



Briefing on WSSC Water Preparations for Extreme Cold

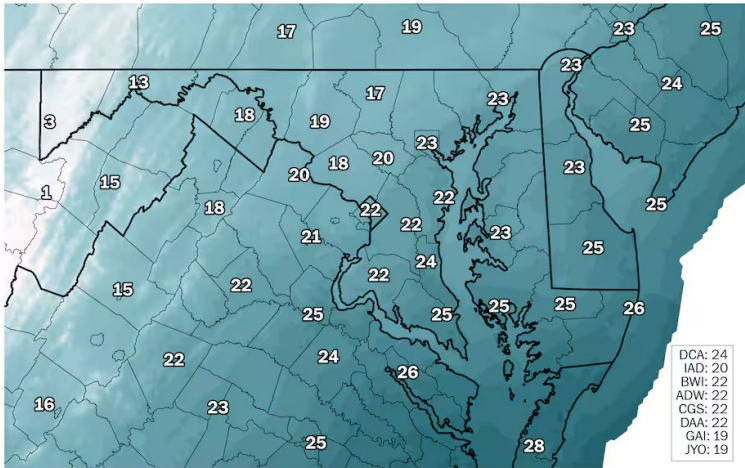
Friday, January 17, 2025 – 12:00

Agenda

- Overview of **current operations**
- Anticipated **impacts from the cold temperatures**
- **Risks** caused by cold temperatures
- Steps taken by WSSC Water to **prepare**
- Practical **steps for you and your constituents** during the cold temperatures
- How public officials can continue **supporting communication** efforts
- **Next steps:** how we plan to engage you moving forward

Extreme Cold Expected Next Week

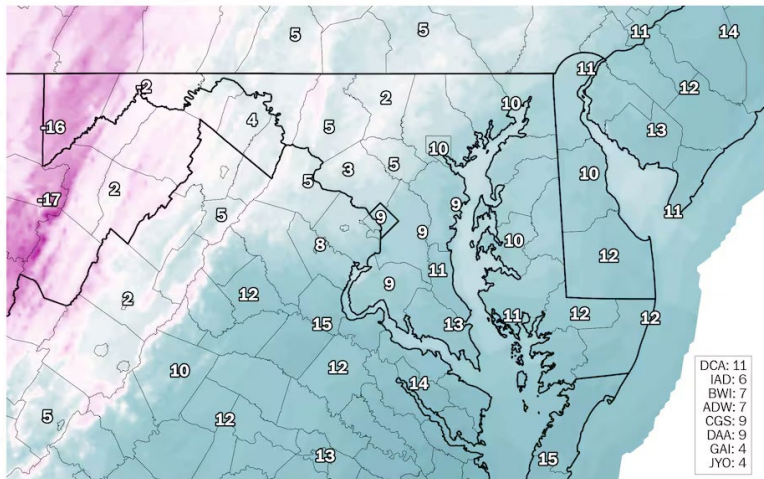
Degrees (°F)



