



Kensington Parkway 12-inch Instream Sewer Main Repair Project

Joy Hamilton, Project Outreach Manager
Sughra Farshori, Contract Manager
Brandon Stewart, Customer Advocate

February 17, 2026

Agenda

- WSSC Water Overview
- Introduction to Project Team
- Project Details and Overview
- Construction Briefing – Kensington Parkway 12" Instream Sewer Main Repair
- Important Contacts/Customer Assistance
- Questions & Answers

WSSC WATER AT A GLANCE



★ **107 years** of no drinking water quality violations, ever.
 ★ **Platinum Peak Performance** recognition 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



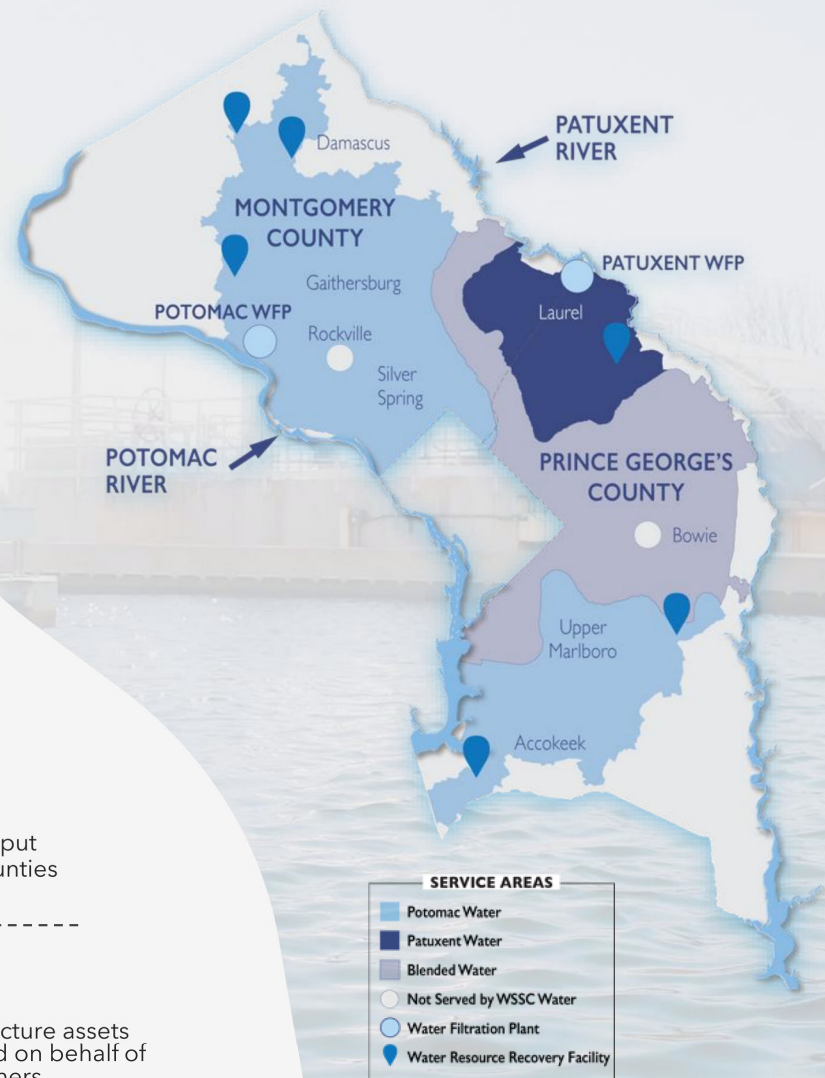
\$1.8B
 FY2025 Operating & Capital Budget



