



**December 2024 Update**  
**REGENCY ESTATES CIVIC ASSOCIATION**

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## I. MAINTENANCE TROUBLESHOOTING & DESIGN RECOMMENDATIONS

Based on Regency Estates resident complaints RECA compiled this past year on sewer line backups and CCTV footage taken from Summer 2024, WSSC has made recommendations for rehabilitation to their Pipeline Design Division as part of a larger project already in the works called the **Victory Lane Sewer Rehabilitation**.

WSSC's rehabilitation recommendations for Regency Estates include lining, mainline replacement, spot repair and grouting. These recommendations also include lateral renewals, which is the replacement or rehabilitation of the underground pipe that connects a home's sewer line to the main sewer line in the street. Additional information on the Victory Lane Sewer Rehabilitation project follows below.

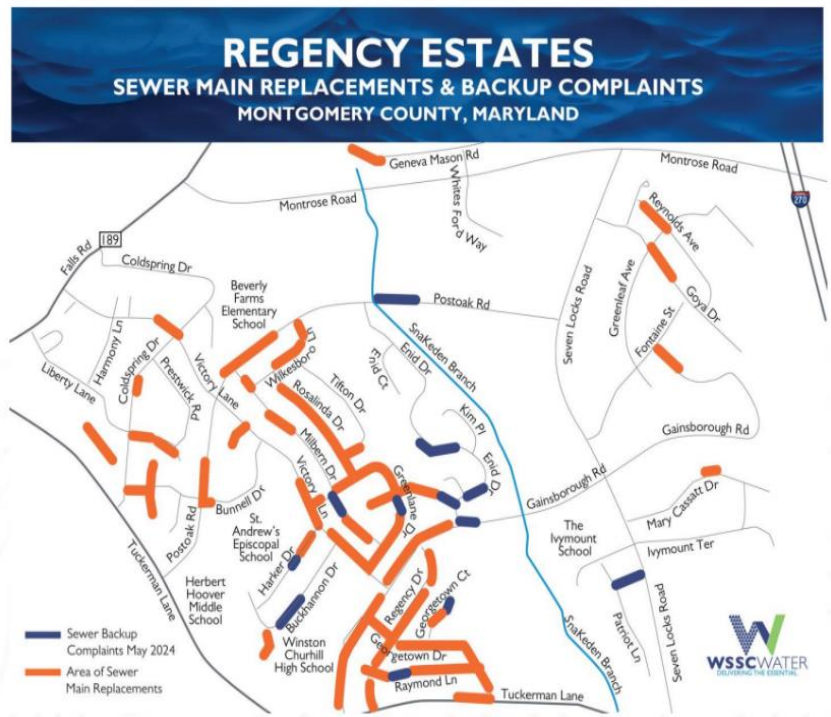
### Victory Lane Sewer Rehabilitation highlights

The project consists of the repair, rehabilitation, or replacement of

- 3.99 miles of defective sewer mains
- 1.02 miles of defective sewer laterals
- One hundred (100) manholes
- The righthand map is a snapshot of sewer backup complaints received around May 2024 and areas of sewer main replacements.

For project map details on the entire Regency Estates area or others in Montgomery County, visit:

<https://gisportal.wsscwater.com/iyn/>  
The project is currently in the design stage, whose timeline is dependent on size of the location in question and the complexity of the issues. Once WSSC finalizes design, the next stage is construction. The construction timeline is based on several factors, including priority in relation to other county construction projects and the county's available budget.



WSSC will continue to keep us informed on design updates and any next steps. They will send us a formal notification letter once the project is at 90% design completion.

## **II. SEWER LINE MAINTENANCE JET CLEANING**

As many of you may know, WSSC uses high-pressure water jets to clean out sewer lines (from tree roots and other debris) to help ensure proper flow. Cleaning intervals vary from a 3-month to 2-year cleaning cycle for different sewer segments.

WSSC does not currently notify residents when they are planning to conduct sewer line cleanings. While it is not necessary for Regency Estates residents to be around when WSSC conducts these cleanings, RECA is highly recommending WSSC notifies Regency Estates residents in advance. In this way, residents are aware and can contact WSSC for any questions they may have and/or take further actions they feel necessary (such as residents monitoring their homes during/after cleanings). WSSC is open to this discussion and RECA will keep you updated on the outcome.

### III. WSSC CONTACT INFORMATION: Emergency and Additional Support

#### Reporting and Claims Process

While the long-term Regency Estates rehabilitation project is in its early stage, it is important to know that in the interim WSSC has a reporting and claims process when a sewage backup occurs. During this process, WSSC will investigate the lines in question, and if determined at-fault, WSSC is responsible for repairing the line, cleaning affected areas of resident's home, repairing and/or replacing damaged property/value, as well as household items. **Please click the link below or scan the QR code to view WSSC's emergency contact number and step-by-step process guide:**

<https://www.wsscwater.com/claims>



Scan or visit  
[wsscwater.com/claims](https://www.wsscwater.com/claims)  
to download a  
Property Damage Claim Form

#### For Reporting Water or Sewer Emergencies



**REPORT A WATER OR SEWER EMERGENCY**

**301-206-4002**

[EmergencyCallCenter@wsscwater.com](mailto:EmergencyCallCenter@wsscwater.com)

**WSSC Water Mobile App**  
Available on Apple App Store and Google Play

#### For General, Non-emergency Inquiries



Contact Us: (301) 206-4001  
[customerservice@wsscwater.com](mailto:customerservice@wsscwater.com)

#### Pointers on Protecting Your Pipes



**PROTECT YOUR PIPES**

**No FOG**   **Three Ps**   **55°+**

Never pour **FATS, OILS** or **GREASE** down the drain.

Flush **only** **PEE, POOP,** and toilet **PAPER.**

Keep 'em warm! Make sure temperature stays above **55°**.

wsscwater.com • #ProtectPipes

#### To Sign-up for WSSC alerts



**CNS** Customer Notification System

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**