



Joy Hamilton, Project Outreach Manager
Yvette Parker, Division Manager, WWSAD
Gary Wallace, Project Manager
Cornelius Wright, Project Manager

Sewer Rehabilitation & Preventative Maintenance Updates

for **Regency Estates Civic Association, Inc.**

May 14, 2025

Agenda

- WSSC Water Overview
- Operations & Maintenance Updates
- Project Design Updates
- Important Contacts
- WSSC Water Resources
- Questions & Answers

WSSC WATER AT A GLANCE



★ **106 years** of no drinking water quality violations, ever.
 ★ **Platinum Peak Performance** recognition for wastewater treatment and resource recovery excellence.



8th

Largest combined water and wastewater utility in the United States by population served



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



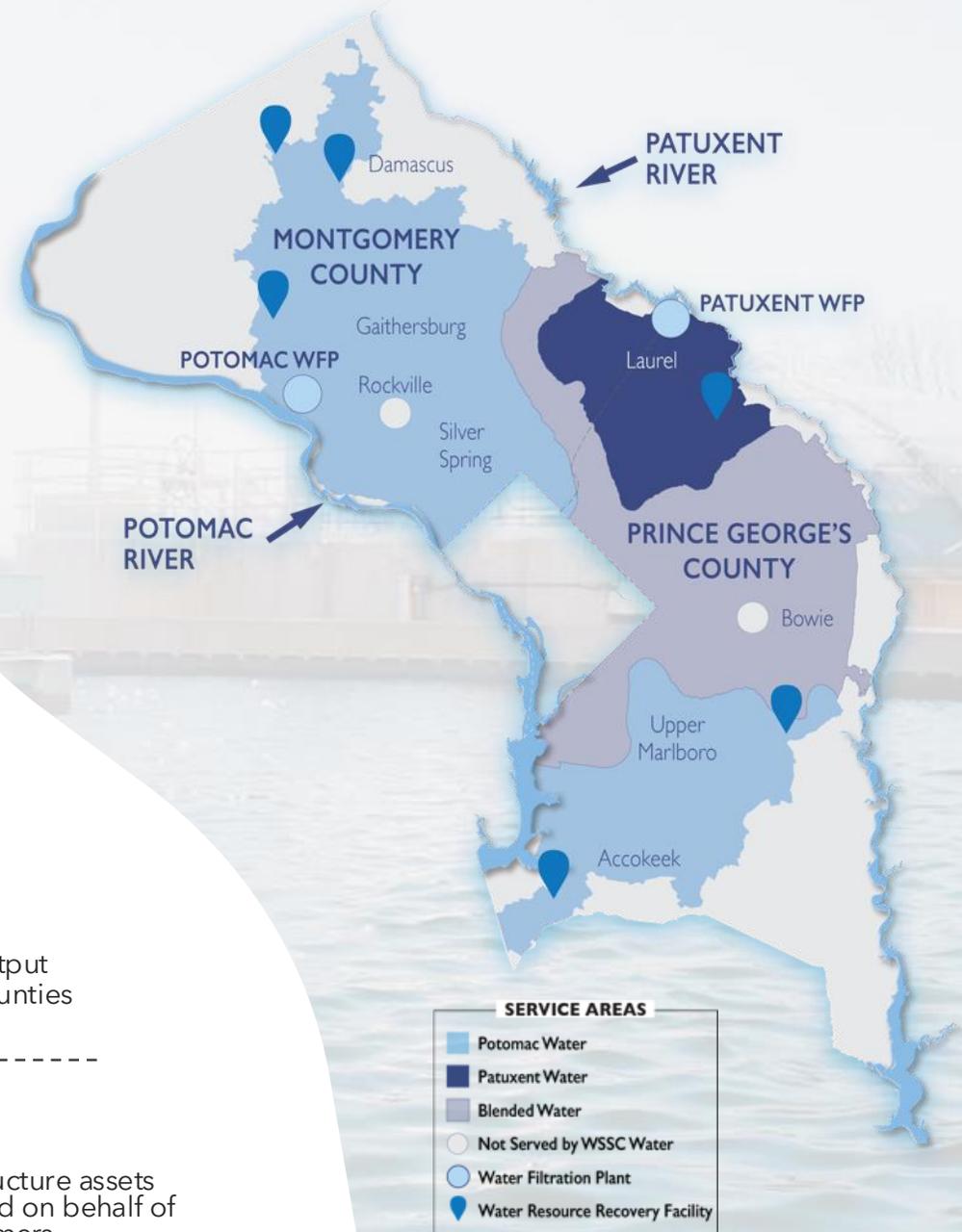
\$5.9B

6-Year Capital Improvements Program



\$9B

In infrastructure assets maintained on behalf of our customers



Operations and Maintenance Updates

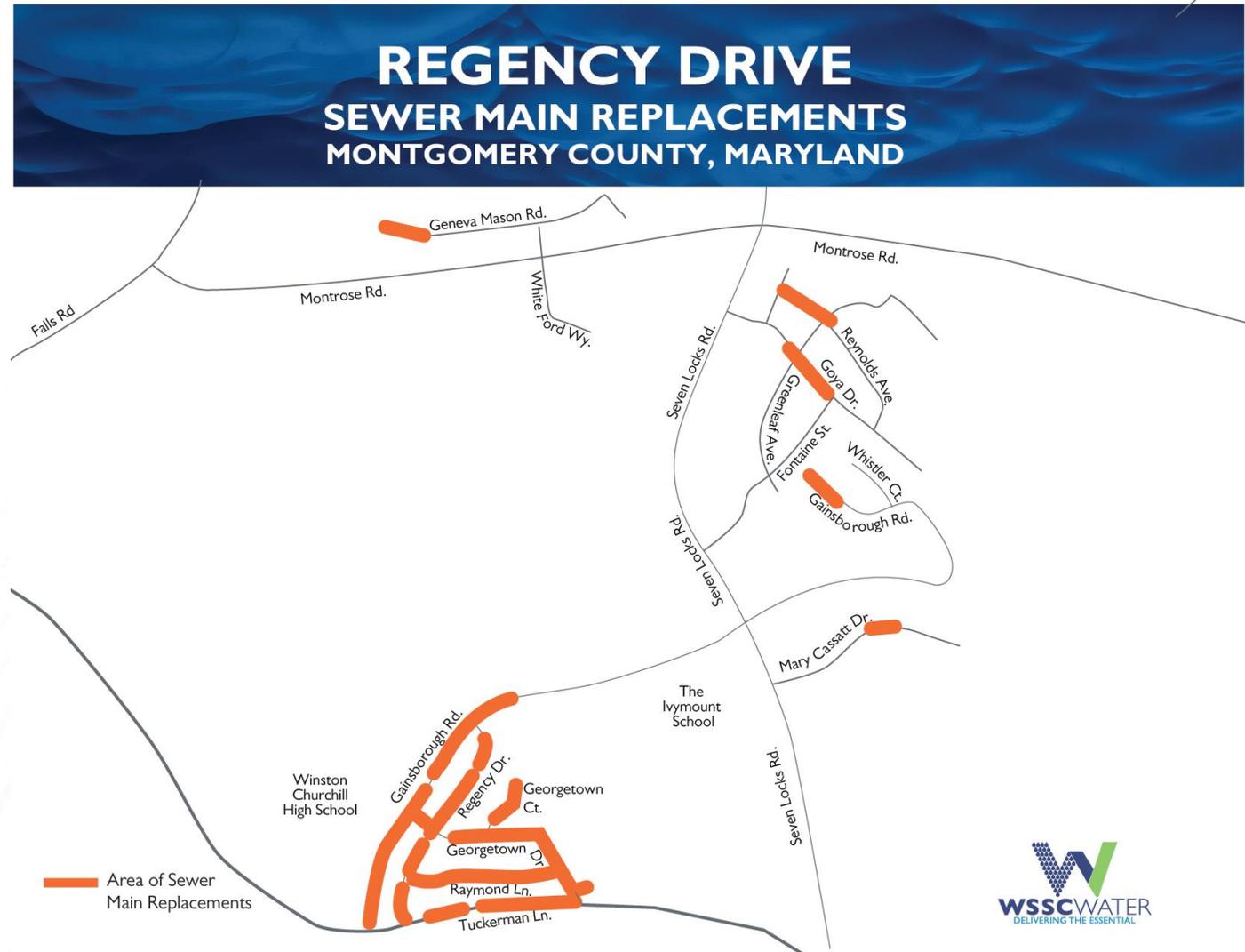


Preventative Maintenance

- The cleaning intervals vary from a 3-month to a 2-year cleaning cycle for different sewer segments.