Source: National Digital Forecast Database

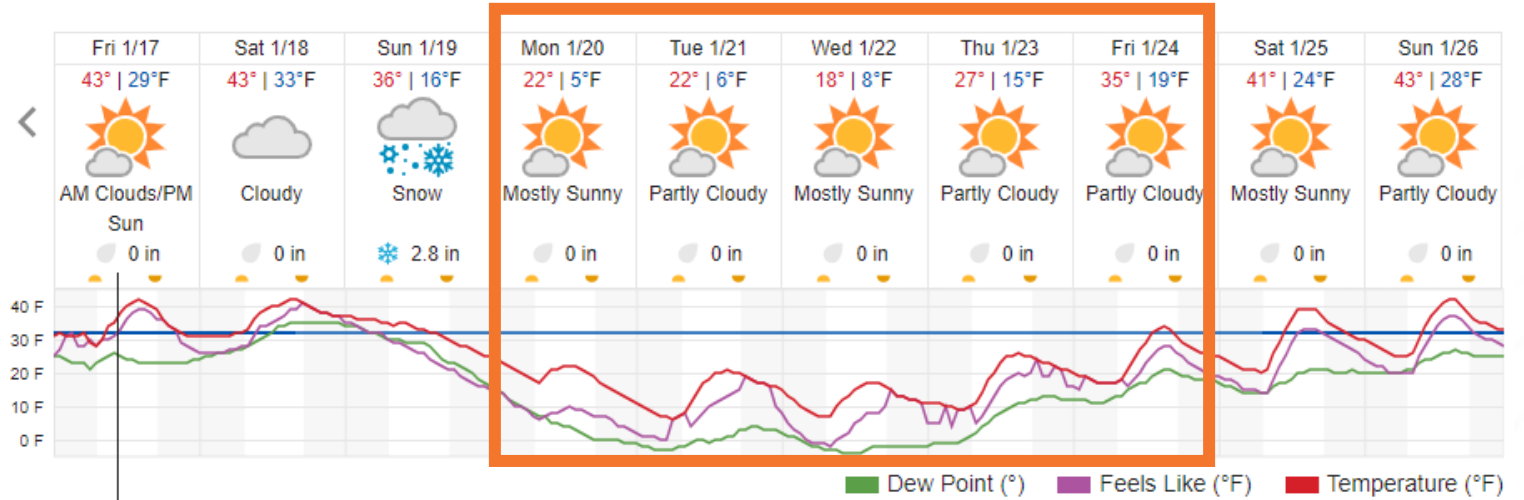
THE WASHINGTON POST

Degrees (°F)

