



Briefing on WSSC Water Preparations for Extreme Cold

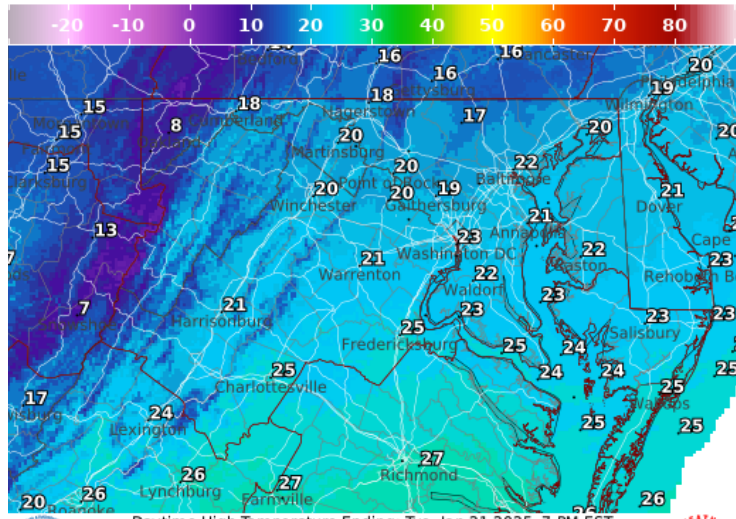
We will get started shortly, thank you for your patience

Tuesday, January 21, 2025 – 3:45pm

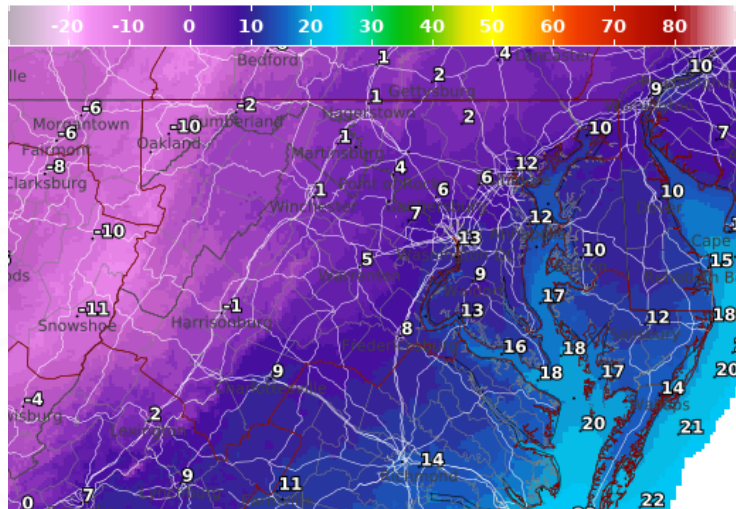
Agenda

- Overview of **current operations**
- Anticipated **impacts from the cold temperatures**
- How public officials can continue **supporting communication efforts**
- **Next steps:** how we plan to engage you moving forward

