



Thornberry Drive Water Main Replacement

Project No. BR6951A20

July 17, 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

- Ahwi Quacoe, Design Project Manager
301-206-8512, Ahwi.Quacoe@wsscwater.com
- Andrew Shansby, Technical Contracts Manager, Construction
240-712-0302, Andrew.Shansby@wsscwater.com
- Carlos Salazar, Community Relations and Outreach Specialist
240-646-4862, Carlos.Salazar@wsscwater.com
- David Wilkins, Customer Advocate
301-648-6953, David.Wilkins@wsscwater.com
- John (Doug) Sievers, WSSC Water Urban Forester
301-206-8074, John.Sievers@wsscwater.com
- Rustler Construction, Inc, Construction Contractor

WSSC WATER AT A GLANCE

 106 years of no drinking water quality violations, ever.



8th

Largest water utility in the United States



1.9M

Residents served



162 MGD

Water provided each day



1000 Sq. Miles

Size of WSSC Water's Service Area



1,700+

Members of Team H₂O deliver on our mission



\$114.9B

WSSC Water supports the economic output of Prince George's and Montgomery counties



\$1.8B

FY2025 Operating & Capital Budget



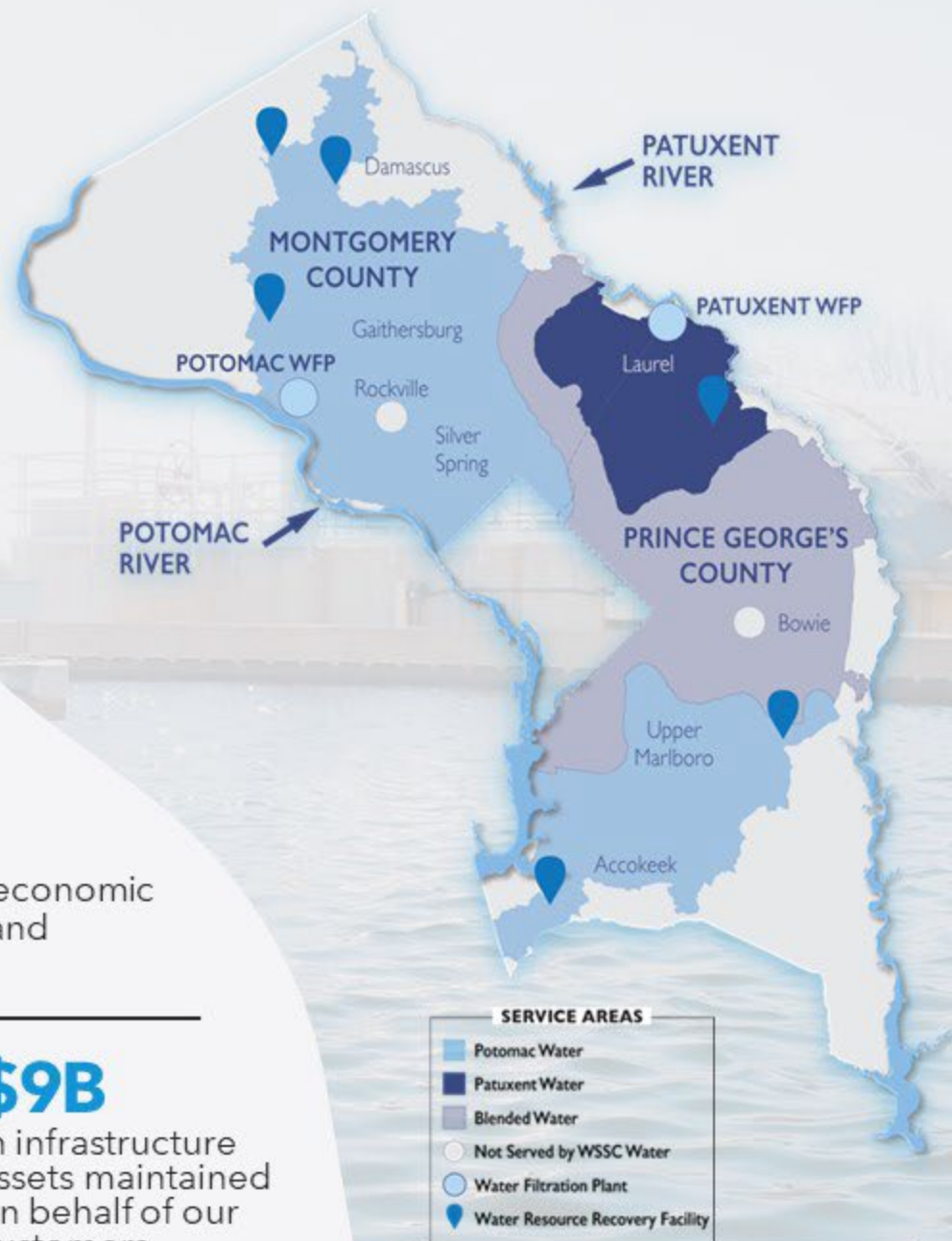
\$5.9B

6-Year Capital Improvements Program



\$9B

In infrastructure assets maintained on behalf of our customers

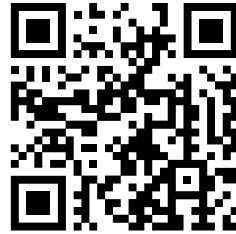


Helping Our Neighbors: Water Bill Assistance



Promise.

Sign up for an affordable, flexible and interest-free payment plan. **Customers with a past-due balance of \$50 or more are eligible.**

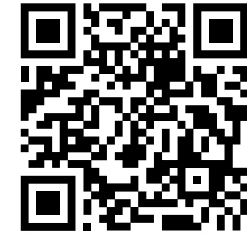


CUSTOMER ASSISTANCE PROGRAM (CAP)

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+

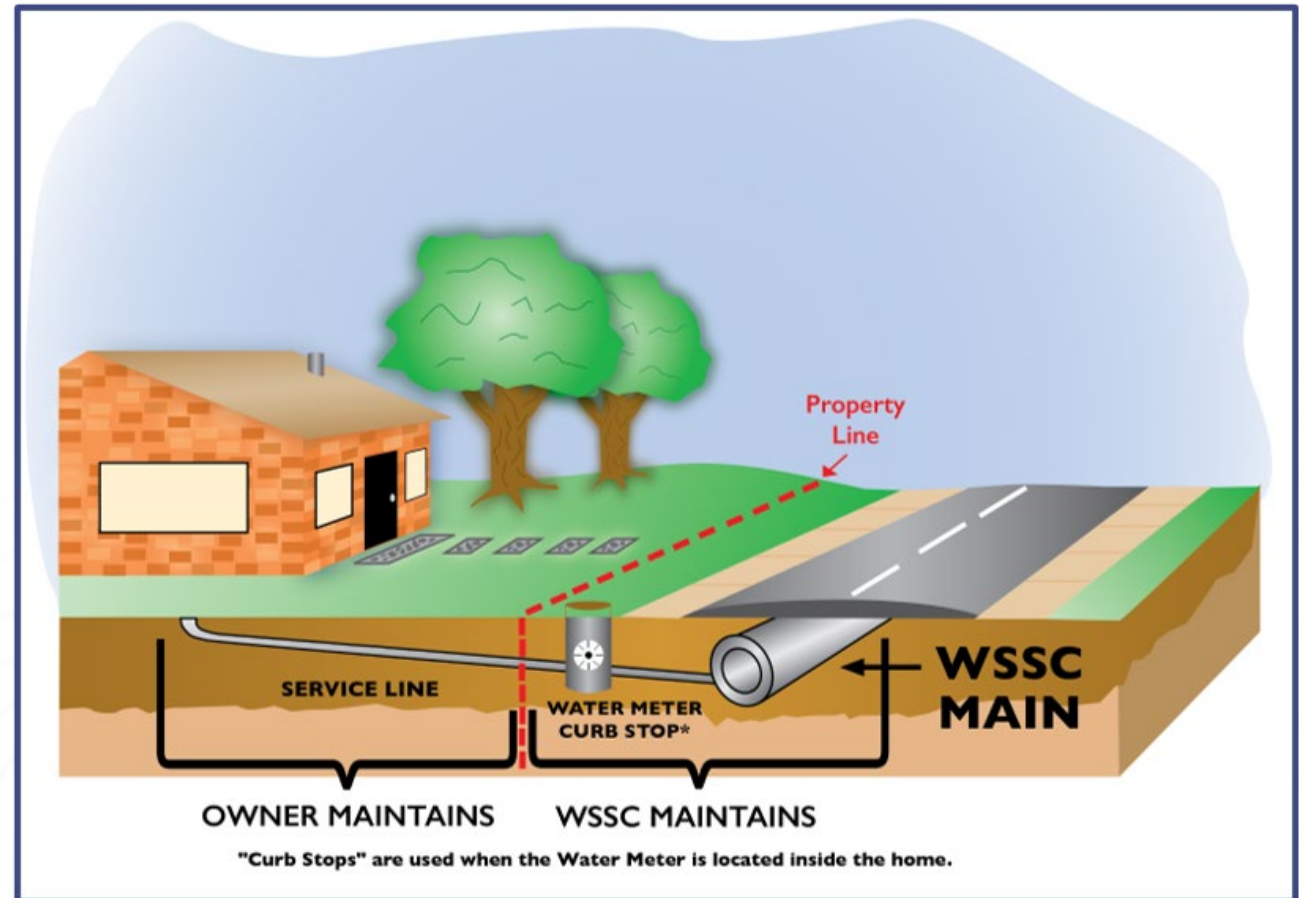
Provides a loan **up to \$10,000** to finance the repair, replacement or diagnostics of sewer or water on-property service line. The WSSC Federal Credit Union administers PipeER.



