



Briefing on Boil Water Advisory that had impacted areas of Cheverly, Seat Pleasant, Capitol Heights

We will get started shortly, thank you for your patience

July 20, 2025 – 8:00am

Agenda

- Overview of current operations
- Sampling Plan and Results
- What to do after a Boil Water Advisory
- Register for WSSC Water alerts
- Upcoming briefings and engagement

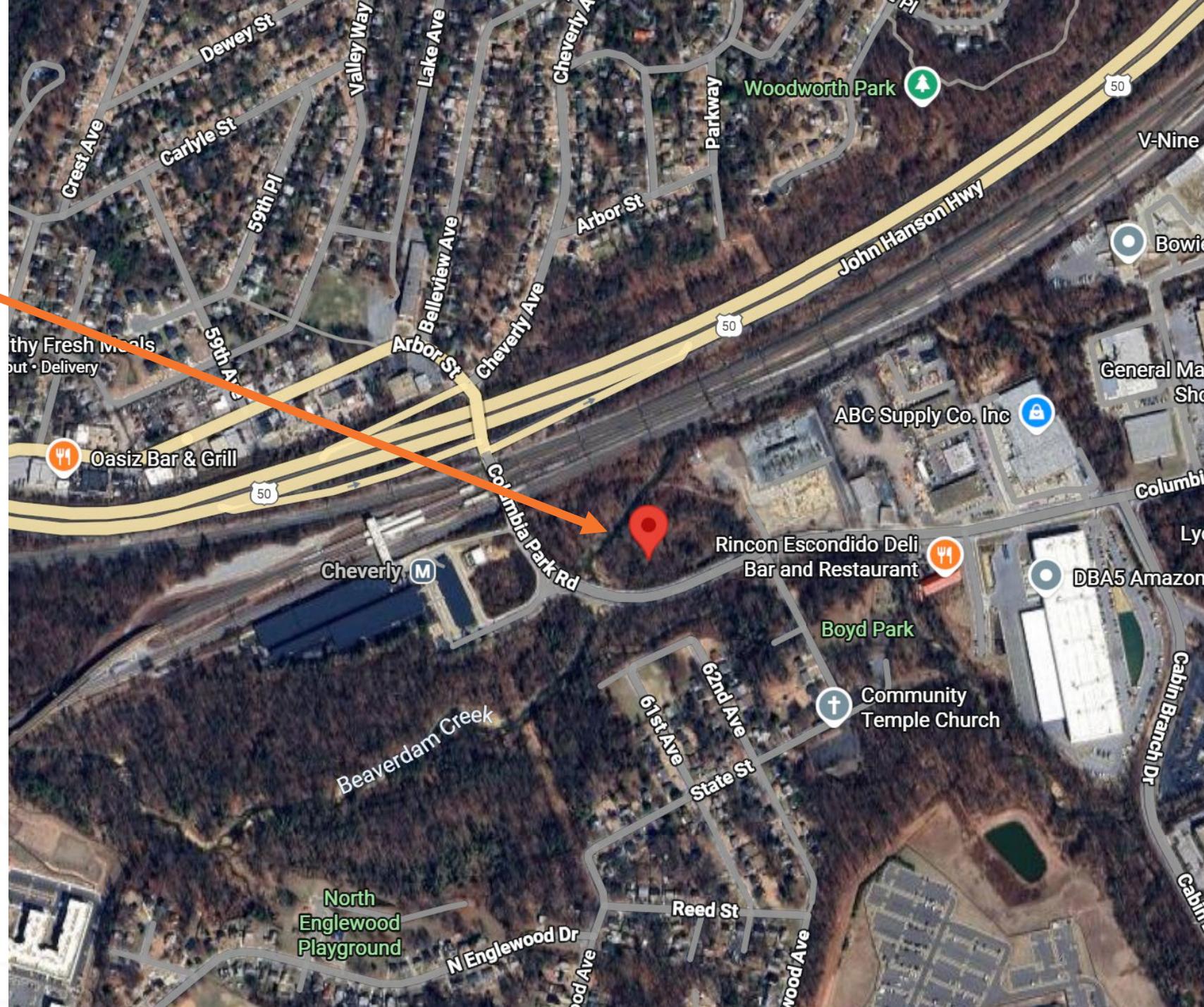
More information is available at www.wsscwater.com/bwa

