



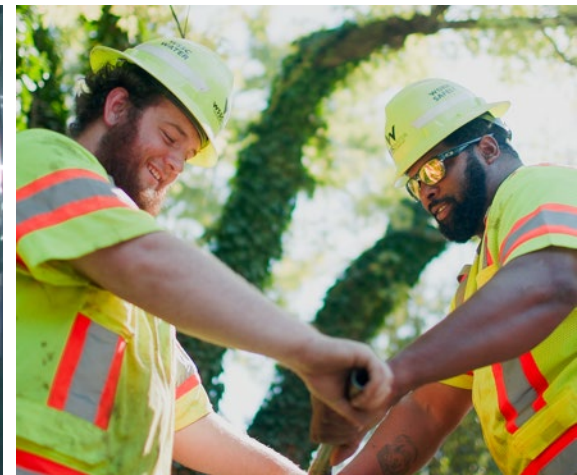
Prince George's County Council Transportation, Infrastructure, Energy and Environment (TIEE) Committee Briefing

WSSC Water Customer Financial Assistance and Workforce Development Initiatives

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November 13, 2025



WSSC WATER AT A GLANCE



- ★ **107 years** of no drinking water quality violations, ever.
- ★ **Peak Performance Awards** 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



1,800+

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

FY2026 Operating & Capital Budget



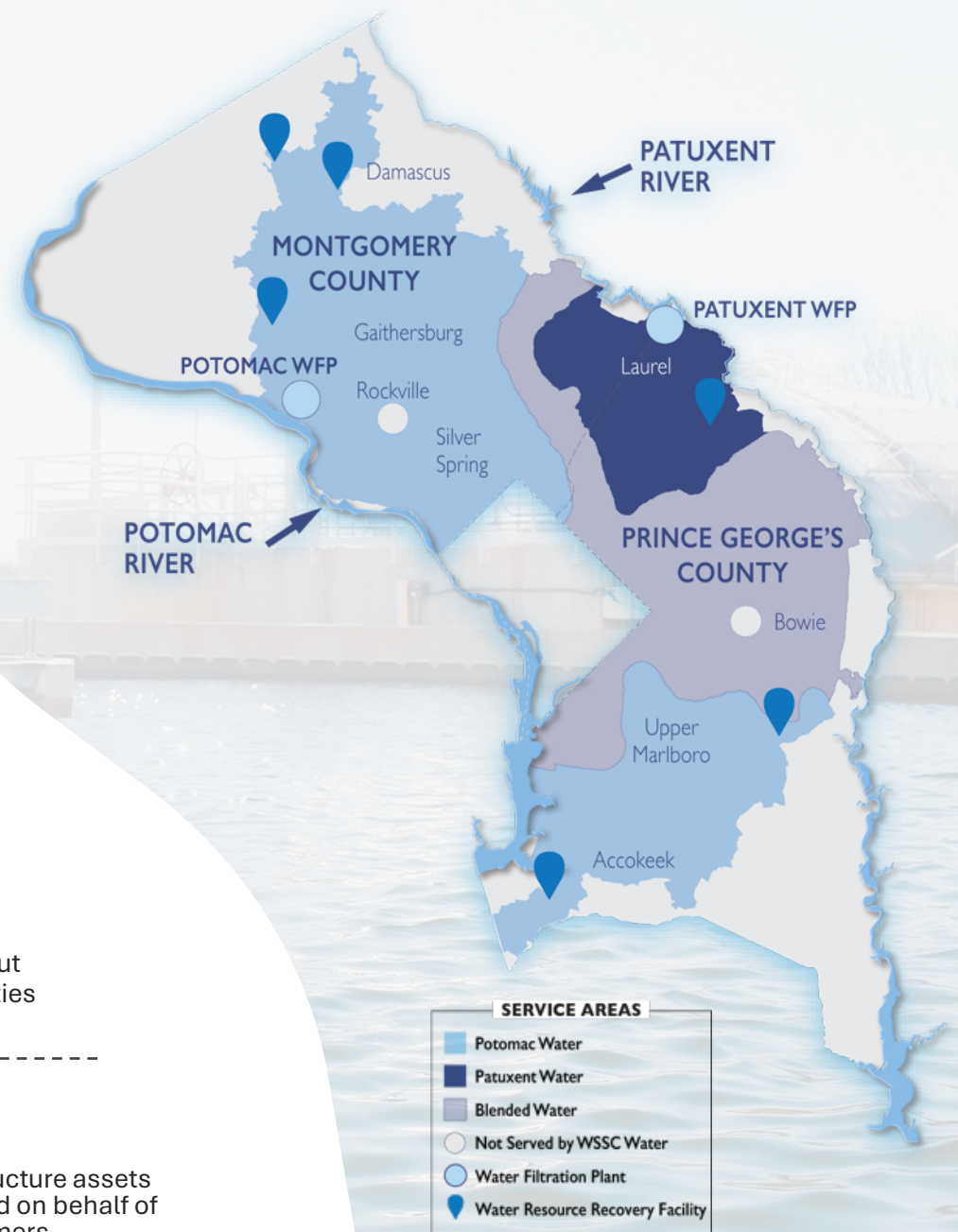
\$4.8B

6-Year Capital Improvements Program



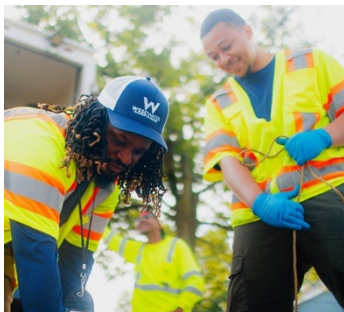
\$9B

In infrastructure assets maintained on behalf of our customers



VISION: SUSTAINED & TRANSFORMATIVE CHANGE

THE WORKFORCE & THE WORKPLACE



THE INFRASTRUCTURE



INNOVATION & TECHNOLOGY



THE SERVICE



STRATEGIC PRIORITIES



Workforce
Development



Asset Management
& Infrastructure
Reliability



Culture
Shift



Affordability &
Financial Viability



Sustainability
& Resiliency



Optimizing
Operations



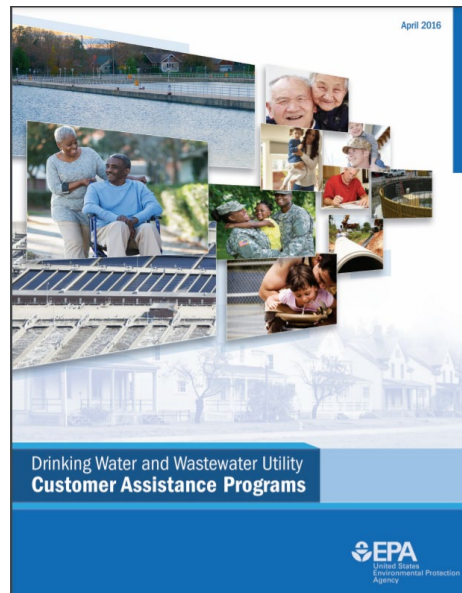
Customer
Engagement
& Partnerships



Digital
Transformation

Customer Financial Assistance Programs

EPA Customer Assistance Programs Compendium



Type of Assistance	Description
Bill Discount	Reduction in a customer's bill (typically on a continuous basis); can be applied to most rate structures or aspect of the bill