wsscwater.com/assistance

Project Overview

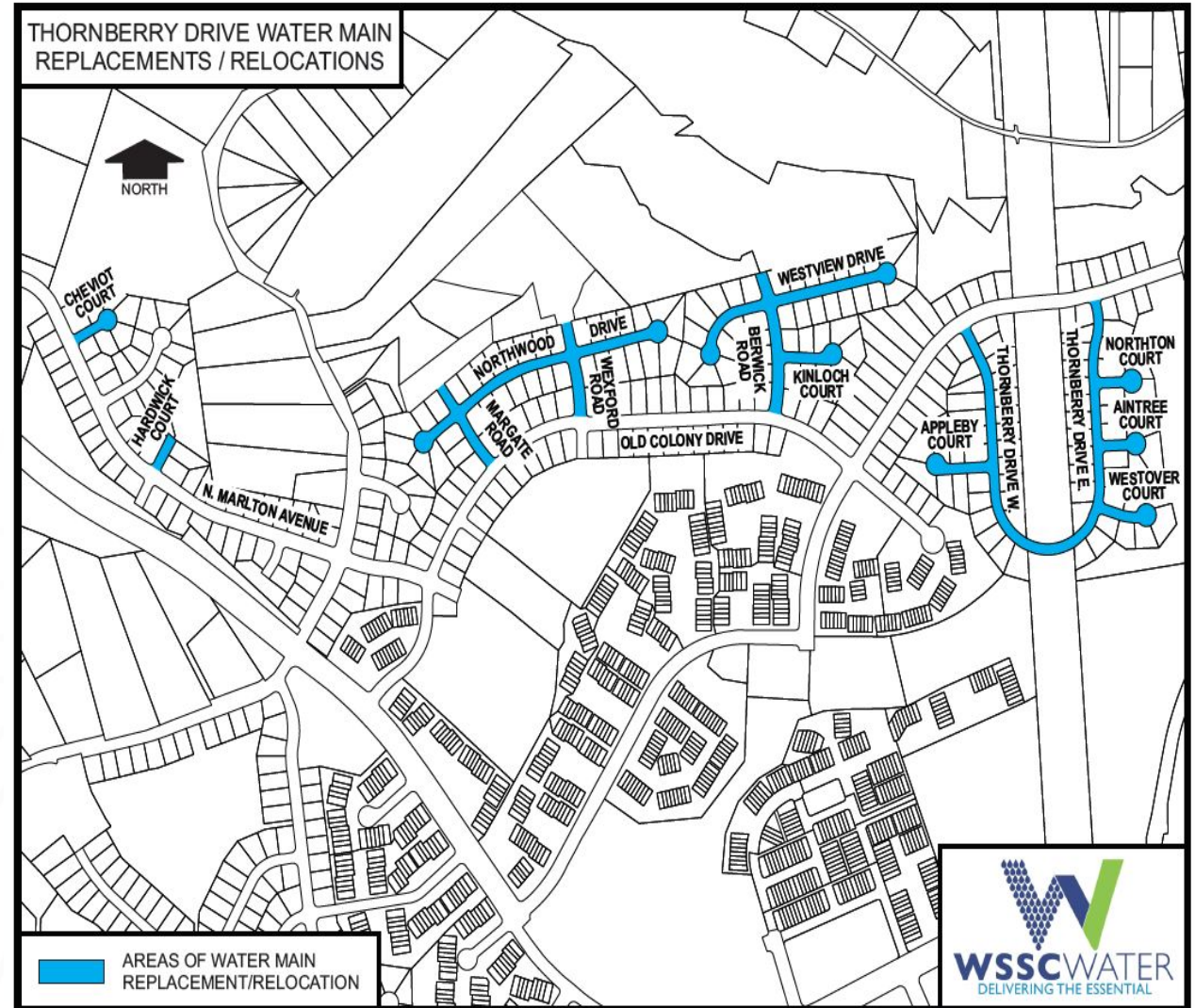
- New water main will be installed within roadway
- New house connections (service lines) will be installed up to property line or water meter/curb stop
- Replacing existing pipes helps reduce disruptions to community, environment and emergency services due to water main breaks