Bottom Line Up Front

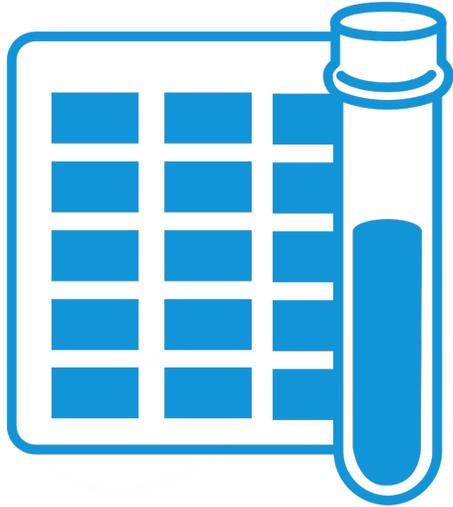
- WSSC Water issued a precautionary Boil Water Advisory on July 19 at approximately 12:00am due a loss in pressure caused by a water main break on a 16” water pipe near 5540 Columbia Park Rd in Landover, MD 20785.
- **The advisory was lifted effective 12:45am, July 20, 2025 after water testing confirmed that all water in the impacted area is safe to drink**
- Service and system pressures have been fully restored; one customer is impacted by the ongoing repair, the Cheverly Metro Station, which remains open.
- Notification of the lifting of the advisory were sent to traditional media, social media, via WSSC Water’s customer notification system and in partnership with Prince George’s County.

Approximate Location of Break on 16" Pipeline

- Materials are on-site; pending access to the break site for repair
- May take several days
- No impact to residential customers
- Metro Station does not have water service but portable toilets provided for workers at that location.

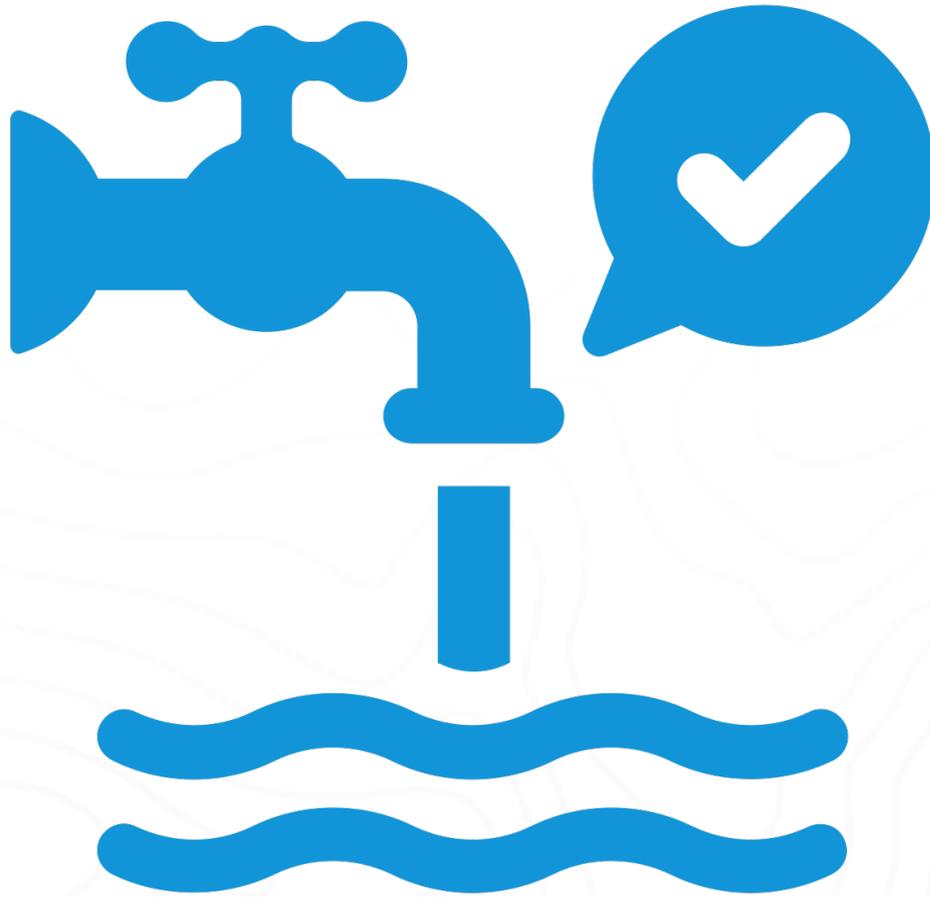


Sampling and Analysis



- All samples from sites across the impacted area have tested clear of contamination.
- This testing confirms that the water is safe.
- WSSC Water will communicate to customers through all available means that they no longer need to boil water for consumption.

