



Briefing on Boil Water Advisory impacting areas of Cheverly, Seat Pleasant, Capitol Heights

We will get started shortly, thank you for your patience

July 19, 2025

Agenda

- Overview of current operations
- Areas impacted by Boil Water Advisory
- Next Steps following a Boil Water Advisory
- Boil Water Advisory FAQs
- Supporting communication efforts
- Register for WSSC Water alerts
- Upcoming briefings and engagement

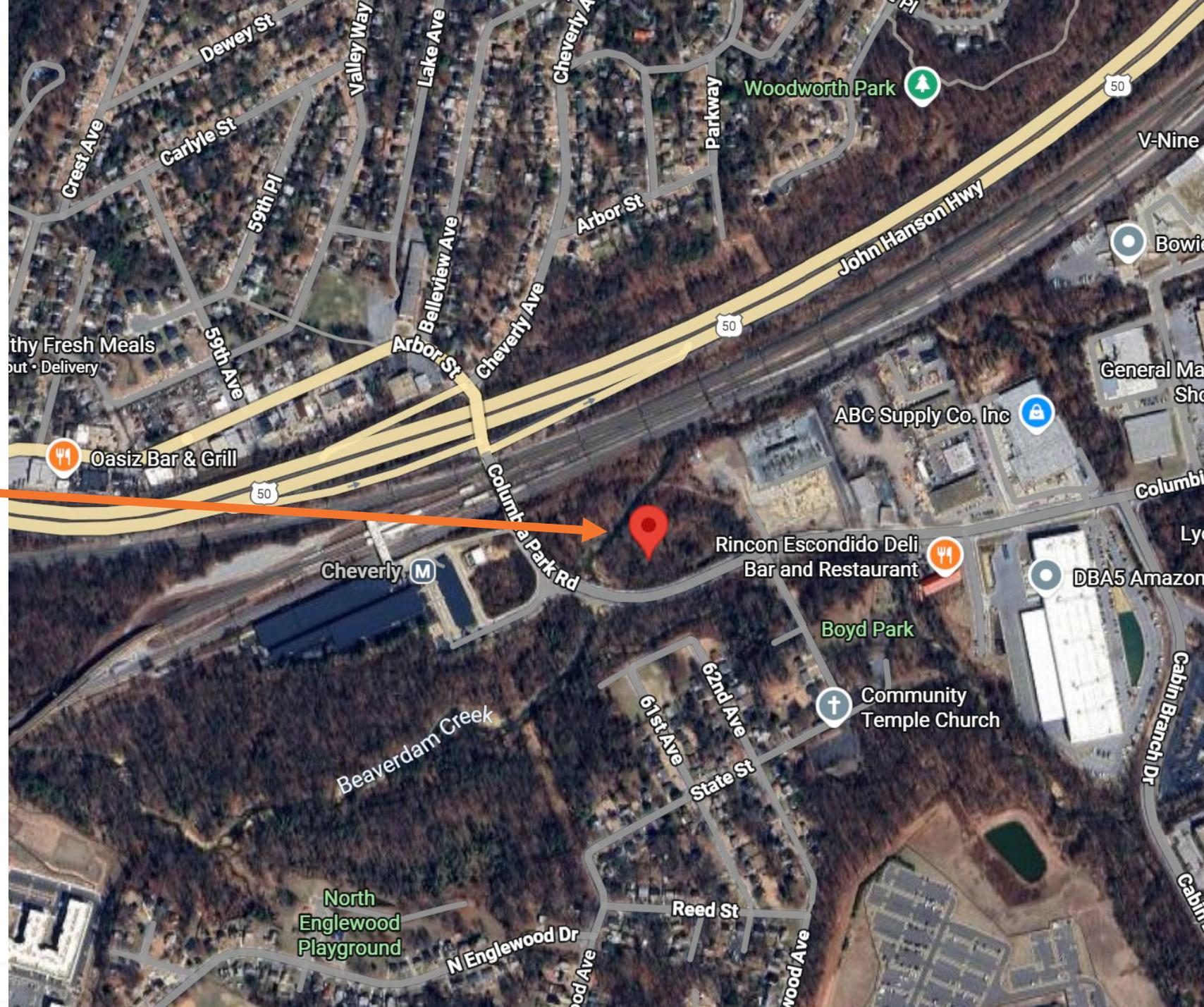
More information is available at www.wsscwater.com/bwa