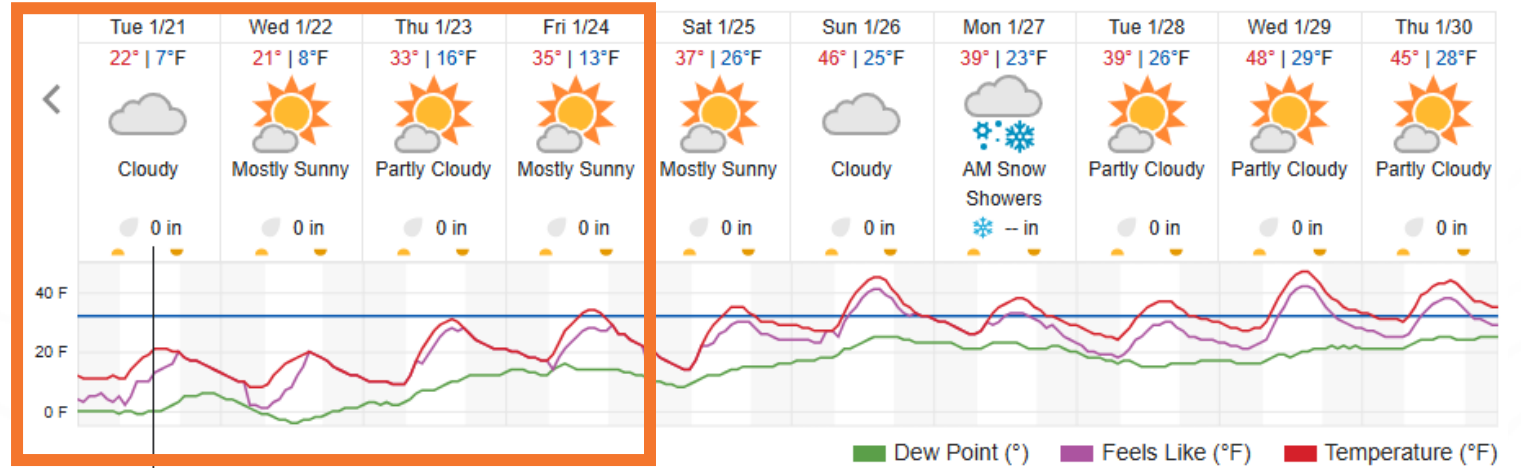
Extreme Cold Through Friday



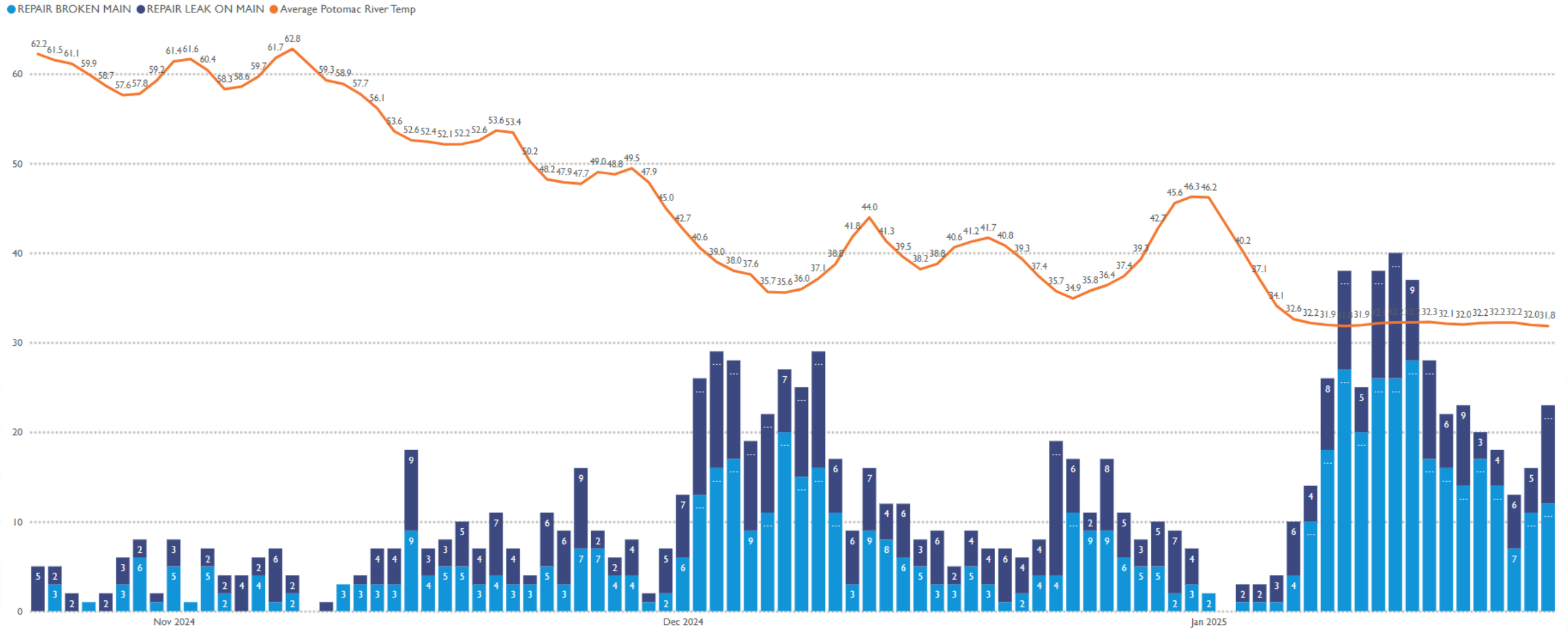
National Digital Forecast Database
Issued: Jan 21 2025, 12:30 PM EST