WSSC Water's Sampling Plan During this Event

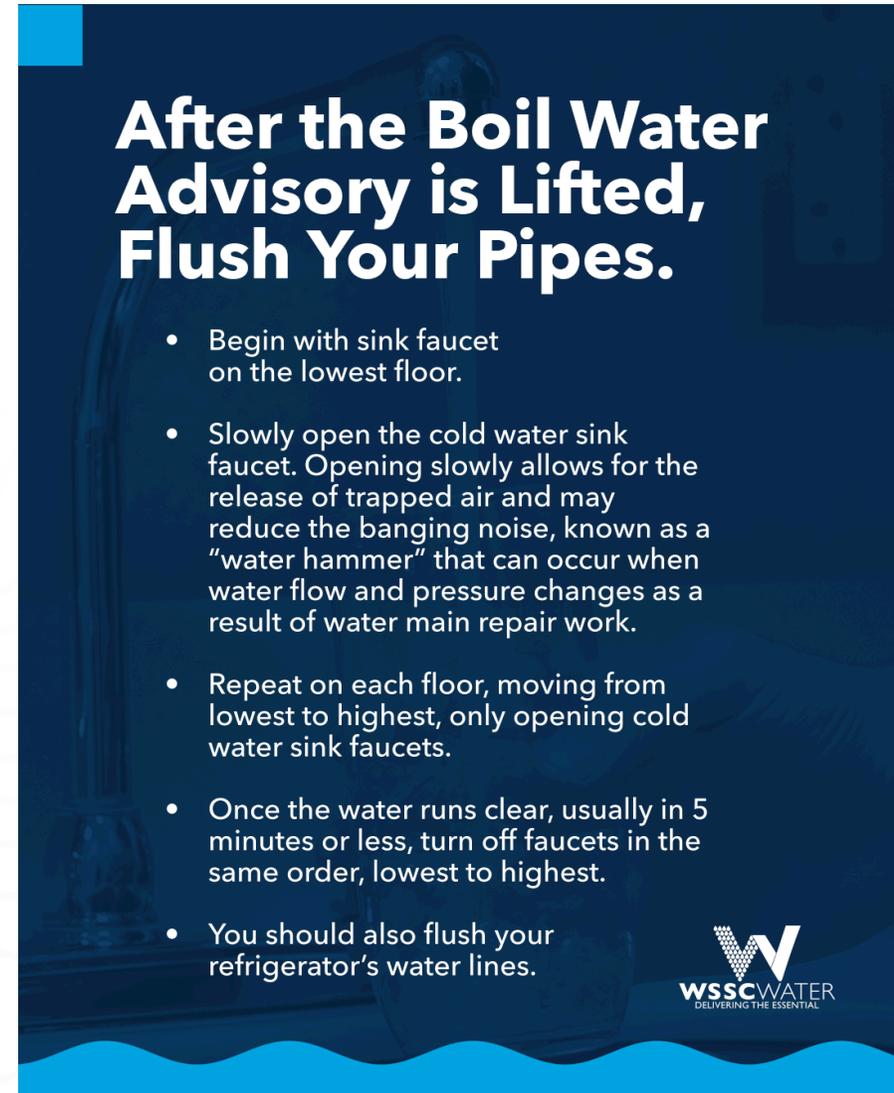


- In response to the BWA, WSSC Water coordinated with MDE to implement a representative sampling strategy.
- That plan identified sites to collect representative samples from within the impacted area.
- **Goal:** Determine if loss of system pressure resulted in bacteriological contamination.
- Sampling confirmed that:
 - **No coliform bacteria were present.**
 - **Drinking water is safe and does not pose a public health risk.**

Guidance For Customers After Boil Water Advisories

- Begin with sink faucet on the lowest floor.
- Slowly open the cold water sink faucet.
- Repeat on each floor, moving from lowest to highest, only opening cold water sink faucets.
- Once the water runs clear, usually in 5 minutes or less, turn off faucets in the same order, lowest to highest.
- You should also flush your refrigerator's water lines.
- Customers and businesses should also dispose of stored water, drinks, or ice made since the Boil Water Advisory. The next three batches of ice should also be thrown out. Ice maker containers should be wiped clean with a solution of two tablespoons of bleach to one gallon of water.

More information is available at www.wsscwater.com/bwa



After the Boil Water Advisory is Lifted, Flush Your Pipes.