\$5.9B
 6-Year Capital Improvements Program



\$9B
 In infrastructure assets maintained on behalf of our customers



Project **Contacts**

Sughra Farshori

Contract Manager

227-215-9674

sughra.farshori@wsscwater.com

Nilkanth Patel

Construction Manager

240-302-6486

nilkanth.patel@wsscwater.com

Emergency Services Center

Open 24/7/365

301-206-4002

emergencycallcenter@wsscwater.com



Scan or visit
wsscwater.com/projectmeetings
for more information on
Community Project Meetings

Visit [WSSC Water In Your Neighborhood](#) for more
information on Projects in Design and Construction



Project Background



- On **July 1, 2025** a sanitary sewer overflow was reported in the Kensington Parkway neighborhood – near Kensington Cabin Local Park.
- WSSC Water responded to the Sanitary Sewer Overflow and set up a bypass pump to prevent sewage from entering the stream.
- An investigation was conducted to determine the source.

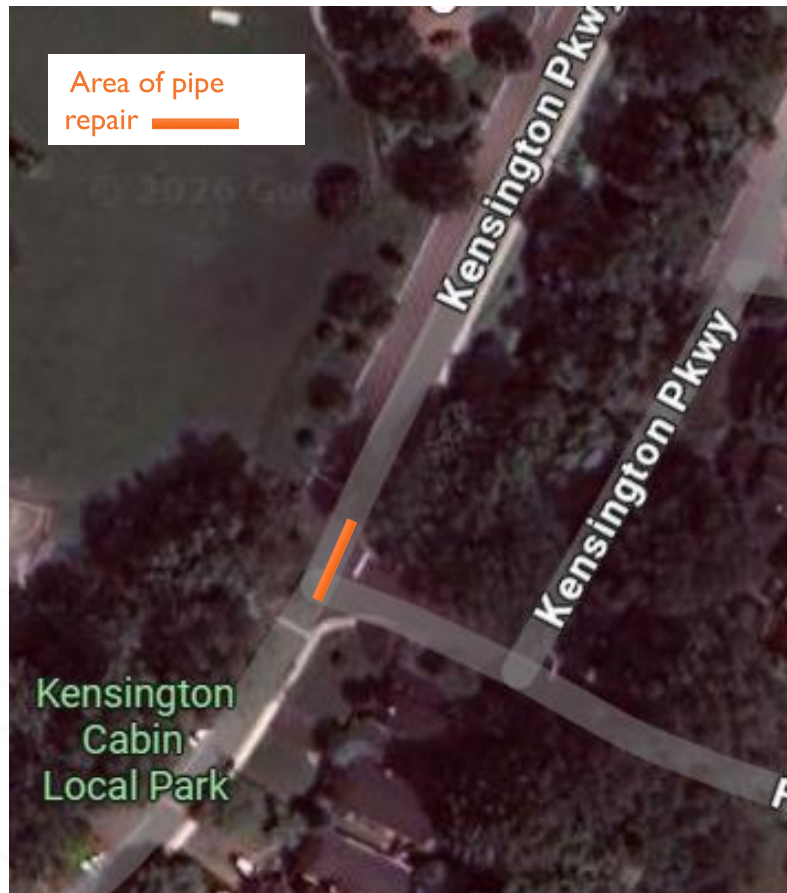


Emergency Response & Efforts



- **2 sewer mains were found to need repairs:**
- **15-inch concrete sewer main installed in 1954, near the bridge and within the stream corridor (last inspected in 2017).**
 - Main was encased in concrete on September 29, 2025.
- **12-inch cast iron sewer main installed in 1915. The main runs under Kensington Parkway Bridge and through the stream.**
 - The streambed under the main has eroded and the pipe is now suspended 5.5' in the water
 - Large storms resulted in debris collecting against the suspended 12" sewer main causing it to break

Project Map & Overview



- The 12" broken sewer main will be replaced underneath the bridge
- A temporary access point will be built from the road to reach the sewer main
- Permit is required from Montgomery County Parks and Planning

