards our environment and drives equity and environmental justice.

The budget is supported by an 8.5 percent revenue enhancement to keep pace with rising costs, address deferred improvements and improve financial metrics to protect our AAA bond rating.

While the impact of the revenue enhancement will vary based on water usage and meter size, a typical customer with a family of three using 48 gallons of water per person daily will see a quarterly increase of \$25.49 in their bill. Use our bill calculator to help you budget and prepare: wsscwater.com/calculator.

Enhanced Financial Assistance

A key highlight of our FY 25 budget is a \$4.2 million increase in financial assistance to help protect income-constrained customers, a 121 percent increase. Two programs benefiting from the increase include Promise Pay and our newly expanded PipeER program.

Promise. Launched last September, Promise Pay allows residential and commercial customers with past-due bills of \$50 or more to establish affordable, flexible and interest-free payment plans. By establishing and staying current with the plan, customers avoid late fees and possible water service turnoffs. Sign up online at wsscwater.promise-pay.com.

PipeER+ PipeER is the water and sewer line emergency replacement loan program. Thanks to the passage of Maryland State House Bill 1024, the PipeER program has expanded. As of July 1, 2024, this financial assistance program includes sewer pipes and diagnostic actions.

In addition, the maximum loan a customer can receive has increased from \$5,000 to \$10,000. The bill also funds the program with an additional \$100,000 annually, bringing the total to \$200,000 annually and extending the program's sunset date from 2029 to 2034.

Learn more at wsscwater.com/pipeer.

The Cost of a Toilet Leak

Toilet leaks are the leading cause of high water bills. The numbers add up quickly, no matter how small or large the leak:

Small Leak
(extra 200 gallons per day) =
Estimated \$380*

Medium Leak
(extra 2,000 gallons per day) =
Estimated \$4,780*

Large Leak
(extra 4,000 gallons per day) =
Estimated \$9,560*

*On top of your normal quarterly bill.
Visit wsscwater.com/leaks to learn more.

How Much Water Do You Use? #drops2gallons

2 gallons
Hand washing with tap running



2.6 gallons
Older toilets per flush



4 gallons
Brushing teeth with tap running



6.1 gallons
Dishwasher fully loaded



15.6 gallons
Based on an 8 minute shower



27 gallons
Kitchen faucets-washing dishes by hand



31 gallons
Washing machines use the most water in the home



In Our Community

The Facts About PFAS

You may have seen stories in the news about per- and polyfluoroalkyl substances, or PFAS. Commonly called “forever chemicals,” PFAS are manmade compounds used since the 1940s in a variety of household and commercial products. Because these compounds do not easily break down, they end up in drinking water supplies and wastewater.

WSSC Water’s comprehensive test results for PFAS are below the U.S. Environmental Protection Agency’s (EPA) final rule on several types of PFAS in drinking water. “We want our 1.9 million customers to know that they can trust their taps - our drinking water meets the final standards,” said WSSC Water General Manager and CEO Kishia L. Powell. While the final drinking water standards do not take effect until 2029, we want you to be informed about the EPA regulations, the levels found in our drinking water, and the steps we are taking to address the issue to ensure superior water quality continues to flow to your home or business.

Visit wsscwater.com/pfas for comprehensive information.

PATUXENT WATER FILTRATION PLANT

PFAS Chemical	WSSC Water	EPA Regulation	Meeting the Regulation
PFOA	0 ppt	4 ppt	YES ✓
PFOS	0 ppt	4 ppt	YES ✓
PFHxS	0 ppt	10 ppt	YES ✓
PFNA	0 ppt	10 ppt	YES ✓
HFPO-DA (GenX)	0 ppt	10 ppt	YES ✓
MIX OF TWO OR MORE OF PFHxS, PFNA, HFPO-DA (GenX), AND PFBS	0.0	Hazard Index of 1	YES ✓

(Annual average as of April 2024)

POTOMAC WATER FILTRATION PLANT

PFAS Chemical	WSSC Water	EPA Regulation	Meeting the Regulation
PFOA	1.3 ppt	4 ppt	YES ✓
PFOS	1.6 ppt	4 ppt	YES ✓
PFHxS	0.8 ppt	10 ppt	YES ✓
PFNA	0 ppt	10 ppt	YES ✓
HFPO-DA (GenX)	0 ppt	10 ppt	YES ✓
MIX OF TWO OR MORE OF PFHxS, PFNA, HFPO-DA (GenX), AND PFBS	0.1	Hazard Index of 1	YES ✓

(Annual average as of April 2024)

wsscwater.com/pfas

How to Protect Yourself from PFAS

PFAS are in many common household products. Limiting the use of products containing PFAS will help prevent more PFAS from entering the environment and drinking water supplies. Look for ‘fluoro’ or ‘perfluoro’ in a list of ingredients or ask the manufacturer if you’re unsure about a product.

Engineering A Bright Future

Congratulations to Ronald Ngounou Zinkoue and Samragyee Dhakal, winners of WSSC Water’s 2024 Commissioners’ Engineering Scholarship. Both were awarded \$2,000 and are eligible for an additional \$2,000 each year for up to four consecutive years.



Ronald Ngounou Zinkoue
Prince George’s County

Ronald, of Prince George’s County, is pursuing his master’s degree in computer science at the University of the District of Columbia. He previously earned his Master of Science in Sustainable Energy and Engineering and his bachelor’s degree in industrial engineering from the Haute Ecole Libre Mosane Institute in Belgium.



Samragyee Dhakal
Montgomery County

Samragyee, of Montgomery County, recently graduated from Northwood High School with an impressive 4.71 GPA. She concurrently participated in the Cybersecurity program at Edison High School, earning a CompTIA A+ certification. Currently interning at WSSC Water, another potential benefit of the scholarship, she will attend the University of Maryland College Park to pursue a degree in Engineering.

To learn more about the scholarship, visit wsscwater.com/scholarship.