



Montgomery Knolls Water Main Replacement Project

Project ID #BR6315A17

Montré Dupree, Project Outreach Specialist

Tesfai Giorgis, Design Project Manager

Michael Krempel, Technical Contracts Supervisor

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June 4, 2025

Agenda

- Introduction to Project Team
- WSSC Water Overview
- Project Overview
- Project Map
- Estimated Construction Schedule
- What to Expect During Construction
- What's Your Pipe Type?
- Important Contacts/Customer Assistance
- Questions & Answers

Project **Contacts**

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Emergency Services Center

Open 24/7

301-206-4002

emergencycallcenter@wsscwater.com



Scan or visit
wsscwater.com/projectmeetings
for more information on
Community Project Meetings

WSSC WATER AT A GLANCE



★ **107 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



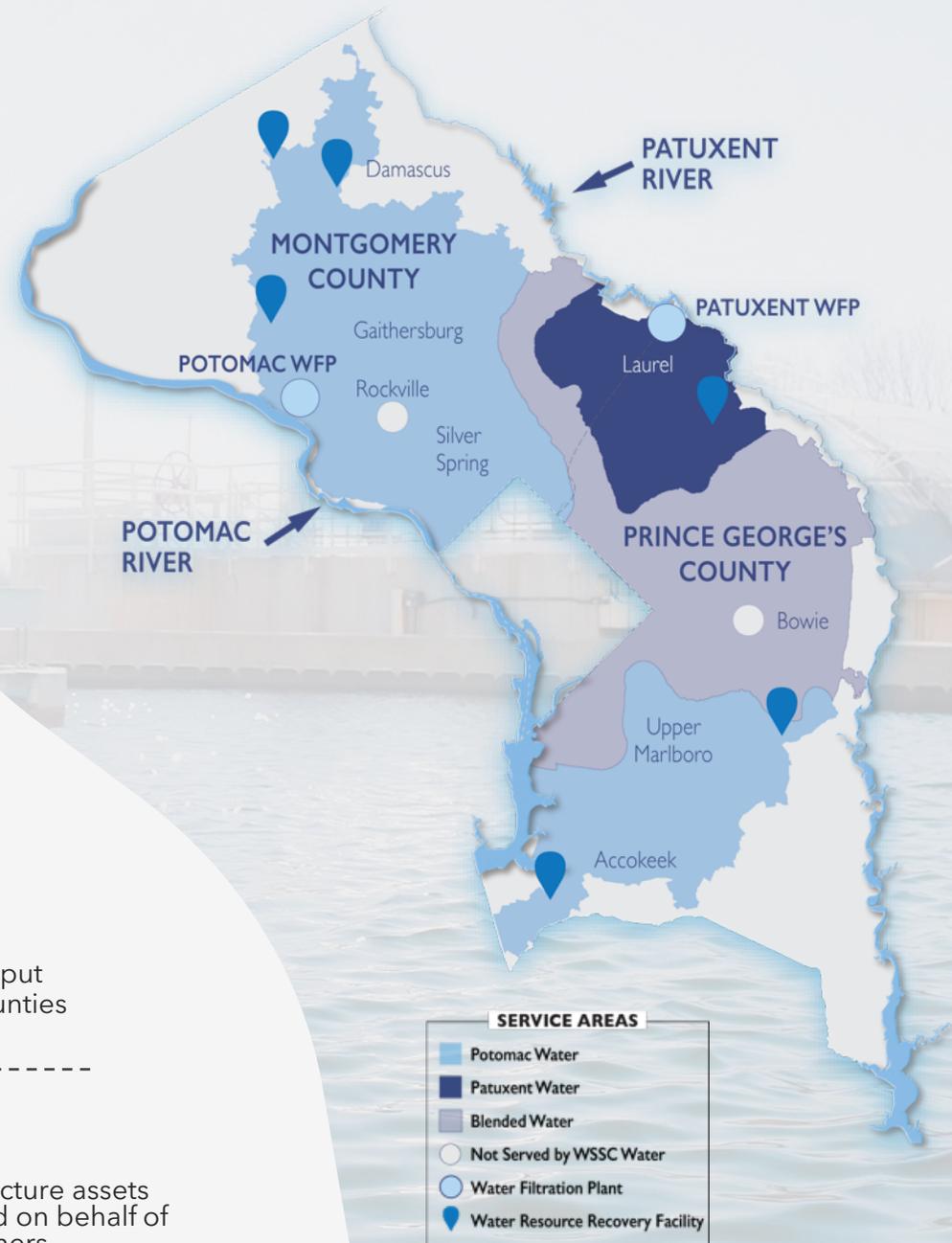
\$5.9B

6-Year Capital Improvements Program



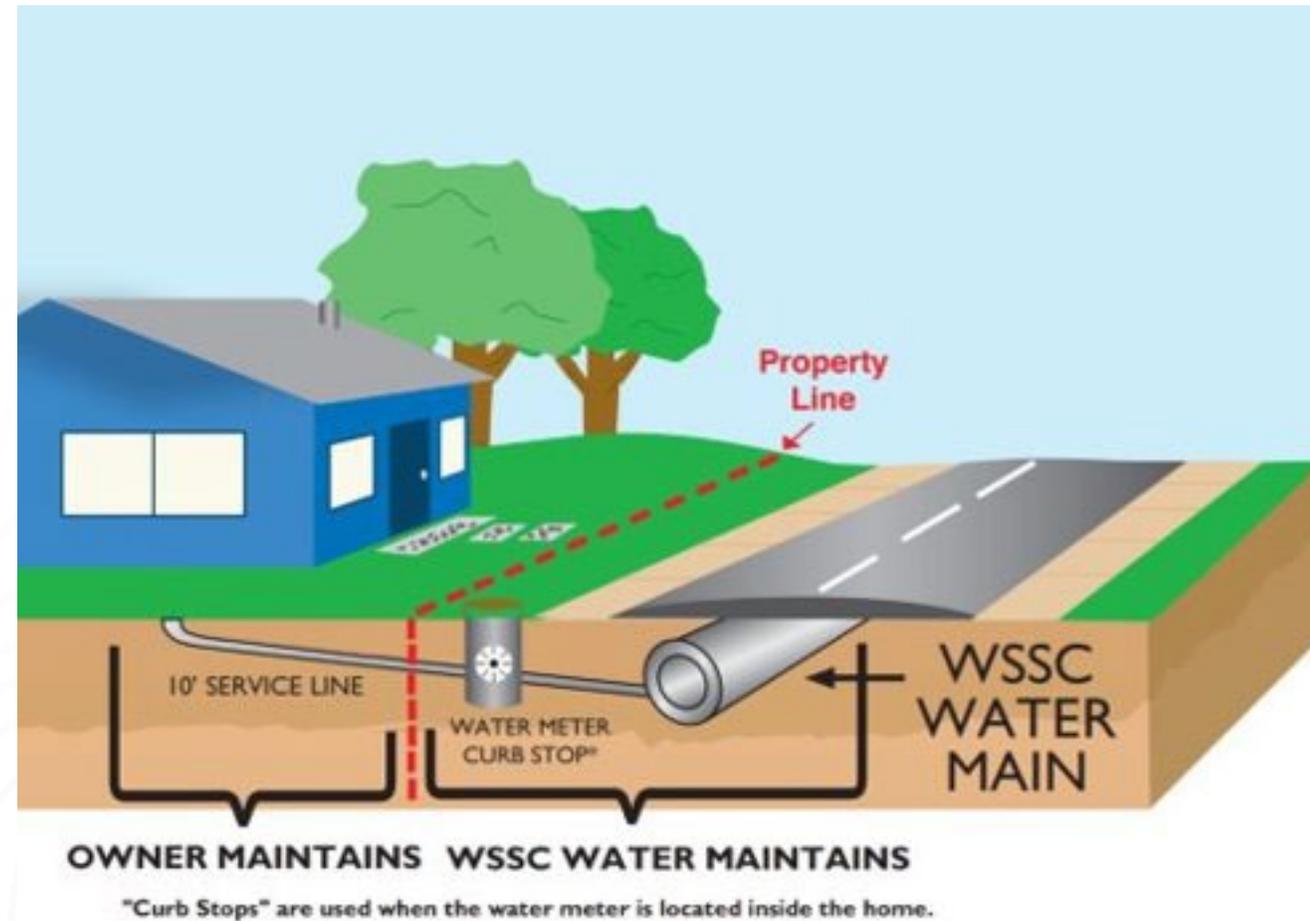
\$9B

In infrastructure assets maintained on behalf of our customers



Project Overview

- New watermain will be installed within the roadway
- New house connections (service lines) will be installed up to property line or water meter/curb stop
- Replacing existing pipes helps reduce disruptions to community, environment and emergency services due to water main breaks