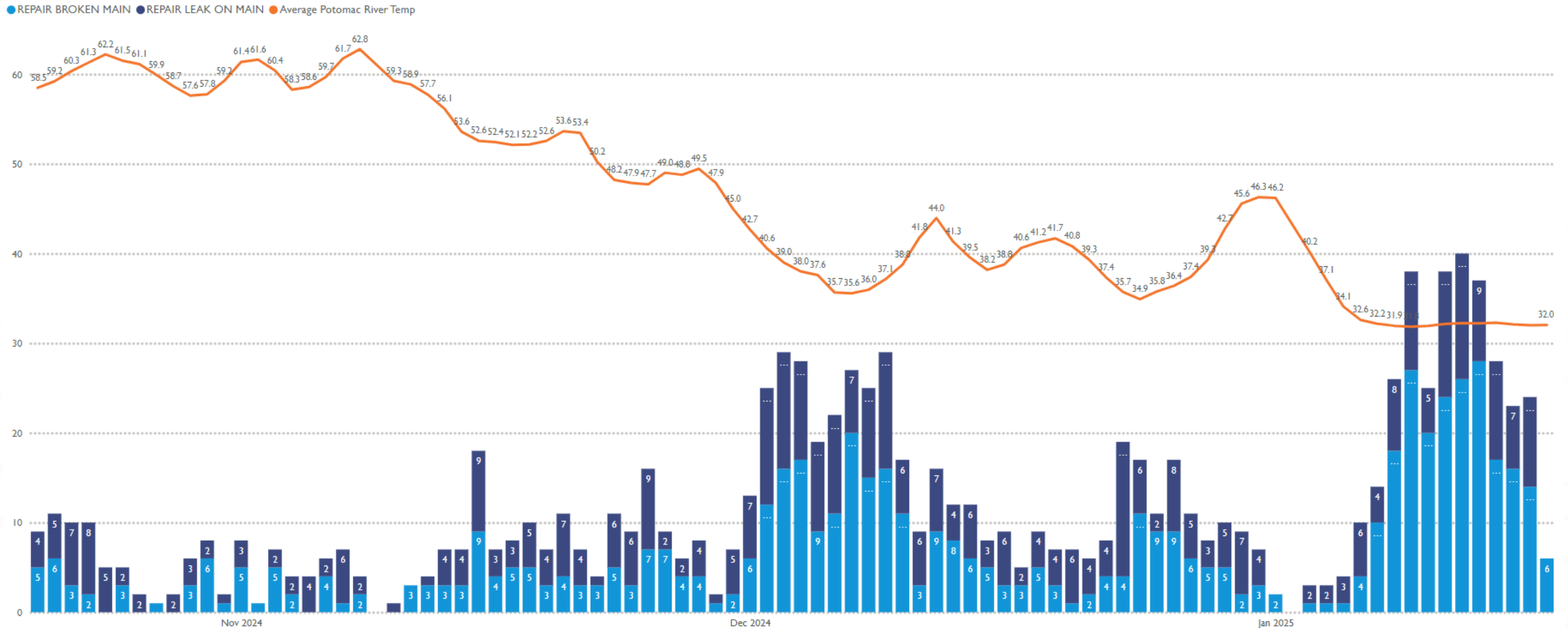


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THE WASHINGTON POST

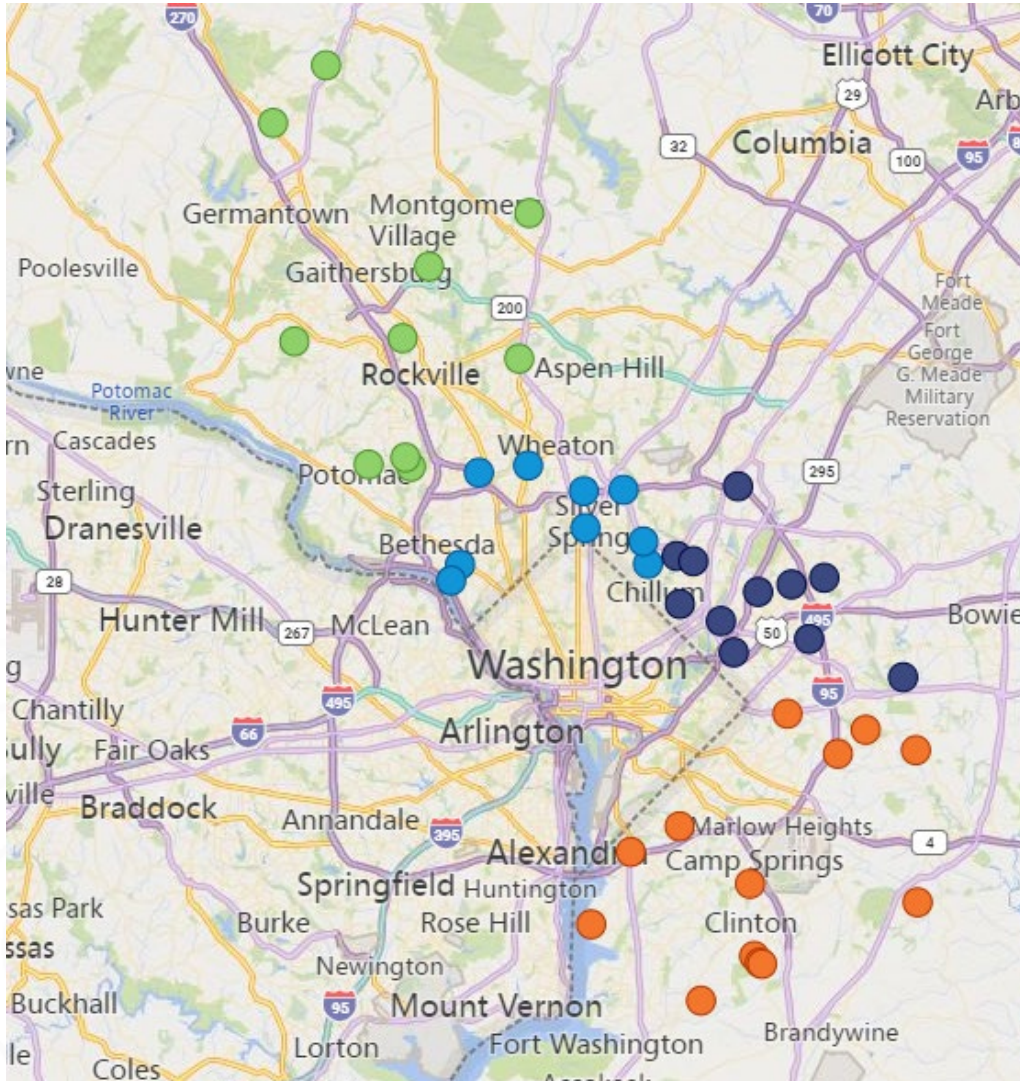


Breaks and Leaks Reported Per Day with Average Potomac River Temperature (as of 11:30am)