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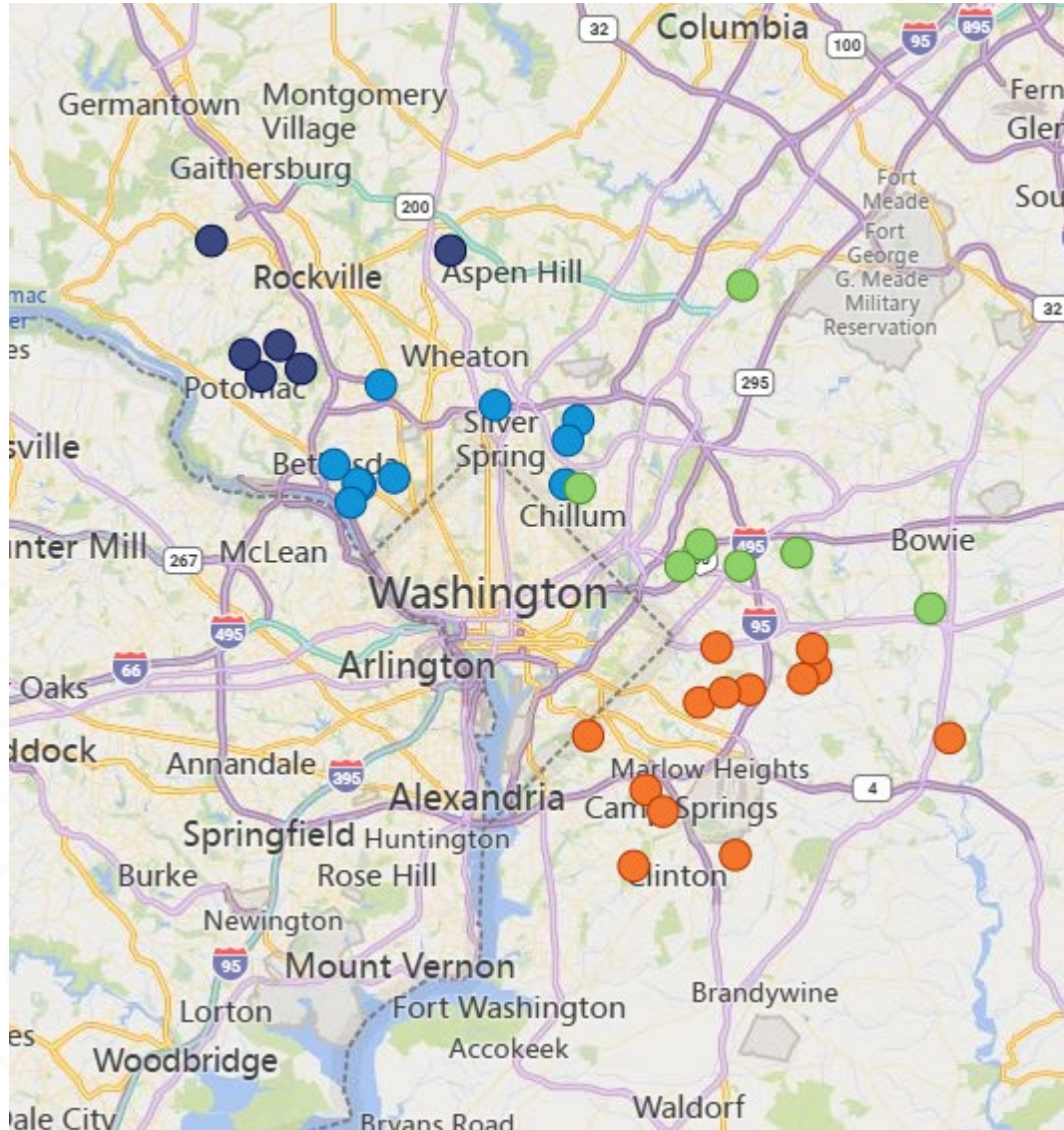


Breaks and Leaks Reported Per Day with Average Potomac River Temperature (as of 3:00pm)