Project Map

Directly Impacted Streets

Phase 1

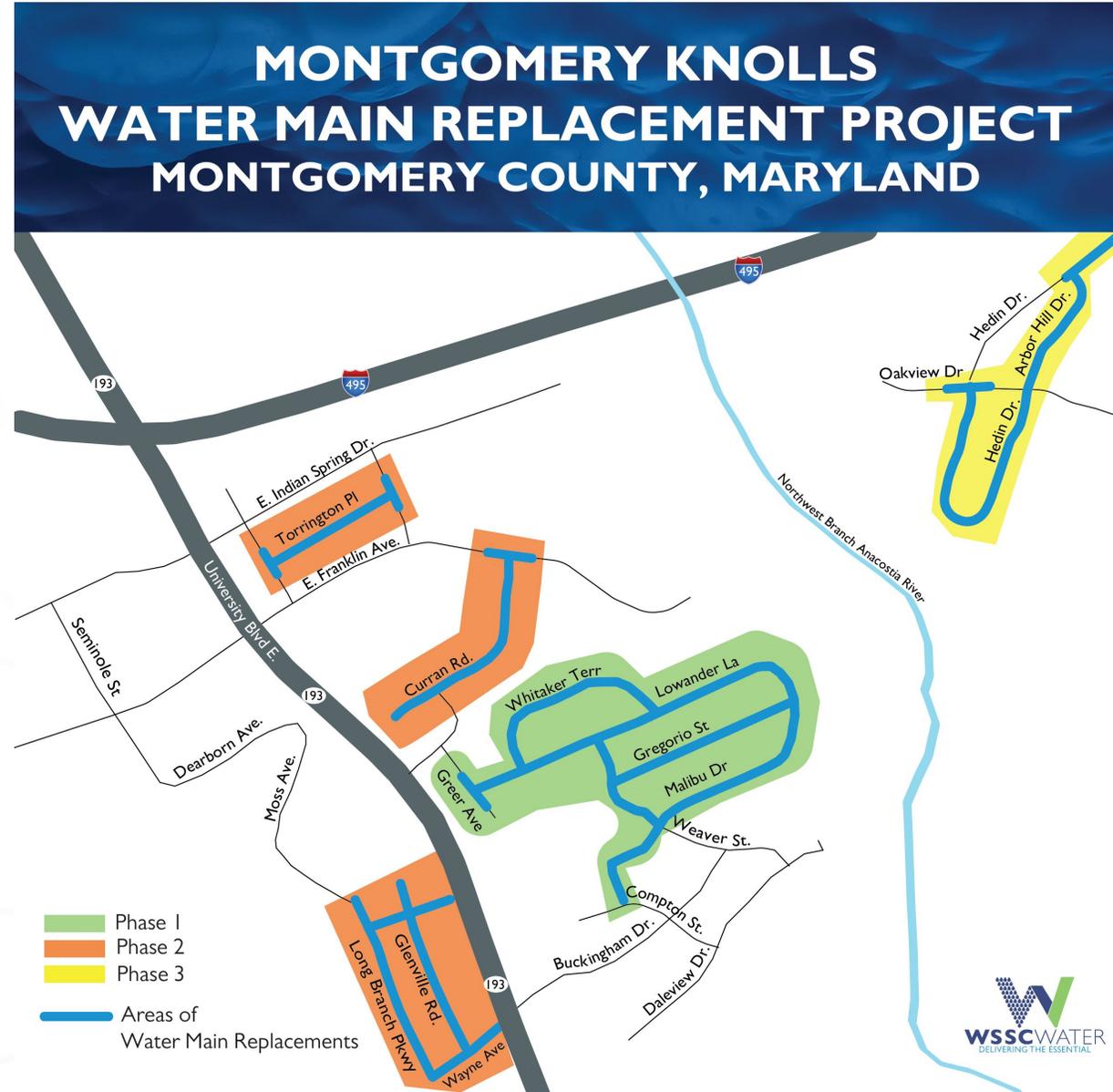
- Greer Avenue
- Gregorio Street
- Lowander Lane
- Malibu Drive
- Whitaker Terrace

Phase 2

- Curran Road
- Glenville Road
- Long Branch Parkway
- Torrington Place
- Wayne Avenue

Phase 3

- Arbor Hill Drive
- Hedin Drive
- Oakview Drive



Fire Hydrant Installation

- WSSC Water is responsible for providing **water for fire protection** to Montgomery and Prince George's counties
- To safeguard public safety, we proactively replace and maintain our fire hydrants to monitor water pressure and flow rate, as well as inspect internal working parts to **ensure the highest level of protection**
- Per the Fire Safety Code, the maximum spacing between fire hydrants is **250-600 feet**, depending on the building structure
- WSSC Water fire hydrants are made of cast iron materials and **can last more than 50 years**

WSSC Water fire hydrants have dark green top and gray body.