Bottom Line Up Front

- At approximately 7:05 pm, WSSC Water instrumentation indicated a potential break in our distribution system and soon after customers began reporting low pressure and no water.
- This drop in pressure was caused by a water main break on a 16” water pipe near 5540 Columbia Park Rd in Landover, MD 20785.
- WSSC Water commenced emergency coordination and determined that a Boil Water Advisory would be required – an interactive map for customers should be available shortly and will allow customers to determine if they are in the impacted zone. That map will be available here: <https://gisportal.wsscwater.com/alerts/>
- Customers may have experienced a spectrum of impacts - some may have experienced no impacts and other may have had no water or low pressure – anyone in the impacted area should boil water before consumption.
- Now that the break has been identified and isolated, WSSC Water expects pressure and service to normalize rapidly – fire protection and water for other uses should be available to all customers.
- Out of an abundance of caution, customers within the zone will need to continue to boil water until the advisory is lifted.
- A water station will be open this evening at Judith Key Hoyer, 2300 Belleview Avenue, Cheverly until approximately 2:00am
- Notifications were or will be sent to traditional media, social media, via WSSC Water’s customer notification system and in partnership with Prince George’s County.

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

Approximate Location of Break on 16” Pipeline



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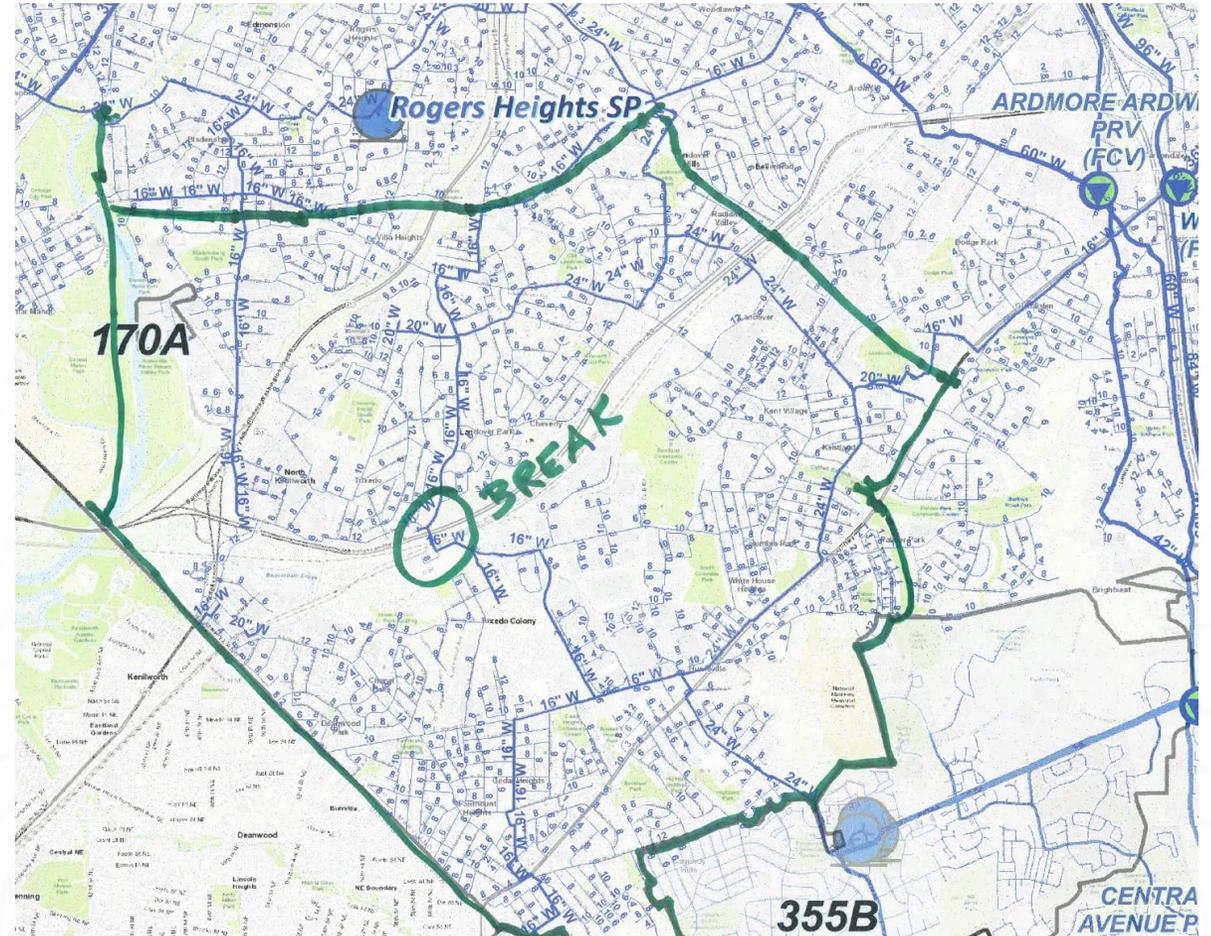
Boil Water Advisory is in place for portions of the WSSC Water system near Cheverly, Capitol Heights, Seat Pleasant



