



**Washington Suburban  
Sanitary Commission**

# **Sewer Rehabilitation Projects**

Established in 1918, today WSSC is the 8th largest water and wastewater utility in the nation, with a network of more than 5,500 miles of fresh water pipeline and nearly 5,400 miles of sewer pipeline. Serving 1.8 million residents in Prince George's and Montgomery Counties our drinking water has always met or exceeded federal standards.



[www.wsscwater.com](http://www.wsscwater.com)



WSSC is performing  
sewer rehabilitation in your  
neighborhood.

*Here's what you need to know.*

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## Contact Information

Main Number.....	301-206-WSSC (9772)
Toll Free.....	1-800-828-6439
Claims.....	301-206-7095
24-Hour Emergency Call Center:.....	301-206-4002

For specific questions about a project underway on your street, contact information can be found on the project signs posted in your neighborhood

## Restoration

Areas of grass that are disturbed as a result of the water main replacement project will be restored as closely as possible to its original appearance. WSSC will put a temporary patch on any area of pavement that is disturbed as a result of the project. WSSC and each municipality work together to determine how the final paving restoration will be completed.



## Your Water and Sewer Service During Rehabilitation

While sewer system work is in progress water and sewer service may be interrupted for a period of time to allow work to be completed. Customers whose homes and businesses are impacted by this work will be notified approximately 48 hours in advance of any interruption to their water or sewer service. If you are at home you may even be asked not to use water for short periods of time. The period of “no water use” is necessary to allow the contractors to work safely, allow for proper material curing/setting times, and the successful reinstatement of your sewer service.

Water and sewer shutdowns will not exceed eight hours and will not be scheduled on the day before, day of or the day after the following holidays: New Years Day, Good Friday, Easter, Beginning of Passover, Memorial Day, Independence Day, Labor Day, Rosh Hashanah, Yom Kippur, Thanksgiving, Hanukkah, Christmas.

If rehab work takes longer than 8 hours to complete a temporary sewer bypass will be provided. If you experience problems during sewer rehab work please call WSSC's 24-hour emergency number at 301-206-4002.

## Aging Infrastructure

WSSC has been serving the residents of Montgomery and Prince George's counties since 1918. Our mission is to provide safe and reliable water to our customers and return clean water to the environment, all in an ethically and financially responsible manner. However, WSSC is now faced with the critical challenge of the old and failing infrastructure. As a result of ongoing investigations into the condition of the sewer infrastructure, WSSC is in the process of implementing various rehabilitation programs that will extend the useful life of the aging sewer system by renewing, replacing, and repairing sewer pipes and manholes.

WSSC maintains nearly 5,400 miles of sewer mains throughout its service area; WSSC appreciates notification from citizens if a sewer back up is suspected. Residents can call 301-206-4002 or toll free 1-800-828-6439 at any time to report water or sewer emergencies in Prince George's or Montgomery counties.

We appreciate your patience and cooperation throughout this project as we work to provide you with reliable service for life's most precious resource—water.

## Before Construction

### Assessment and Analysis (Glen Diaz)

#### Miss Utility Paint Markings

Safety is a priority for WSSC. Before any digging occurs, Miss Utility will mark all underground utilities with temporary paint. Depending on the location of the utilities, you may see paint markings on your lawn, driveway, the sidewalk and the street in front of your home.



## Your Water During Construction

### Temporary Water Shutdowns



Some water shutdowns will be required during construction.

WSSC Inspectors will go door to door

notifying residents three days prior to a shutdown and leave information at the front door.

Water shutdowns will not exceed eight hours and will not be scheduled on the day

before, day of or the day after the following holidays: New Years Day, Good Friday, Easter, Beginning of Passover, Memorial Day, Independence Day, Labor Day, Rosh Hashanah, Yom Kippur, Thanksgiving, Hanukkah, Christmas.

### Temporary Water Service

While the new mains are being installed, temporary, bypass mains will provide you with the same, high quality water that WSSC supplies every day.



## Pipe Rehabilitation Begins

Depending on the type of work being completed, you may see the contractor rehabilitating the sewer system utilizing innovative insitu (below ground) replacement and repair techniques. In the event insitu rehabilitation techniques can not be utilized you will see us digging in the following areas:

- Street
- Along the sidewalk
- In the right of way in front of your house

Access to driveways will be maintained to the extent possible. If access needs to be restricted a WSSC Contract Manager will contact you prior to the start of work. Access inside homes is NOT required. Traffic will be controlled to minimize delays.