Flexible Terms	Assistance to help customers afford services and pay bills: <ul style="list-style-type: none">• Arrearage forgiveness (e.g., rewarding timely bill payments by partially forgiving past debt and establishing a payment plan for future payments)• Bill timing adjustments (e.g., moving from quarterly to monthly billing cycles)• Leveled billing (e.g., dividing total anticipated annual water and sewer bill by 12 to create a predictable monthly bill amount).• Payment plans
Lifeline Rate	Offering a subsidized rate for a fixed amount of water, which is expected to cover that customer's basic water needs.
Temporary Assistance	Short-term or one-time basis assistance to prevent disconnection of service or to restore service after disconnection for households facing an unexpected hardship; emergency assistance, crisis assistance, grant, one-time reduction.
Water Efficiency	Utility funds water efficiency measures by providing financial assistance for leak repairs and offering rebates for WaterSense-certified fixtures, toilets, and appliances.



FINANCIAL
ASSISTANCE

for Our Neighbors

\$4.3 Million

Assisting **12,000+**
Customers in Prince
George's County in
FY 2025

Increase in
**Financial
Assistance**

FY24

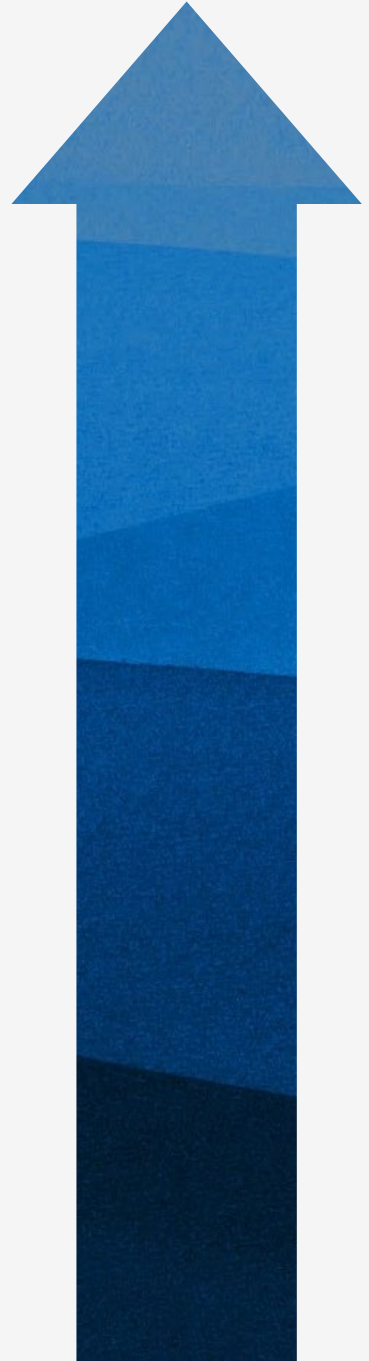
\$3.5 Million

FY25

\$7.7 Million

FY26

≈ **\$9.0 Million**



Helping Our Neighbors – Financial Assistance Programs

Promise.

