

Summary

In case of an underground leak...



- Call the WSSC's 24-hour emergency numbers—301-206-4002 or 1-800-634-8400. Our TTY number is 301-206-8345.

- Maintenance of the water service from the property line to the building is the property owner's responsibility.

- A master plumber should independently confirm any leak information provided by a WSSC representative.

- If the underground leak is “on property,” WSSC recommends that the homeowner contact at least three registered plumbers to obtain repair estimates. Leaks should be repaired within 30 days of notification.

- Once the “on property” leak is repaired by a registered plumber under permit, a copy of the plumber's invoice and signed permit inspection should be faxed to 301-206-8114, or mailed to “Correspondence Services” at WSSC, 14501 Sweitzer Lane, Laurel, MD 20707. Repair documentation should be mailed to WSSC within 30 days of the discovery of the leak. We will review the account for a possible reduction in excess water and sewer charges caused by the leakage.



ANY QUESTIONS?

Please call our 24-hour Emergency Services at 301-206-4002 or our Customer Care Center agents at 301-206-4001 during normal business hours.



Established in 1918, WSSC is currently among the largest water and wastewater utilities in the nation, with a network of nearly 5,600 miles of fresh water pipeline and over 5,400 miles of sewer pipeline. Our service area spans nearly 1,000 square miles in Prince George's and Montgomery counties, and we serve 1.8 million residents through approximately 460,000 customer accounts. WSSC drinking water has always met or exceeded federal standards.

**www.wsscwater.com
Customer Relations Office
cust-relations@wsscwater.com
301.206.4001**



Underground Water Service Leaks

Dear Customer:

If a WSSC representative finds no leaks on WSSC's water mains or on the portion of your water service line maintained by WSSC, maintenance of the water service from that point on into the building is the property owner's responsibility. Generally this change-over occurs at or near the property line. The exact physical location will have a pipe coupling or valve box.



1. In Montgomery or Prince George's County, all repairs to underground water lines must be supervised by a master plumber registered with WSSC. Ask for the master plumber's registration number when contacting them. Registered WSSC plumbers are required to include their WSSC registration number in yellow pages display advertising.
2. It is the master plumber's responsibility to determine the location of the leak on private property. Your plumber must independently confirm any information provided by a WSSC representative. Maintenance of the water service from the property line to the building is the property owner's responsibility.
3. When hiring a master plumber to repair an underground leak, we recommend you obtain more than one estimate as prices vary. A master plumber should independently confirm any leak information provided by a WSSC representative.



4. The master plumber must obtain a permit from WSSC, and the repair work must be inspected and approved by WSSC's Regulatory Services Group before the service line is covered. This process protects the customer, ensures that all work is performed according to the Plumbing and Gasfitting Regulations, and provides a record for warranty purposes. When the repair is completed, remember to ask the plumber for the owner's copy of the approved permit.
5. Leaks in copper or plastic pipes can generally be repaired with clamps or by tightening leaking fittings. Galvanized iron pipe has a useful life of about 30 to 40 years. If your water service is made from aging galvanized iron pipe, you may wish to consider replacing the entire water service. Once galvanized pipes begin to leak, more leaks are sure to follow.
6. If the underground pipes are less than three years old, contact the builder or the plumber who installed the pipes. There is a three-year warranty on new underground pipes. If you have any problems getting the original plumber to honor the warranty, call our Regulatory Services Group at 301-206-4004 or 301-206-8886.
7. The master plumber you hire can disconnect your water at the property line to make repairs. WSSC will turn off the water if requested, however there is a charge for this service.
8. If the leak is creating a public hazard, (damaging other properties) or is not repaired within 30 days, WSSC may have no alternative but to disconnect the water service until repairs are made.
9. The property owner is responsible for damage to other properties or public space (sidewalks, roads, etc.) caused by an "on-property" leak.



If your water meter is located outside, the water that leaked from your underground pipe may have registered on your meter. If your next WSSC bill reflects increased usage due to leakage, please mail us copies of the plumber's receipt, a description of the leak, the date of the repair, and the signed inspection permit. Documentation should be mailed to: WSSC, Correspondence Services, 14501 Sweitzer Lane, Laurel, MD 20707.

When documentation is received, WSSC will review your usage for the past six months to determine if it has increased as a result of this leak and an adjustment is warranted. Both water and sewer charges may be adjusted if the repair is completed within 30 days. If repairs are made after 30 days, only the sewer charges may be reviewed for a possible adjustment.

We hope this information is useful. If you have any questions, our Customer Care Center agents will be happy to assist you.

24-Hour Emergency Service:

301-206-4002
301-206-8345 TTY

Customer Care Center:

301-206-4001
301-206-8345 TTY

Toll Free Contact Number:

1-800-634-8400

WSSC Regulatory Services Group

General Information:

301-206-4004 or 301-206-8886

Visit our web site:

www.wsscwater.com