



March 6, 2023

RE: LAYTONSVILLE COMMUNITY WATER QUALITY UPDATE

Dear Customer:

Thank you for your patience while WSSC Water continues investigating the persistent low chlorine issue within the Laytonsville Community. We take the health and safety of our customers very seriously and are pursuing multiple short- and long-term solutions to address this issue. We appreciate your understanding as we work to provide safe, seamless and satisfying water services for our customers.

INVESTIGATION UPDATE

On Tuesday, March 28, 2023, at 6:30 p.m., we are hosting an in-person meeting at the Laytonsville District Volunteer Fire Department at 21400 Laytonsville Rd., Laytonsville, MD 20882. We will provide a full update on the situation and include time for residents to ask questions of our Water Quality, Customer Engagement and Advocacy teams, and other relevant subject matter experts.

Currently, we are undertaking several steps to improve the water quality in the area. We continue to monitor the chlorine levels at the hydrants through the winter. Our latest tests, in January and February, show chlorine levels that are consistent with the rest of the service area. We will continue testing as the weather warms up in the coming months. We are also turning over the nearby water storage tank as frequently as possible to freshen the water. We will continue to monitor the area to ensure the safety of the drinking water.

As detailed in the November update letter, our usual approaches to managing low chlorine are less effective in this location. We are using the services of an independent consultant to evaluate the best long-term solution(s) for the area. We will outline their study's anticipated timeline and potential outcomes during the March meeting.

CONTACT INFORMATION/QUESTIONS

- WSSC Water Quality Response Section Manager Julie Karceski, 301-206-7588, Julie.Karceski@wsscwater.com
- WSSC Water Customer Advocate Brandon Stewart, 301-642-1712, Brandon.Stewart@wsscwater.com
- **In the event of a water or sewer emergency or for information after business hours, contact WSSC Water's 24-Hour Emergency Call Center at 301-206-4002.**