Open Breaks and Leaks

(as of 11:30am)



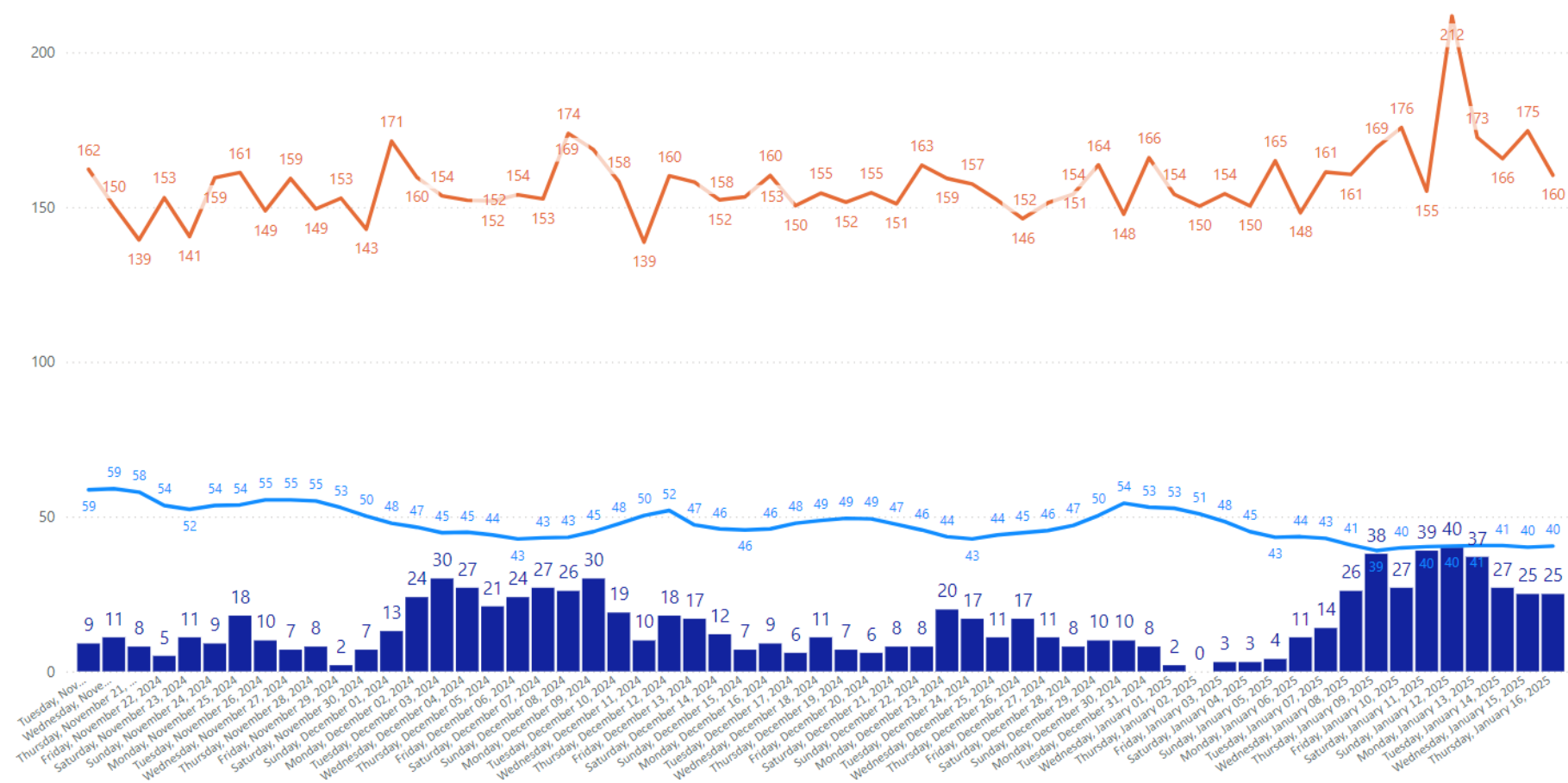
Service Depot Location	Open Water Main Breaks	Open Leaks on Water Main	Inspect for Possible Broken Water main
Gaithersburg	1	7	2
Lyttonsville	4	6	
Anacostia	3	6	3
Temple Hills	7	5	1
Total	15	24	6