Open Breaks and Leaks

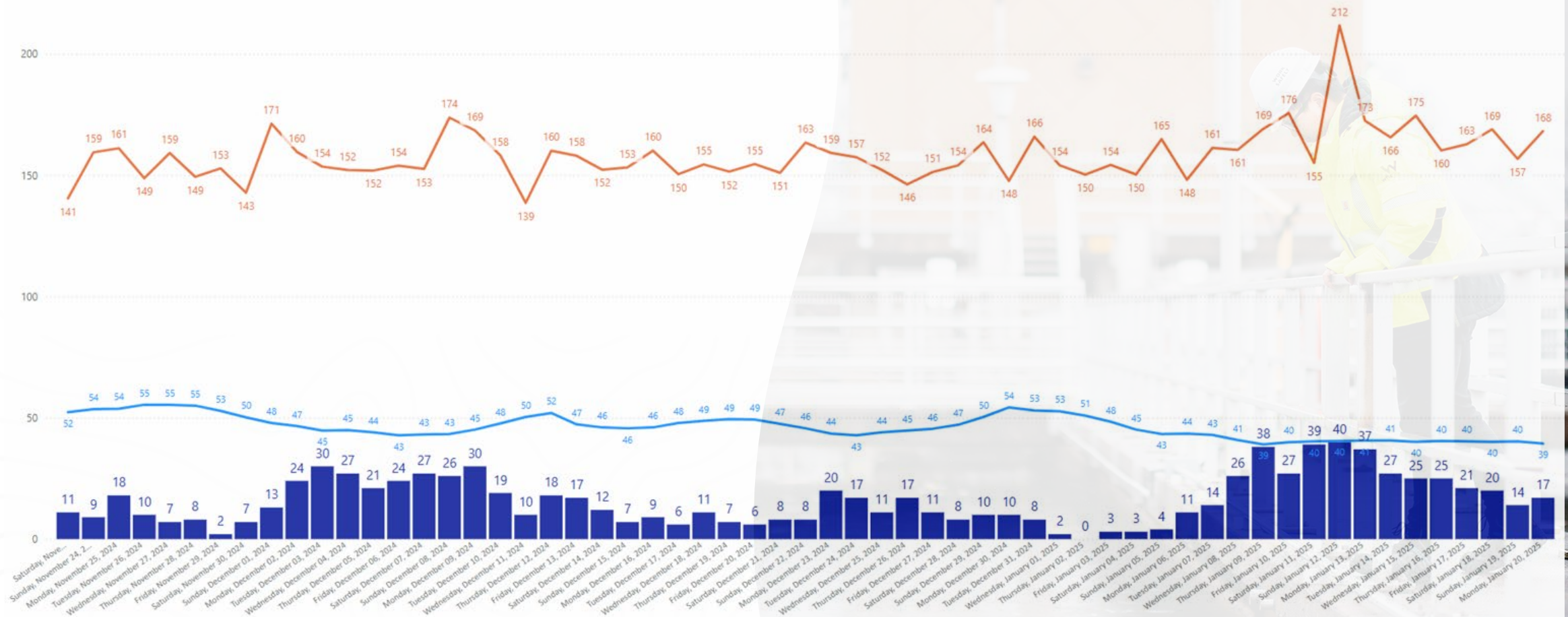
(as of 3:00pm)



Service Depot Location	Open Water Main Breaks	Open Leaks on Water Main	Inspect for Possible Broken Water main
Gaithersburg	0	6	0
Lyttonsville	4	7	0
Anacostia	4	2	1
Temple Hills	5	6	2
Total	13	21	3

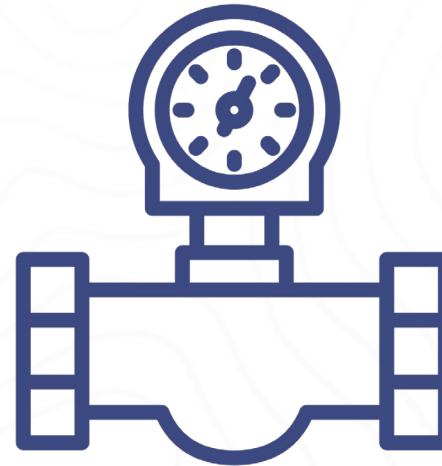
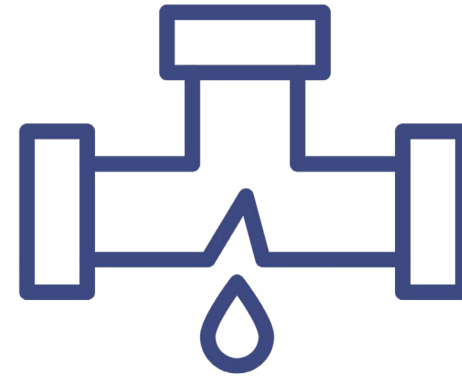
Drinking Water Production