Boil Water Advisory:

If customers have water, they should bring it to a rolling boil for one minute and then cool before:

- Drinking
- Brushing teeth
- Washing fruits and vegetables
- Preparing baby food and formula
- Making ice
- Giving to pets



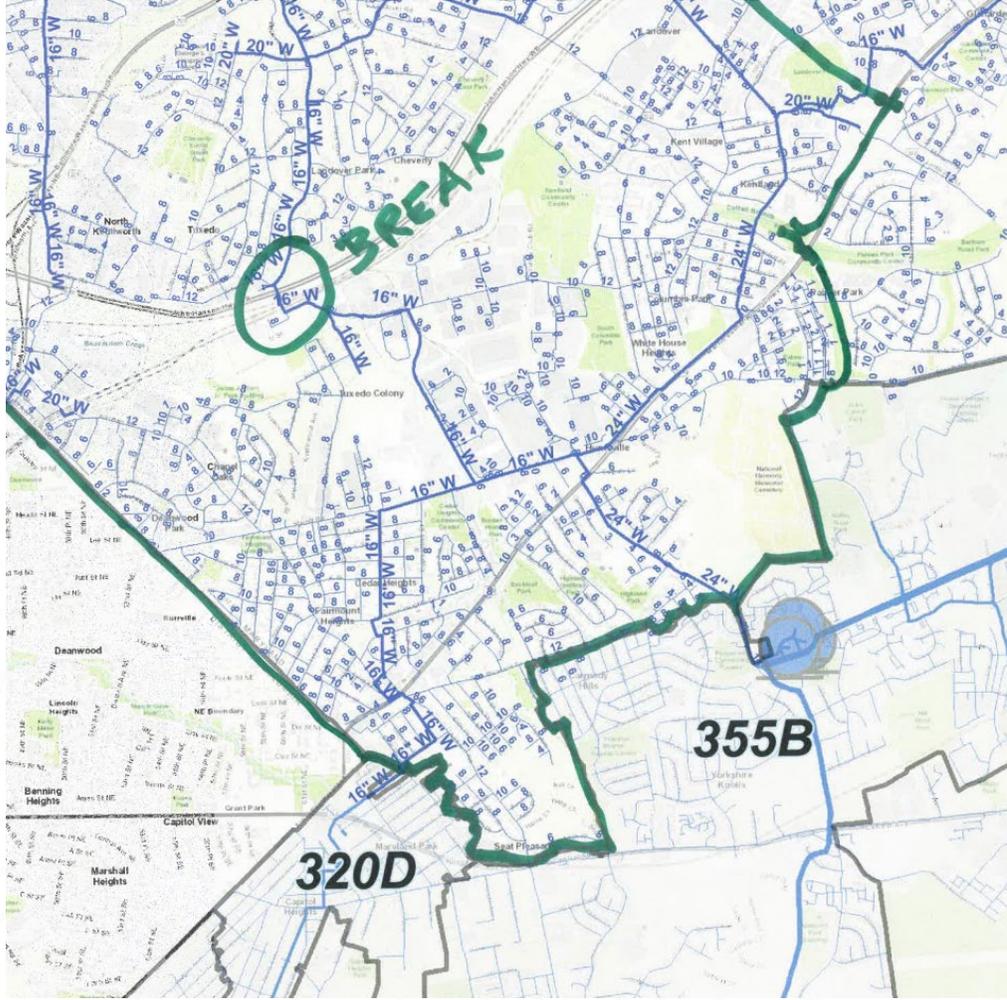


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Next Steps



- At this time, there is no indication of contamination but, due to pressure loss, sampling is a necessary step to ensure public health.
- WSSC Water will propose a sampling plan to Maryland Department of Environment which will be implemented once water is restored.
- MDE must provide approval for an approach and WSSC Water will begin sampling once the pressures in the system have normalized
- Testing typically takes 36-72 hours following restoration of the system – however, earlier or longer durations are possible.

Guidance For Customer During Boil Water Advisories

- Bring water to a rolling boil for one minute, then allow it to cool before:
 - Consuming the water
 - Brushing Teeth
 - Preparing Baby Food and Formula
 - Washing Fruits and Vegetables for consumption
 - Giving to pets
 - Making Ice
- You do NOT need to boil water before using for washing dishes, hands, laundry, or bathing **as long as the water is not consumed.**

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



During a Boil Water Advisory



Customers in the impacted area, if you have any water coming from your taps, you should **bring your water to a rolling boil for one minute**, then cool it before:



Consuming
Any Water



Brushing
Teeth



Preparing
Baby Food
& Formula



Washing
Fruits &
Vegetables



Giving
to Pets



Making
Ice

Water does not have to be boiled before it is used for washing dishes, hands, laundry, or bathing **as long as it is not consumed.**