- Begin with sink faucet on the lowest floor.
- Slowly open the cold water sink faucet. Opening slowly allows for the release of trapped air and may reduce the banging noise, known as a "water hammer" that can occur when water flow and pressure changes as a result of water main repair work.
- Repeat on each floor, moving from lowest to highest, only opening cold water sink faucets.
- Once the water runs clear, usually in 5 minutes or less, turn off faucets in the same order, lowest to highest.
- You should also flush your refrigerator's water lines.



WSSCWATER
DELIVERING THE ESSENTIAL

When Service is Restored – and also – After the BWA is Lifted



Discolored Water → Flush Your Pipes



Discolored water is common after a water main repair in your area. Follow these simple steps to flush your pipes and relieve trapped air.



Begin with the **SINK** faucet on **lowest** floor.



SLOWLY open the **COLD** water **SINK** faucet.

Opening slowly allows for the release of trapped air and may reduce the banging noise, known as a “water hammer” that can occur when water flow and pressure changes as a result of water main repair work.

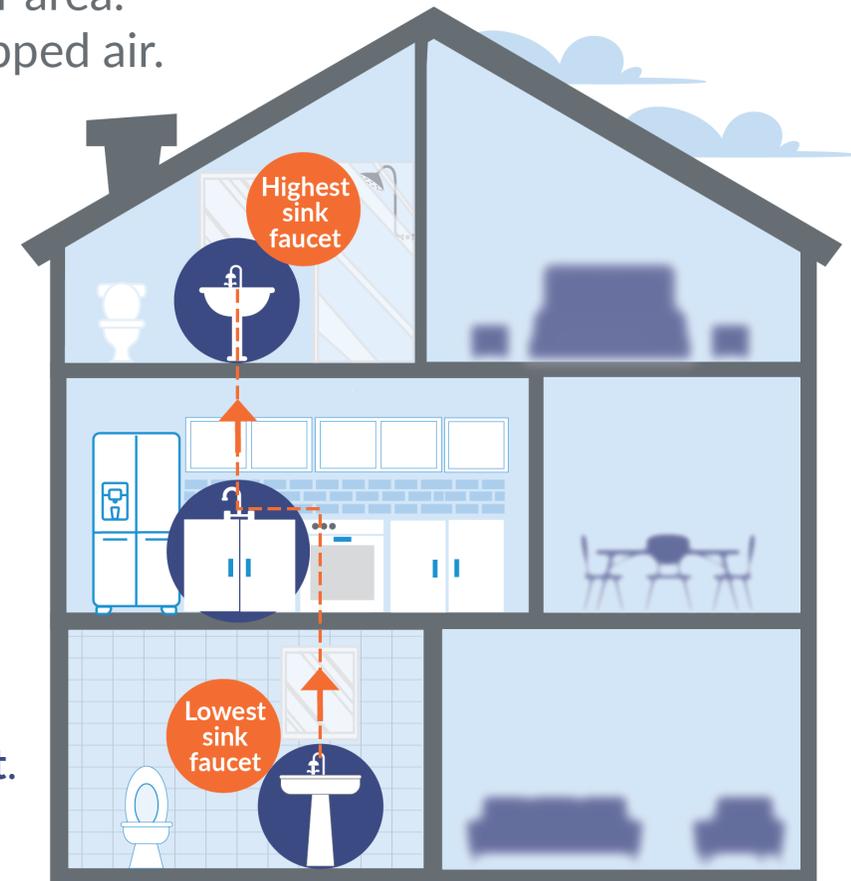


Repeat on **each floor**, moving from **lowest to highest**, only opening **COLD** water **SINK** faucets.



Once the **water runs clear**, usually in 5 minutes or less, **turn off** faucets in the same order, **lowest to highest**.

You should also flush your refrigerator’s water lines.



For more details: wsscwater.com/discoloredwater

Register for WSSC Water Alerts



**Receive alerts about WSSC
Water-related incidents near
your home, office, school, or
other important addresses.**



Register for *text or email* alerts
on up to three addresses.

REGISTER AT WSSCWATER.COM/CNS

- Create an account
- Opt-in to the alerts that you want
- Enter up to 5 different addresses to receive alerts associated with that location
- Text and email available
- Encourage others sign up too!

More information is available at www.wsscwater.com/bwa

Upcoming Briefings and Engagement

- No additional briefings are planned at this time.
- A recording of this meeting will be sent to all invitees.



Questions?

More information is available at www.wsscwater.com/bwa