Sign up for an affordable, flexible and interest-free payment plan. **Customers with a past-due balance of \$50 or more are eligible.**

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.

Customer Assistance Program (CAP)

CAP assists approved residential customers by **waiving fixed fees**, providing **free annual plumbing inspections** for water leaks and **much more.**



Established in 1994 by WSSC Water employees, the fund helps customers in financial need pay their bill. Eligible customers can receive assistance **multiple times per year, up to \$500.**



Customers enrolled in CAP, who suspect they have an on-property leak, can **receive up to \$9,000 per year** in plumbing repair services.

Behind on your WSSC Water bill?
Get Current

Pay Half of Full Account Balance
Remaining Balance = \$0.00

PLUS! 100% late payment charges & turn-on fees **WAIVED**

BUT WAIT, THERE'S MORE!
Additional enhancements at wsscwater.com/getcurrent

APPLY TODAY - Program extended through Nov. 30



wsscwater.com/assistance

Water Fund

- Partnership with The Salvation Army
- Allows for up to **\$500** in a 12-month period to assist with water/sewer bills
- Since FY 25, **\$259k** in assistance for 550 customers in Prince George's County



Eligibility: 200% of the Federal Poverty Level

Customer Assistance Program (CAP)

Allows for Fee Waivers, Bill Credits and Flexible Payment Plans

- Permanent waiver of late fees
- Bill credit for WSSC Water's Account Maintenance and Infrastructure Investment Fees and the state's Bay Restoration Fund fee – up to **\$268** per year
- Flexible Payment Plans – up to 48 months

Free Leak Investigation – to identify on-property leaks

Since FY 25, **\$1.3 million** in waived fees/bill credits for more than 5,300 customers in Prince George's County

Eligibility: Based on 200% of Federal Poverty Level



CAP Leak Repair Program

- Partnership with Habitat for Humanity Metro Maryland
- Helps CAP-enrolled customers repair on-property residential plumbing leaks that are contributing to high bills.
- Eligible customers can receive up to **\$9k** per year in water leak repair services.

Since March 2025, **\$249k** in assistance for 64 customers in Prince George's County





CAP LEAK REPAIR PROGRAM

A WSSC WATER &
HABITAT FOR HUMANITY
METRO MARYLAND
PARTNERSHIP



Assisting Federal Workers

- ✓ Temporarily suspending water service turnoffs
- ✓ Waiving late fees
- ✓ Extending enrollment in the popular *Get Current* program through December 31

Get Current

- Extended through Dec. 31st
- Eligible residential customers whose household income is below 150 percent of the Area Median Income
- Pay half, half forgiven
- Pay 25 percent, 25 percent forgiven
- Since FY 25, **\$2.5 million** in forgiven charges for more than 6,000 customers in Prince George's County

EXTENDED
ENHANCED

Behind on your
WSSC Water bill?
Get Current

Pay Half of
Full Account
Balance
\$

Remaining
Balance
=
\$0.00

PLUS!

100%
late payment charges
& turn-on fees **WAIVED**

WSSC WATER
DELIVERING THE ESSENTIAL

BUT WAIT, THERE'S MORE!
Additional enhancements at
wsscwater.com/getcurrent

APPLY TODAY - Program extended through ~~Nov. 30~~ Dec. 31st

Emergency Customer Relief Fund

- **\$2.4 million** Emergency Relief Fund in partnership with the United Way of the National Capital Area
- One-time assistance up to **\$750**, while funds are available
- Program Launches December 1, 2025



Eligible Customers

- Past and present federal employees/federal contractors impacted by the government's actions
- Past due balance at the time of application
- *Low to moderate-income customers

**Based on Area Median Income*



Workforce Development

Workforce Development



Chesapeake Water Workforce Network

- Regional collaborative focused on building career pathways and developing a diverse pipeline of talent for the water sector anchored by WSSC Water and the City of Baltimore's Department of Public Works.
- Brings together water utilities, educational institutions, community organizations and industry partners to create sustainable career pathways.



Maryland Corps/Service Year Option Program

- Established by Governor Wes Moore to promote service and volunteerism in Maryland. Offers full-time service opportunities with partners that provide job skills over a 9-month period
- WSSC Water is a Host Site Partner with two members working as Community Impact Support Specialists



Maryland Corps
Service Year Option

Internship Program

2025 Program:

- **71** Summer Interns
 - 60 college students from 26 colleges
 - 11 high school students from three high schools
- Interns served in **27** different teams across nearly every aspect of our operations