After the Boil Water Advisory is Lifted - Flush Your System

- 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.

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.

If you still experience problems after performing the above procedures, or if you have any questions, please contact our **Emergency Services Center 24/7 at 301-206-4002.**

For more information, visit wsscwater.com/BWA

Guidance For Customer **After** Boil Water Advisories

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- 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.

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Durante un Aviso de Hervir el Agua



Hervir Durante **1 Minuto**

Clientes en el área afectada, si tienen agua que sale de sus grifos, deben **hervirla durante un minuto** y luego dejarla enfriar antes de:



Consumo de Agua



Cepillarse los Dientes



Preparación de Alimentos y Fórmulas para Bebés



Lavar Frutas y Verduras



Darles a las Mascotas



Hacer Hielo

No es necesario hervir el agua antes de usarla para lavar platos, manos, lavar la ropa o bañarse, **siempre y cuando no se consuma.**

Después de que se Levante el Aviso de Hervir el Agua, Limpie Su Sistema.

- Comience con el grifo en el piso más bajo.
- Abra lentamente el grifo de agua fría lentamente para liberar el aire atrapado, esto puede reducir el ruido de golpes, conocido como "golpe de ariete" que puede ocurrir cuando el flujo y la presión del agua cambian como resultado de las reparaciones de la tubería principal.
- Repita en cada piso, desde el más bajo al más alto, abriendo solo los grifos de agua fría.
- Una vez que el agua salga clara, generalmente en 5 minutos o menos, cierre los grifos en el mismo orden, del más bajo al más alto.
- También debe limpiar la línea de agua del refrigerador.