● Breaks ● Potomac River Temp ● System Total



Cold Weather Impacts

- Increases in breaks and leaks
- Drinking water production challenges caused by ice
- Frozen water meters and service lines
- Frozen and bursting pipes inside customer homes



How do you report a break?

- Customer calls help us find problems and mitigate them
- Reporting emergencies to our call center is the main way we identify breaks and leaks
- Need info on a specific issue, call our emergency call center and they can help!



301-206-4002

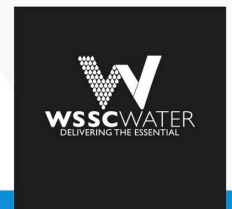


EmergencyCallCenter@wsscwater.com



WSSC Water Mobile App

Available on Apple App Store and Google Play



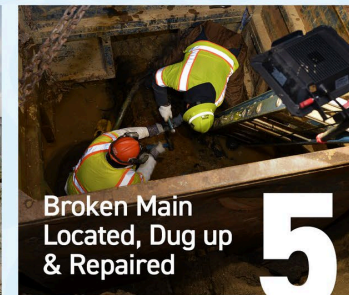
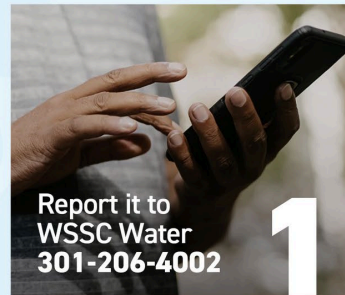
What happens when a water main breaks?

- Report breaks/leaks to **301-206-4002**
- Inspector dispatched
- Miss Utility notified to mark underground lines
- Valves located and closed
- Broken main dug up and repaired*
- Road repairs made

*Repairs typically take between **4 to 6 hours** after crews have dug up and uncovered the damaged pipe.

WHEN A WATER MAIN BREAKS

The first step to repairing a water main break **IS YOU.**



Register for WSSC Water Alerts



**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](https://www.wsscwater.com/cns)

- Create an account
- Opt-in to the alerts that you want
- Enter up to 5 different addresses to receive alerts associated with that location
- Text and email available
- Encourage others sign up too!

What Can You do to Help?

WINTER READY TIPS FOR YOUR HOME



Locate and operate your main water shutoff valve. If a pipe breaks inside your home, this valve allows you to turn off the water.

Allow kitchen and/or bathroom faucets to drip to keep water moving (**recommend doing this only when you're home**).

If a pipe breaks inside your home, please contact a licensed plumber.
wsscwater.com/findplumber

The temperature where interior pipes are located should be at least **55 degrees Fahrenheit**.

Open cabinet doors to expose pipes to your home's warmth.

For more winter ready tips:
wsscwater.com/winterready

- Leverage your communications tools to amplify WSSC Water messages.
- If you suspect a water main break/leak, call 301-206-4002.
- Visit wsscwater.com/winterready for tips and information

[CLICK HERE TO ACCESS MATERIALS](#)

