

Customer PIPE LINE



We've Got the Power! Green Energy, Green Jobs and a Green Future

On October 30, 2024, we celebrated the grand opening of our \$271 million Piscataway Bioenergy Facility. This groundbreaking project is turning “poop to power” by transforming how we handle biosolids - the nutrient-rich organic material resulting from the wastewater treatment process.

The methane gas from the process is turned into Renewable Natural Gas (RNG), which will power about half of Montgomery County's Ride On buses. This effort will generate about \$4 million in revenue per year from the sale of RNG and renewable fuel credits. It will also reduce our greenhouse gas emissions.



Our largest and most technically advanced project was completed on time and on budget. The cost savings for customers are estimated to be \$3.4 million annually.

Get the “poop” on how the process works at wsscwater.com/bioenergy.



Patent-Iy Perfect



Valves are vital to our water and sewer main distribution systems. Our crews turn these valves to open or close the flow of water through our pipes. However, incorrectly recorded valve positions hinder our crews' ability to make timely repairs and can impact the number of customers affected by a water main break.

Leave it to our innovative engineer, James Haldeman, to design a new valve position monitor with a built-in transmitter that sends a signal to our crews, informing them remotely of the valve position. This huge step forward earned James and WSSC Water a patent from the U.S. Patent Office on September 10, 2024, and allows us to market this technology to other utilities.

Demystifying Toilet Leaks



An unexplained toilet leak is one of the main causes of a high water bill. A common culprit is a worn or faulty toilet flapper, which can cause water to run continuously.

Visit wsscwater.com/leaks to watch a helpful video with tips on how much water a leaking toilet can waste and how to check for toilet leaks to save on your bill.



Leading with Meaning

General Manager and CEO Kishia L. Powell was recently recognized by the *Washington Business Journal* as one of the region's top 25 Women Who Mean Business. It's a distinct honor recognizing WSSC Water as “an economic engine and part of the circular economy,” says GM/CEO Powell, who began her third year leading WSSC Water on January 1, 2025.



In Our Community

Meet Your Customer Advocates

Philip Callahan, Walter Guzman, Brandon Stewart and David Wilkins are our four amazing customer advocates, who are in your community daily, serving as liaisons between you and WSSC Water. They answer questions, provide updates about upcoming work and resolve water- or sewer-related concerns.

From coordinating support during emergencies to preparing you for planned outages, they ensure smooth communication and service. These advocates also deliver bottled water during service disruptions, educate residents on water conservation and share details about financial assistance programs.

To learn more and access a virtual map that lets you know which advocate serves your community, visit wsscwater.com/advocates.

Philip Callahan



Walter Guzman



Brandon Stewart



David Wilkins



Committed to Business Diversity

Our Office of Supplier Diversity & Inclusion (OSDI) engages small, local minority and women-owned businesses in our community and encourages them to do business with us.

The proof of their commitment is in their accomplishments:

- In FY 2024, we spent \$173 million, or 34 percent, of our overall payments with diverse businesses - a six percent increase from FY 2023.
- Of that \$173 million, 51 percent went to diverse businesses in our service district.

To learn more about our minority and small business programs, visit wsscwater.com/supplierdiversity.

Sewer Blockages and Backups and How to Avoid Them

Sewer backups and blockages are not pretty. If you experience one, call WSSC Water's 24-hour emergency number, 301-206-4002 or 1-800-634-8400. We will work with you to determine how we can assist you. Visit wsscwater.com/backups.



To help avoid these messy backups, can your grease instead of pouring it down the drain. Grease hardens inside pipes - creating a blockage that will eventually lead to a nasty sewer backup. Can it. Cool it. Toss it. Get more information, including how to order a free Can the Grease lid, by visiting wsscwater.com/canthe grease.

We're Here to Help

WSSC Water is committed to engaging with our diverse community and ensuring all customers have access to essential information about water quality, affordability and infrastructure improvements. We recently joined Montgomery County Executive Marc Elrich at his Community Conversations meetings throughout the county.



If you'd like us to staff a table at your community event or speak to your organization, email communications@wsscwater.com.