Drinking Water Production

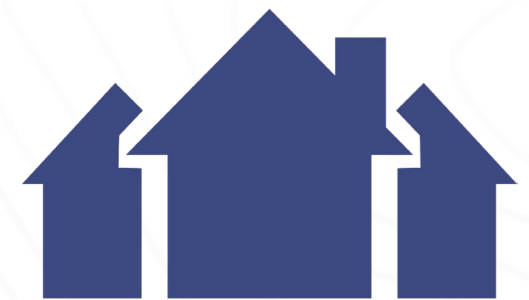
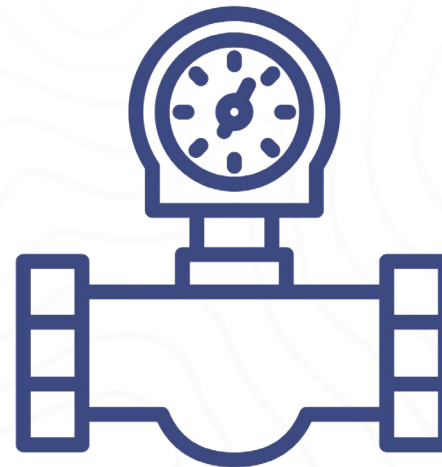
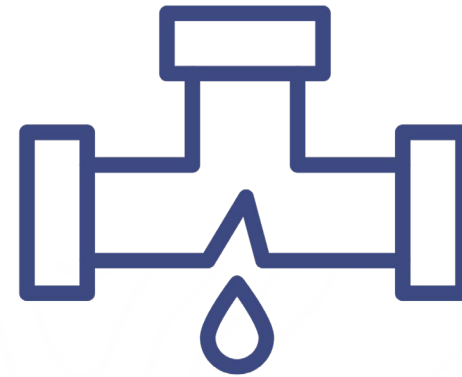
Breaks per Day with Potomac River Temp and Total System Production Per Day