Los clientes residenciales y comerciales también deben **desechar el agua, las bebidas o el hielo almacenados que se hayan hecho desde la advertencia de hervir el agua.** Los siguientes tres lotes de hielo también se deben desechar. Los envases de la máquina de hielo deben limpiarse con una solución de dos cucharadas de cloro por galón de agua.

Si aún tiene problemas después de realizar los procedimientos anteriores, o si tiene alguna pregunta, comuníquese con nuestro **Centro de Servicios de Emergencia las 24 horas, los 7 días de la semana al 301-206-4002.**

Para obtener más información, visite wsscwater.com/BWA

Boil Water Advisory FAQs



Can I drink the water now that service has been restored?

- WSSC Water recommends bring the water from the tap to a rolling boil for one minute and allowing it to cool prior to consuming. This includes:
 - Drinking
 - Brushing teeth
 - Washing fruits and vegetables
 - Preparing baby food and formula
 - Making ice
 - Giving to pets



Are there any issues with flushing toilets or related sanitation uses?

- No, once water service is restored, customers can use the restroom as needed



Can I shower or wash my hands with the water without boiling?

- Yes, you can shower and wash hands as long as you don't consume the water



Can I wash my clothes without boiling the water?

- Yes



Can I wash my dishes without boiling the water?

- Yes

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.

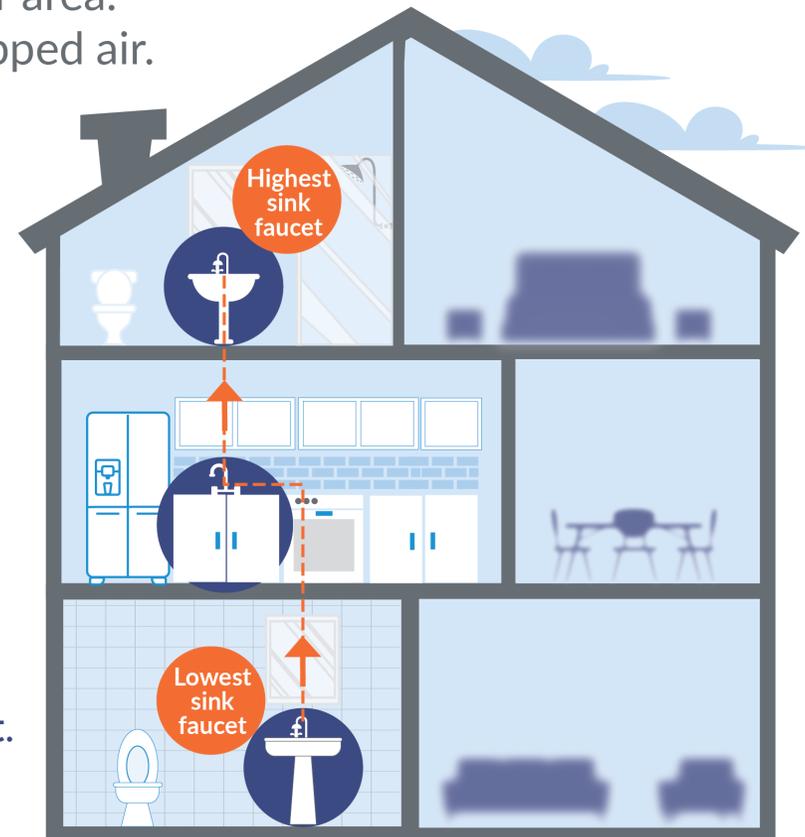


Repeat on **each floor**, moving from **lowest to highest**, only opening **COLD** water **SINK** faucets.



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

CNS Customer Notification System

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

- An updated briefing will be held tomorrow, Saturday, July 19 at 10:00am.
- Please watch your email for the meeting details.
- A recording of this meeting will be sent to all invitees.
- A bilingual social media toolkit for sharing critical information with your stakeholders is available here: [Boil Water Advisory Toolkit Link](#)



Questions?

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