Estimated Construction Schedule



June 2025

Anticipated Construction
Start



April 2027

Estimated Construction
Completion

Construction schedule is estimated and weather dependent



What to Expect During Construction

- Anticipated Work schedule: 9:00 a.m. to 3:00 p.m., Monday-Friday
 - Conditions at some locations may require different work hours
 - Residents will be notified at least two days prior to construction activity changes
- Construction activities may include:
 - Marking locations of utilities
 - Field inspections
 - Replacement of water mains, and house connections
 - Pavement restoration where digging is necessary
- WSSC Water coordinates with local and state agencies, as well as other utilities for all planned work to avoid potential conflict and minimize disturbances to neighborhoods

What to Expect During Construction (cont.)

- Open-cut construction method, which involves cutting and excavating a section of the pavement
- This construction method does create noise and dust



Temporary Water Service Installation

- Above ground (bypass) pipes may be installed to maintain water service to your home
 - Bypass pipes are not used in cold weather months
- These pipes will be placed along the roadway edge and provide the same quality of water to your home.



Construction Impacts

- Certain construction activities may require temporary changes to traffic patterns
 - Traffic will be managed to minimize community disruptions
- Access will be maintained to homes during construction
 - Access into homes is **NOT** required, except for those whose service lines need to be verified
 - Access onto private property is generally **NOT** required, again, except for those whose service lines need to be verified
- Parking restrictions
 - WSSC Water will provide 48-hour advance notice (denoted by “No Parking” signs) before any parking restrictions
 - Any vehicles not removed from the designated area will be towed to a nearby street at no cost to owner
- Final restoration of sidewalks, roadways and landscaping will take place within 90 days of construction completion

Final restoration may take place in phases when possible



Signage and Restoration

- Construction signs with contact persons placed throughout project area
- Projects completed during winter months are permanently paved and restored to their original state or better the following spring



What's Your PIPE TYPE



- Lead & Copper Rule is a national public health effort to remove lead from America's drinking water.
- Multi-year EPA rule focuses on identifying pipe materials, including those on private property.
- WSSC Water treats drinking water, which is lead-free as it leaves the plant and flows through the water mains.
- But lead can get into water as it passes through service lines, household plumbing and/or faucets and fixtures that contain lead.
- WSSC Water removed all known lead pipes within our distribution system in the early 2000s.



GALVANIZED STEEL
(DULL GRAY)



COPPER PIPE
(COLOR SIMILAR TO PENNY)



PLASTIC PIPE
(COLORS VARY)



LEAD PIPE
(GRAY, OFTEN WITH BULB)



PAINTED PIPE
(ANY MATERIAL MAY BE PAINTED)

More information on identifying your pipe type can be found at: wsscwater.com/pipetype