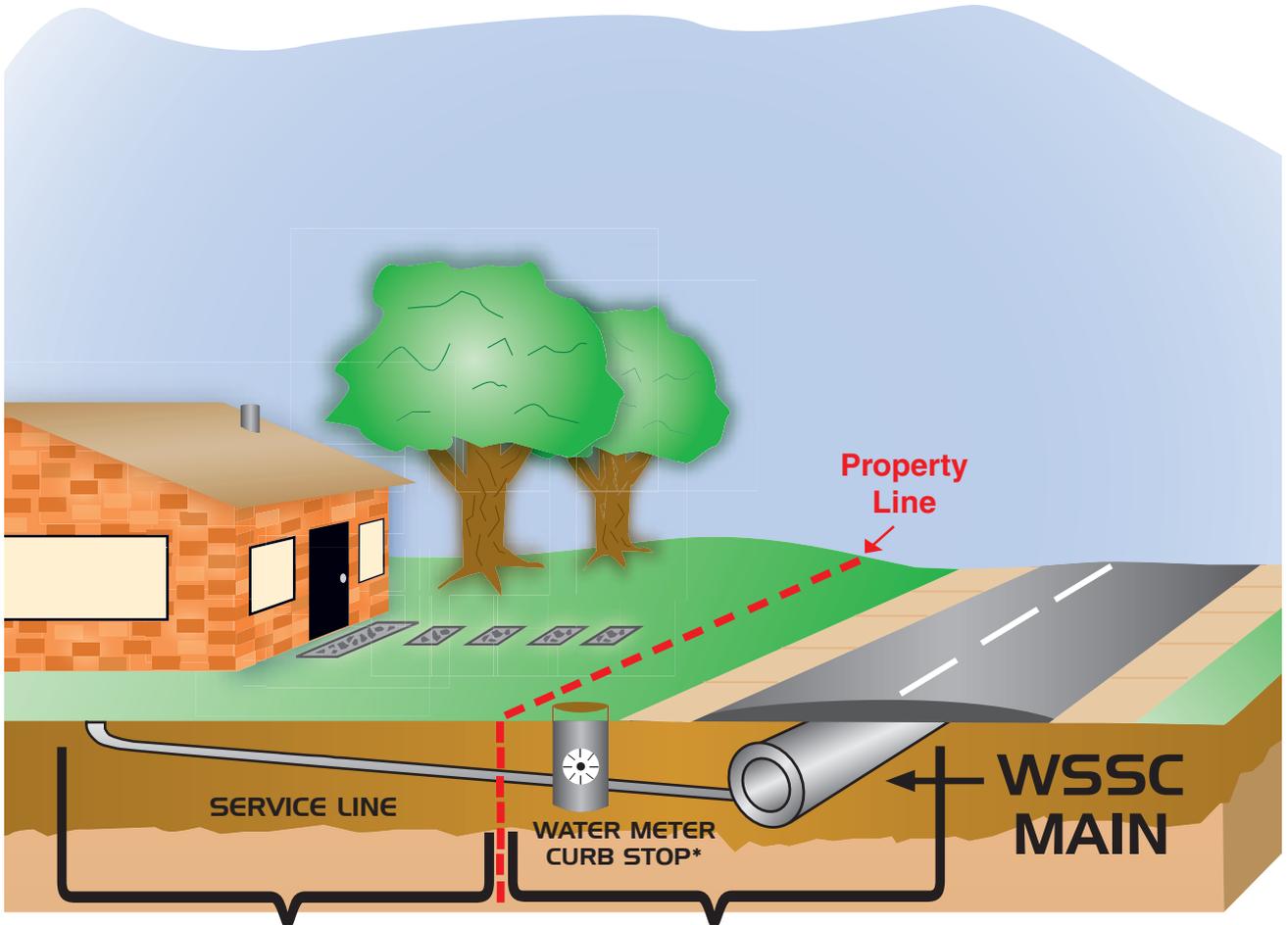
## Notification

Letters or door hangers will be used to inform customers when work is scheduled for their area. These notifications may occur a couple of weeks before work begins, but no later than 48 hours before work will take place. Contact information specific to the schedule work will be included in any information received.



## Understanding the Property Line and the Pipes

WSSC maintains the water main in the street and the water service line from the main to the property line including the outside meter or curb stop. The service line that runs from the property line to the house is the responsibility of the homeowner.



**OWNER MAINTAINS**

**WSSC MAINTAINS**

"Curb Stops" are used when the water meter is located inside the home.