● 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



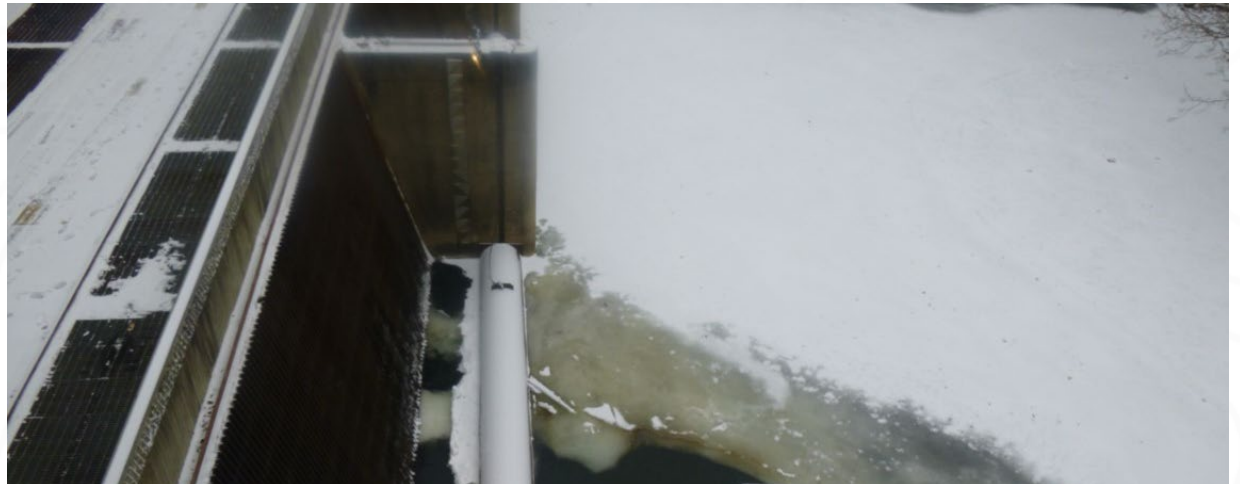
Staffing Up

- 28 crews spread across four service depots
- Additional staff out to look for breaks
- Up to 10 additional contractor crews available
- Additional staffing in our Emergency Services Center



Weatherizing our Processes

- Increased capacity at our Patuxent Water Filtration Plant
- De-icing our Potomac River in-take
- Process adjustments to account for cold temperatures



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

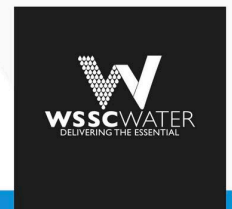


EmergencyCallCenter@wsscwater.com



WSSC Water Mobile App

Available on Apple App Store and Google Play



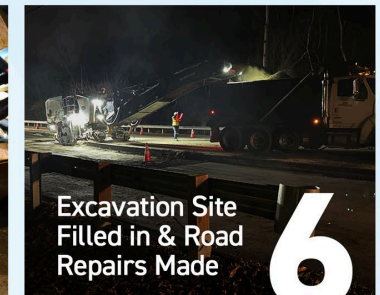
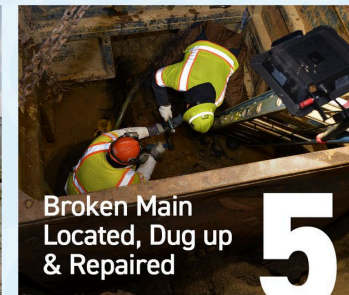
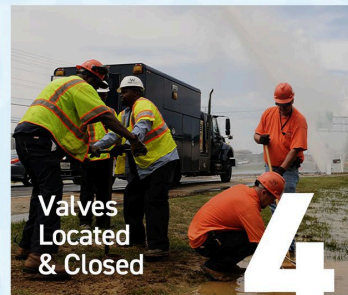
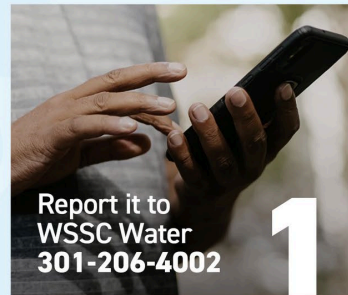
What happens when a water main breaks?

- 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.



Discolored Water → Flush Your Pipes

Discolored water is common after a water main repair in your area. Follow these simple steps to flush your pipes and relieve trapped air.



Begin with the **SINK** faucet on **lowest** floor.



SLOWLY open the **COLD** water **SINK** faucet.

Opening slowly allows for the release of trapped air and may reduce the banging noise, known as a “water hammer” that can occur when water flow and pressure changes as a result of water main repair work.