Repair Challenges



- **Limited Space:** Constricted to the space under the bridge
- **High Flows:** This section of the stream sees high flows due to multiple storm outfalls ending in the stream.
- **Streambed Erosion:** Significant erosion under the pipe and the bridge creates design challenges to protecting the pipe with minimal impacts
- **Permitting:** There are multiple permitting authorities involved in the area



Milestones Achieved



- Site survey completed
- Developed design options
- Coordination with the Town of Kensington
- Working to finalize the design with permitting parties
 - Montgomery County Parks and Planning
 - Montgomery County Historic Preservation Commission

Next Steps

- Once design approval is received from Montgomery County Parks:
 - WSSC Water to apply for Parks Access Permit
 - End of February 2026
- WSSC Water to mobilize selected contractor for completion (2 weeks)
- WSSC to ensure contractor executes the pipe repair per WSSC standards and specifications.



Project Plan

Step 1: Access Road Installation

Will be installing an access point from the road to access the stream bed.

Step 2: Sewer Main Repair

Repair of the broken segment of the 12" with Ductile Iron Pipe.

Step 3: Lining the Entire Sewer Main

A CIPP liner will be installed.

Step 4: Restoration of the Construction Area

Construction Schedule



Construction schedule is estimated and weather dependent.



What to Expect During Construction

- Anticipated work schedule: 8:00 a.m. to 4:00 p.m., Monday - Friday
 - Conditions at some locations may require different work hours
 - Residents will be notified at least two days prior to construction activity changes
- Construction activities include:
 - Marking locations of utilities
 - Field inspections
 - Pipe repair
 - Stream work – grading, rock placement, vegetation planting
- WSSC Water coordinates with local and state agencies, as well as other utilities for all planned work to avoid potential conflict and minimize disturbances to neighborhoods

Project Summary

- **Overview:** Repair of a broken 12" sewer main and related streambank restoration
- **Repair:** WSSC Water is repairing the sewer main under the Kensington Parkway bridge
- **Service:** WSSC Water will minimize service disruptions during construction
- **Coordination:** WSSC Water will coordinate work activities with property owners in the project area
- **Restoration:** WSSC Water will restore all areas impacted by construction activities at the end of the project
- **Objective:** WSSC Water's goal is to provide a reliable sewer system to customers



Helping Our Neighbors: Water Bill Assistance



Promise.

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



CUSTOMER ASSISTANCE PROGRAM (CAP)

CAP assists approved residential customers by **waiving standard fees**, providing **free annual leak investigations** and **much more.**



Eligible customers can access the Water Fund multiple times, **up to \$500 per year.**



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.



wsscwater.com/assistance

Emergency Customer Relief Fund



EMERGENCY CUSTOMER RELIEF FUND

Effective December 1, 2025



One-time assistance up to

\$750

A helpful credit for eligible customers struggling to pay past-due water/sewer bills.

FUNDS ARE LIMITED → ACT NOW



Scan to learn more.
Check eligibility.
Apply today!

Learn about all of our financial assistance programs:
wsscwater.com/assistance



Contact Us: (301) 206-4001
customerservice@wsscwater.com



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

Customer Notification System (CNS)

REPORT A WATER OR SEWER EMERGENCY

301-206-4002

EmergencyCallCenter@wsscwater.com

WSSC Water Mobile App
Available on Apple App Store and Google Play

WSSCWATER
DELIVERING THE ESSENTIAL

Report Water/Sewer Emergency

Customer Advocate

- The Customer Advocate provides a support interface between both commercial and residential customers, WSSC Water employees, public officials, county agencies, HOAs/civics and other key external stakeholders with the goal of providing exceptional customer service.
- Advocates are responsible for educating WSSC Water's external customers on a variety of topics including financial assistance, water conservation and other important commission initiatives.
- They also coordinate "on the scene" customer support during emergency events.

Montgomery County
(areas south of Randolph Road)



Brandon Stewart | 301-642-1712
Brandon.Stewart@wsscwater.com



Questions?