Project Map

Directly Impacted Streets:

- Aintree Court
- Appleby Court
- Berwick Road
- Cheviot Court,
- Hardwick Court,
- Kinloch Court
- Margate Court
- Northton Court
- Northwood Drive
- Thornberry Drive
- Westover Court
- Westview Drive
- Wexford Drive



Fire Hydrant Installation

- WSSC Water is responsible for providing water for fire protection to Montgomery and Prince George's counties
- To safeguard public safety, we proactively replace and maintain our fire hydrants to monitor water pressure and flow rate, and inspect internal working parts to ensure the highest level of protection
- Per the Fire Safety Code, the maximum spacing between fire hydrants is 250-600 feet, depending on the building structure
- WSSC Water fire hydrants are made of cast iron materials and can last more than 50 years



WSSC Water fire hydrants have dark green top and gray body.

Tree Removal and Pruning

- Per the Maryland Department of Natural Resources Forest Service, **construction methods that minimize tree impacts must be examined**
- Before the final decision to remove a tree, WSSC Water considers:
 - Size, species and structural condition of the tree
 - Impact tree will have on utility assets
 - Feasibility of relocating our infrastructure or using trenchless methods
- WSSC Water urban forester supervises all tree removal and pruning



Pipes and trees
do not mix!



Estimated Construction Schedule



Anticipated Construction Start: **Summer 2024**

Estimated Construction Completion: **Fall 2025**

Construction schedules are estimated and weather permitting

What to Expect During Construction

- Anticipated work schedule: 8 a.m. to 5 p.m., Monday-Friday
 - Conditions at some locations may require different work hours
 - Residents will be notified at least two days prior to all construction activities
- Construction activities may include:
 - Marking locations of utilities
 - Field inspections
 - Rehabilitation of sewer mains, manholes and laterals
 - Pavement restoration where digging is necessary
- WSSC Water coordinates with local and state agencies and other utilities for all planned work to avoid potential conflict and minimize disturbances to neighborhoods



What to Expect During Construction (cont.)

- Open-cut construction method, which involves cutting and excavating a section of the pavement
- This construction method does create noise and dust



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 roadway edge and provide the same quality of water to your home.



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 notice (denoted by “No Parking” signs) before any parking restrictions
 - Any vehicles not removed from the designated area will be towed to a nearby street at no cost to owner
- Final restoration of sidewalks, roadways and landscaping will take place within 90 days of construction completion



Signage and Restoration

- Construction signs with contact persons placed throughout project area
- Projects completed during winter months are permanently paved and restored to their original state or better the following spring



Project Summary

- Because existing distribution system water mains are near the end of their useful lives, WSSC Water:
 - is replacing the distribution system water mains and water house connections up to the property line
 - will minimize service disruptions during construction
 - will coordinate work activities with property owners in the project area
 - 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

- **24-Hour Emergency Call Center**

Water Emergency, Sewer Emergency or Discolored Water

Phone: 301.206.4002 | Email: emergencycallcenter@wsscwater.com

Report a Problem: wsscwater.com/customer-service/report-problem

Discolored Water: wsscwater.com/discoloredwater

- **File a Claim**

Phone: 301.206.7095

Online: wsscwater.com/claims

- **WSSC Water Financial Assistance Programs**

Online: <https://www.wsscwater.com/assistance>

- **Customer Notification System Sign-Up**

Online: www.wsscwater.com/cns, email and/or text alerts on work in your neighborhood



FINANCIAL ASSISTANCE
for Our Neighbors



Questions?