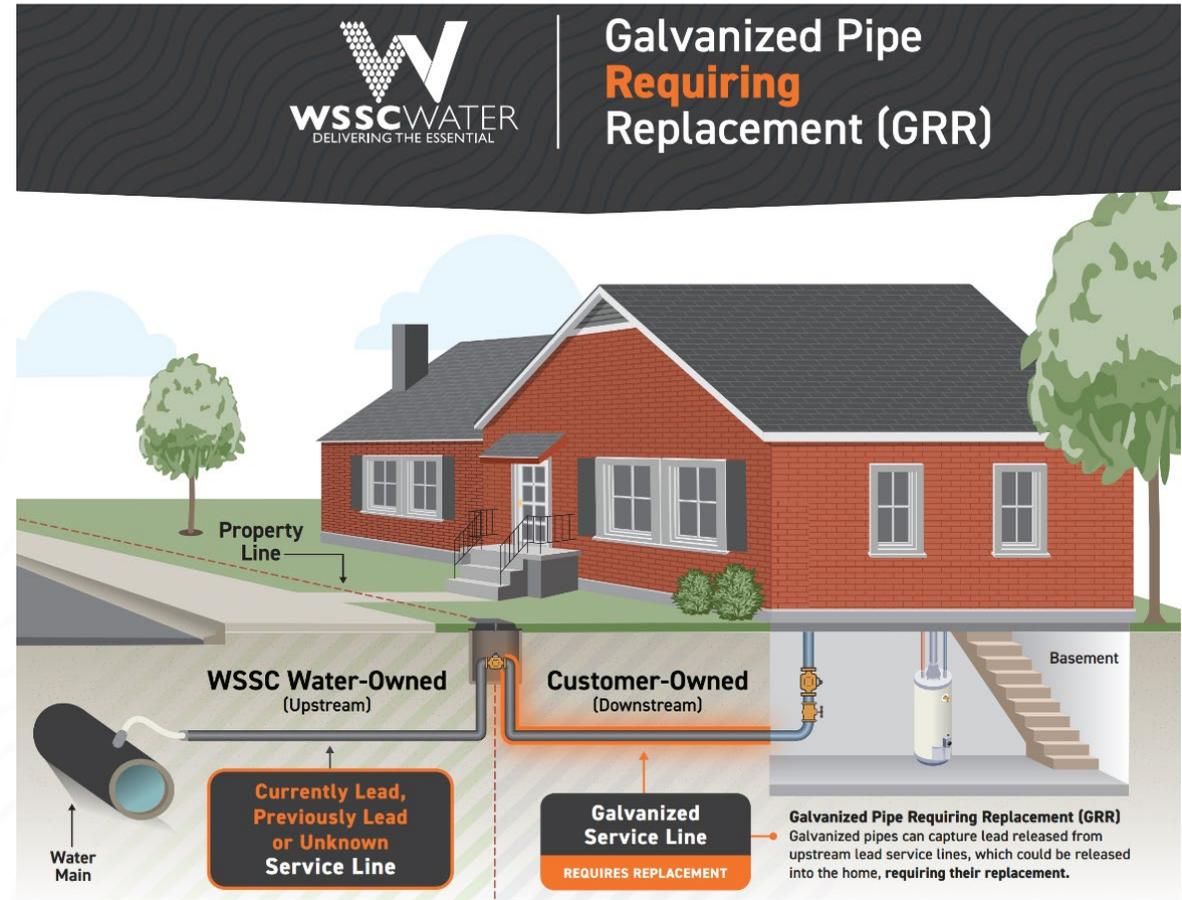
Unknown & Galvanized Pipes

Unknown

- Customer-side only, utility-side only or both sides

Galvanized

- If the WSSC Water-owned portion was NEVER lead, it doesn't need to be replaced.
- If the WSSC-Water-owned side is lead, or was ONCE lead, or cannot be proven it was ever non-lead, this service line requires replacement.



If confirmed GRR (or Lead)



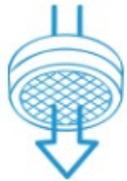
- EPA and WSSC Water recommend replacement
 - Currently developing replacement plan
 - Also developing financial assistance plan
- In the meantime
 - WSSC Water can provide a sampling kit for residents to collect water samples. We will provide free analysis.
 - Ways to reduce lead exposure
- Actions required after construction
 - Flushing (running the taps)
 - Sampling
 - Filtering your drinking water

Ways to Reduce Lead Exposure



Run your water

- Before drinking or cooking, flush your pipes for 5 min by running the tap, taking a shower, or doing laundry or dishes
- Use only cold water for drinking, cooking, or making baby formula



Clean faucet aerators

- Regularly remove and clean the aerator on your faucets
- Aerators can trap lead particles if you have, or previously had, a lead service line



Use and maintain water filters

- Consider using a water filter certified to remove lead
- There are various types including filters for: water pitchers, faucet-mounted, under-sink, refrigerators, and more
- Follow the manufacturer's schedule for filter replacement



Replace old faucets and fixtures

- Faucets and fixtures installed prior to 2014 do NOT meet today's requirements for "lead free" fixtures. Consider replacement

Project Summary

- **Overview:** Existing water mains are near the end of their useful lives
- **Replacements:** WSSC Water is replacing the water mains and water house connections up to the property line
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will coordinate work activities with property owners in the project area
- **Restoration:** WSSC Water will restore all areas impacted by construction activities at the end of the project
- **Objective:** WSSC Water's goal is to provide a reliable water system to customers

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



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

Report Water/Sewer Emergency

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 south of Randolph Road)**



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Questions?

