



November 24, 2020

Dear WSSC Water Customer:

Contract No. 15RWS7972A

WSSC Water is working to make improvements to your water service. As a result, we need to temporarily turn off the water to your home.

The water will be turned off on Monday the 30th of November from 9: 00 p.m. to 5:00a.m. In the event of inclement weather or other technical problems, the water service interruption will be rescheduled for, Tuesday the 1st of December from 9:00p.m. to 5:00a.m.

HOW TO PREPARE

- WSSC Water suggests you store water for short-term use. Water for consumption can be stored in clean glass or plastic jars. Water for other purposes can be stored in sinks, bathtubs, laundry tubs, coolers or pots. Please make sure that large containers of water are not accessible to children.
- When your water service is restored, you may experience discolored water or have air trapped in your water lines.
- Discolored water may not be aesthetically pleasing, but it is safe. However, WSSC Water does not recommend using discolored water to do laundry, as clothes can become stained.
- After water main repair work is completed in your area, flush the **COLD**-water lines in your home or business using the following steps:
 - Run all **COLD**-water taps for about five minutes or until the water runs clear.
 - Begin with the lowest faucet in your home or business and then open the other faucets one at a time, moving from your lowest floor to your highest.
 - Once the water runs clear, usually in five minutes or less, turn off your faucets in the same order, lowest to highest.
 - You should also flush your refrigerator's water lines.
- **If the discolored water persists after running your cold-water lines for five minutes, please report it to the Emergency Call Center at 301-206-4002 or emergencycallcenter@wsscwater.com.**

WHAT TO EXPECT

- **Lane Closures** Motorists are encouraged to plan ahead and expect lane closures, as crews work in the **North and South bound lanes of U.S. RT 1 and Campus Dr**. Safety cones will be in place to keep the work zone safe.
- **Home Access:** WSSC Water will ensure residents have access to their homes during work hours.

CONTACT INFORMATION/QUESTIONS

- On-site WSSC Water Inspector: Carrance E. Newsome, **cell phone 301-771-1063 Carrance.Newsome@wsscwater.com**
- WSSC Water Technical Contract Supervisor: Calvin Johnson, 202.594.6800, **calvin.johnson@wsscwater.com**
- **Sign up at www.wsscwater.com/CNS, to receive emails and/or text alerts regarding WSSC Water-related incidents in your area.**
- We understand the inconvenience these types of projects can cause and appreciate your patience as we work to provide safe, seamless and satisfying water services, for our customers every day.



Estimado cliente:

Numero de contrato: 15RWS7972A

WSSC Water está remplazando su tubería para mejorar su servicio de agua. Por lo cual, necesitamos interrumpir su servicio de agua temporalmente para conectar su casa a la tubería nueva.

El servicio de agua será temporalmente interrumpido el Lunes, 30 de Noviembre de 9:00p.m. a 5:00a.m.

En el caso de mal tiempo o problemas técnicos, se reprogramara la interrupción de servicio de agua para el Martes, 1 de Diciembre de 9:00 p.m. a 5:00 a.m.

Como prepararse:

- Se le sugiere que se prepare guardando agua para utilizar durante la breve interrupción. Agua para consumir puede ser apartada en vasos o jarras. Agua para otros propósitos como para la limpieza, puede ser apartada en su lavabo, tinas, botes, hieleras u ollas. Por favor, si utiliza envases o botes grandes asegúrese de mantenerlos en un lugar seguro y fuera del alcance de niños.
- Ya que el servicio de agua regrese, puede que la tubería tenga agua descolorida o aire atrapado.
- Para resolverlo
 - prenda la llave de agua fría del baño, empezando con el baño más alto de su casa, y habrá las otras llaves una por una.
 - Deje correr el agua aproximadamente cinco minutos antes de apagar las llaves.
 - **Si continua con el agua descolorida, repórtelo a nuestro centro de emergencia llamando al 301-206-4002 las 24 horas del día.**

Que puede esperar:

- Se recomienda planificar con anticipación y esperar cierres de carriles dirección norte y sur de la U.S RT 1 y Campus Dr. Habrá conos para ayudar a dirigir el tráfico y mantener el área de trabajo segura.
- Acceso a su casa: Siempre tendrá usted acceso de entrar y salir de su casa sin problema.

Para preguntas o más información contacte a:

- Inspector: Carrance Newsome, numero de celular 301.771.1063 Carrance.Newsome@wsscwater.com
- Supervisor del contrato: Calvin Johnson, 202.594.6800 Calvin.Johnson@wsscwater.com
- Regístrese para recibir alertas de proyectos o trabajo de emergencia de WSSC Water por correo electrónico o vía texto en wsscwater.com/cns.
- Entendemos que este proyecto cause inconveniencias pero trabajaremos lo mas rápido y segura para seguir proveyéndole agua todos los días.