 - To determine the cleaning schedule for a specific address customers may contact: Customer Advocate **Phil Callahan** at **240-204-2123** or **Philip.Callahan@wsscwater.com**
- Recommendations for rehabilitation have been sent to our Pipeline Design Division.
 - This includes lining, mainline replacement, spot repair, & grouting.
- These recommendations are being implemented within our projects in design.

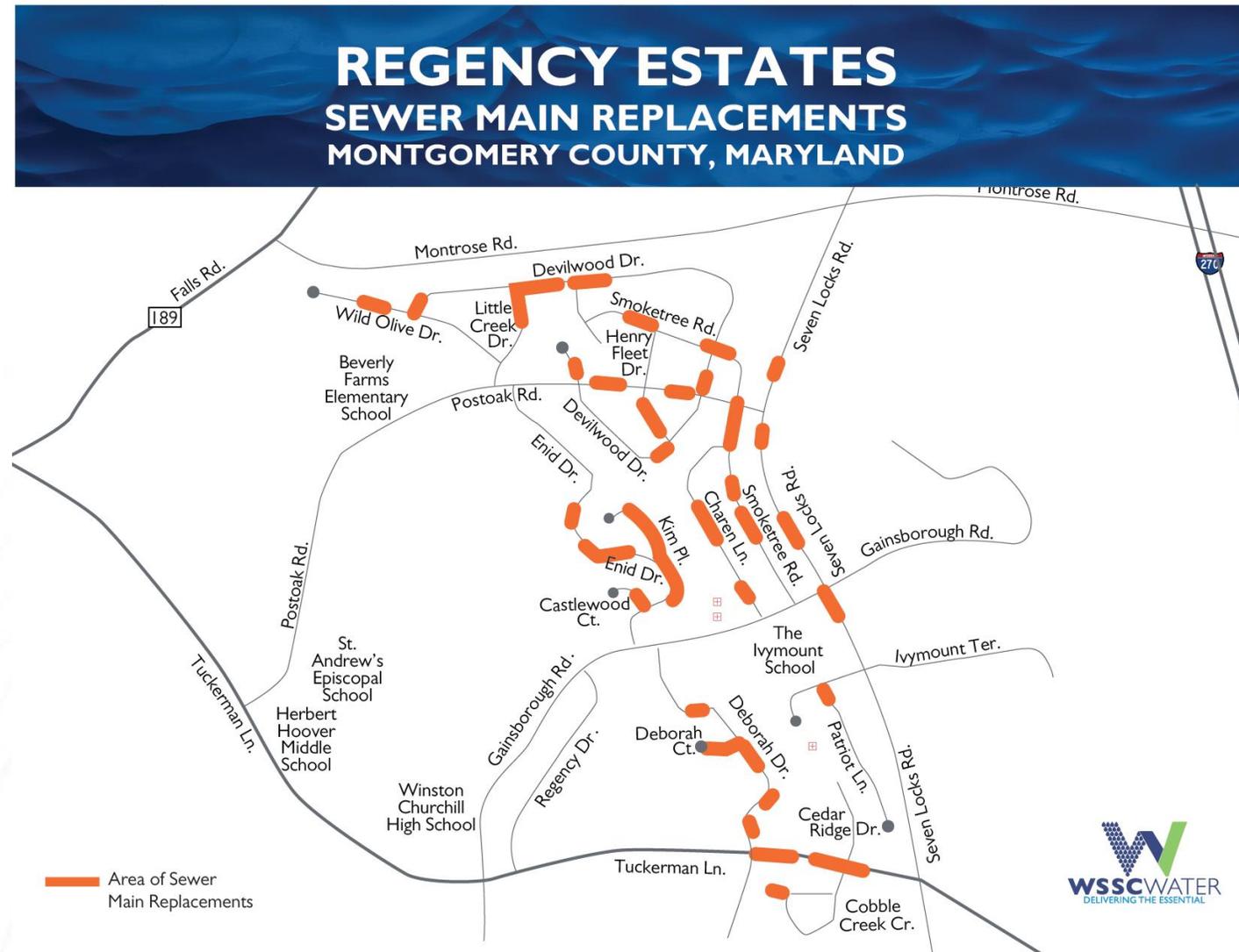
Project in Design- Regency Drive Sewer Rehabilitation Project

