

Customer PIPELINE



Recognition for Excellence

The National Association of Clean Water Agencies (NACWA) presented WSSC Water with its 2023 National Environmental Achievement Award for our “Introduction to



Wastewater Treatment“ virtual unit. The innovative unit provides a step-by-step virtual tour of how wastewater is expertly treated to protect the Chesapeake Bay by returning clean water to Maryland waterways. Educators and students can request the unit by visiting wsscwater.com/educationoutreach and clicking the “request resources or a program” button.

WSSC Water was also inducted into the Leading Utilities of the World Network by the Global Water Leaders Group. By demonstrating excellence in water resource recovery, network operations and emergency management, we are now part of an elite network of 65 of the world’s most successful and innovative water and wastewater utilities.

Did You Know?

Need your account number? Use our new Account Number Lookup Tool: wsscwater.com/account-lookup.

Investing in Safe, Clean Water... and You!



WSSC Water is proposing a \$1.6 billion Fiscal Year 2024 budget that invests in the reliability and resilience of our critical infrastructure systems.

With increasing costs for chemicals and supplies, declining water consumption and past due amounts totaling more than \$50 million, a seven percent average water/sewer rate increase and seven percent increase to the Account Maintenance and Infrastructure Investment Fees is necessary to fund clean-water projects to protect public health. A typical three-person household,

using an average per person consumption of 50 gallons of water per day, would see a quarterly increase of \$16.43 in their bill. Learn more at wsscwater.com/fin.

WSSC Water is committed to providing financial assistance to customers to make your water and sewer bills more affordable. In addition to our Customer Assistance Program, bill adjustments and flexible payment plans, there are local and state resources available to help you pay your water/sewer bill. Learn more at wsscwater.com/assistance.

Understanding PFAS

PFAS are a group of manmade compounds used since the 1940s in common nonstick and water- and stain-resistant household and commercial products. They are slow to break down and may end up in drinking water supplies once introduced into the environment.

In March, the U.S. Environmental Protection Agency (EPA) proposed regulations impacting six PFAS compounds in drinking water. We support the EPA’s efforts to safeguard public drinking water supplies by addressing emerging contaminants. We don’t want them in our drinking water supplies. If treatment process changes are necessary to meet these new regulations, rest assured, we will make them.

We are proud of our 105-year history of zero drinking water quality violations and are committed to continuing this exceptional excellence. We will carefully evaluate the existing treatment processes to meet the proposed regulations. If water treatment process changes are necessary, we support policies that hold the entities causing PFAS to enter the environment and drinking water supplies financially responsible. These costs should not be passed on to our customers.

Learn more at wsscwater.com/pfas.



In Our Community

Quality Matters, Always

Pardon us while we brag. For the 105th straight year, WSSC Water did not have a drinking water quality violation. We're relentless about safety, have a comprehensive water quality testing program and focus on meeting all strict state and federal safe drinking water requirements.



We're proud to share the proof behind our passion in our comprehensive 2022 Water Quality Report, now available at wsscwater.com/wqr.

Explore Our Watershed, Use Our New App

Spring brings the opening of our watershed recreation areas on the reservoirs for picnicking, fishing, boating, bird watching, hiking and horseback riding. New this year is our WSSC WATERshed app, a one-stop resource for fishing and boating permits and fees, maps, playgrounds and picnic areas, weather-related closures and more! Download today via Google or Apple Play.

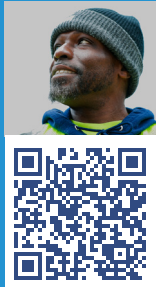


For more information and to purchase permits online, visit wsscwater.com/watershed.

Team H₂O / A Day in the Life

At WSSC Water, our nearly 1,700 employees – proudly known as Team H₂O – deliver safe, clean, reliable water to our 1.9 million customers. In February, we began a new day-in-the-life series to highlight some of the many team members and their critical jobs.

Raymond Frye is one of 28 meter readers serving our customers by collecting timely and accurate meter readings in all kinds of weather. He reads about 6,000 meters each month, always with a smile on his face.



One of only two women plant operators at WSSC Water, Sade Dunnock's primary job is to keep the Patuxent Water Filtration Plant running, no simple task. See why Sade embraces all the challenges her job brings.

At WSSC Water, we are passionate about our clean-water mission. Looking to pursue your passion? Join us: wsscwater.com/careers.



Spring and Summer Water Conservation Tips

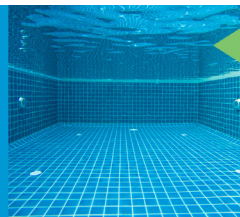


Hoses & Sprinklers

- Check and repair/replace leaky parts
- Use a nozzle that can be turned off or adjusted to fine spray
- Consider a water-saving irrigation system

Lawn & Garden

- Save moisture with mulch
- Plant native shrubs that require less watering
- Use a broom, not a hose, to clean patios, driveways and sidewalks
- If you water your lawn often, consider a sub-meter to avoid sewer charges on outside water use



Pool

- Keep water level low to avoid splashing/water loss
- Use a cover to slow evaporation
- Check for leaky parts
- Consider filling by leasing a fire hydrant meter



Car

- Rinse once, wash from a bucket of soapy water and quickly rinse again
- Used water is fine for wheels/tires
- Consider going to a car wash



Get more tips at wsscwater.com/conservation