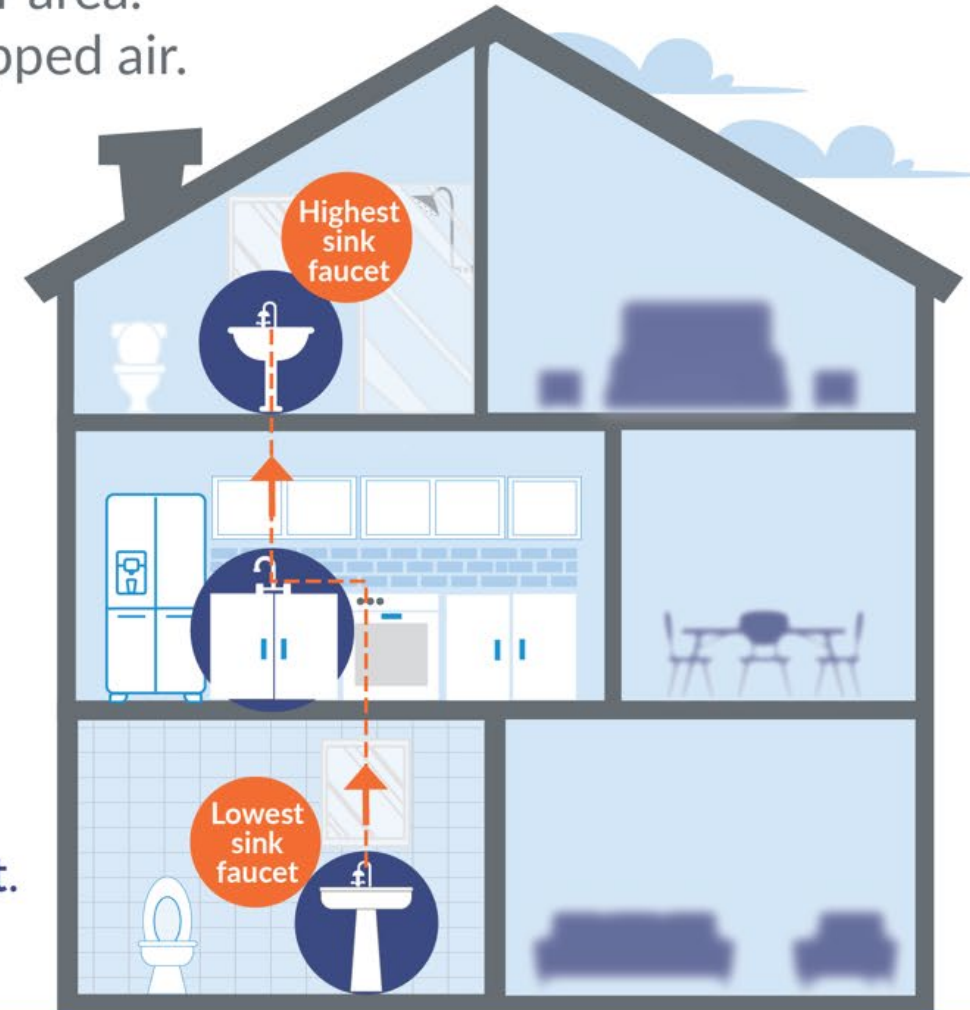


Repeat on **each floor**, moving from **lowest to highest**, only opening **COLD** water SINK faucets.



Once the **water runs clear**, usually in 5 minutes or less, **turn off** faucets in the same order, **lowest to highest**.

You should also flush your refrigerator’s water lines.



For more details: wsscwater.com/discoloredwater

Weatherizing Your Home



What are the possible scenarios if there are widespread issues?



- **Essential Use Only:**

- Before a loss of pressure
- Water remains safe for all use
- Seek to reduce demand and avoid any potential impacts from loss of storage and pressure



- **Boil Water Advisory:**

- After loss of pressure
- Safety of the water needs to be confirmed due to pressure loss
- Customers should boil water before consuming
- Other uses (showering, washing clothes) are OK



- **Mandatory Boil Water Order:**

- After loss of pressure or other contamination
- Contamination is confirmed
- Customers should boil water before consuming
- Other uses (showering, washing clothes) may be OK, follow WSSC Water's guidance



- **Do Not Drink Order:**

- After loss of pressure or other contamination
- Contamination is confirmed
- Customers should NOT consume the water at all
- Other uses (showering, washing clothes) may be OK, follow WSSC Water's guidance



- **Do Not Use Order:**

- After loss of pressure or other contamination
- Contamination is confirmed
- Customers should NOT consume or use the water at all

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

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.
- Encourage customers to sign up for WSSC Water's Customer Notification System.
- 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

Next Steps: Ongoing Engagement



- Briefing on Tuesday, January 21 on our status
- Briefings BEFORE emergencies happen when we have early warning
- Briefings convened as soon as practical when emergencies happen without warning
- Sending you a social media kit and resources to amplify our message



Questions?