Communications Tool Kit

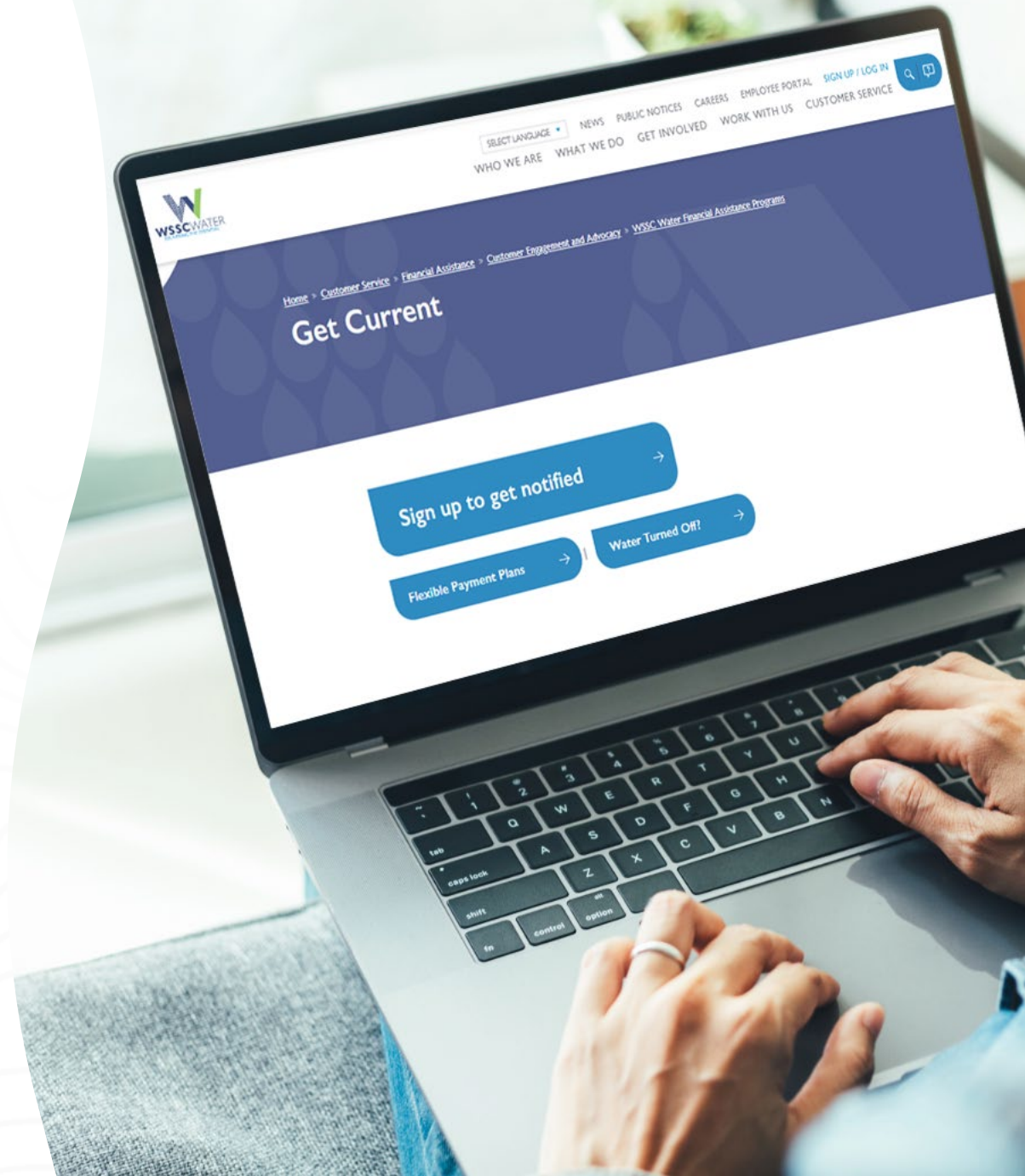


The image shows a browser window displaying the Google homepage. The address bar at the top shows the URL https://www.google.com/?gws_rd=ssl. The page features the Google logo in its multi-colored font, centered above a search bar. Below the search bar are two buttons: "Google Search" and "I'm Feeling Lucky". The browser's navigation bar includes back, forward, and home icons, along with "About" and "Store" links. On the right side of the navigation bar, there are links for "Gmail", "Images", and a "Sign in" button. At the bottom of the page, there is a footer with links for "Advertising", "Business", "How Search works", "Our third decade of climate action: join us", "Privacy", "Terms", and "Settings". The page number "17" is visible in the bottom right corner.

Get Current 2.0 Campaign Outreach Plan

Create extensive awareness about the
Get Current amnesty program

- Drive customers to wsscwater.com/getcurrent to understand the program benefits
- Encourage customers to sign up to get notified when **Get Current** goes live in March
- Drive down customer delinquencies and recover revenue.



Ongoing Engagement



- Briefings BEFORE emergencies happen when we have early warning
- Briefings convened as soon as practical when emergencies happen without warning
- Your feedback is appreciated – send your thoughts and suggestions to iro2@wsscwater.com



Questions?