- The Regency Drive Sewer Rehabilitation Project consists of the repair, rehabilitation, or replacement of:
 - 2.17 miles of defective sewer mains
 - 0.4 miles of defective sewer laterals
 - Forty-nine (49) manholes
- The project is currently in the 90% design stage and will utilize various rehabilitation techniques such as CIPP (trenchless) lining, pipe bursting, and open-cut replacement.
- We will keep you updated when project is closer to construction
 - Notification letters will be sent out in June



Project in Design- Regency Estate Sewer Rehabilitation Project

- The Regency Estate Sewer Rehabilitation Project consists of the repair, rehabilitation, or replacement of:
 - 2.07 miles of defective sewer mains
 - Defective sewer laterals -TBD
 - Manholes - TBD
- The project is in its initial design phase and will utilize various rehabilitation techniques such as CIPP (trenchless) lining, pipe bursting, and open-cut replacement.
- We will keep you informed as the project advances in its design.
 - Door hangers have been distributed, containing the necessary information as part of our initial design process.



Important Contacts



Gary Wallace

Project Manager

301-206-8012

Gary.Wallace@wsscwater.com

Claims Department

Monday – Friday, 8 a.m. to 5 p.m.

301-206-7095

claimsc@wsscwater.com

Cornelius Wright

Project Manager

301-206-8439

Cornelius.Wright@wsscwater.com



Scan or visit
wsscwater.com/claims
to download a
Property Damage Claim Form



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



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

Customer Notification System (CNS)

REPORT A WATER OR SEWER EMERGENCY

301-206-4002

EmergencyCallCenter@wsscwater.com

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

WSSC WATER
DELIVERING THE ESSENTIAL

Report Water/Sewer Emergency

Protect Your Pipes

PROTECT YOUR PIPES

No FOG



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

Three Ps



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

wsscwater.com • #ProtectPipes

55°+



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



WSSCWaterNews



WSSCWater



WSSCWater



WSSCVideos



** Example from "Can the Grease"
program.*

Customer Advocate

- The Customer Advocate provides a support interface between both commercial and residential customers, WSSC Water employees, public officials, county agencies, HOAs/civics and other key external stakeholders with the goal of providing exceptional customer service.
- Advocates are responsible for educating WSSC Water's external customers on a variety of topics including financial assistance, water conservation and other important commission initiatives.
- They also coordinate "on the scene" customer support during emergency events.

**Montgomery County
(areas north of Randolph Road)**



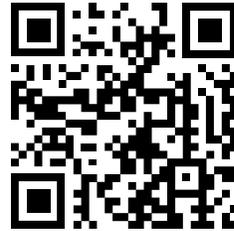
Phil Callahan | 240-204-2123
Philip.Callahan@wsscwater.com

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



Questions?

