



# Mid-County Citizens Advisory Board (MCCAB) Meeting Minutes

Thursday, April 17, 2025 7:00 p.m. – 9:00 p.m.

Held virtual via Zoom: <https://us06web.zoom.us/j/89827743604>

Meeting ID: 898 2774 3604, + 1 301 715 859

Time	Topic	Notes				
7:08	Call to Order & Welcome  Meeting Protocols  Introduction	Introduction of Board members.  Board Chair called meeting to order, reviewed meeting protocols.  Chair called for a motion to approve the agenda. Serge made a motion to approve the minutes. Rick 2 <sup>nd</sup> motion Board voted to approve Agenda.				
7:10	Minutes	March minutes unavailable. Will approve at next meeting.				
Call to Order:		Arquilla Ridgell, Chair		Respectfully Submitted by: Arquilla Ridgell, Chair		
Date/Time:		April 17, 2025, 7:00 PM ET				
Attendees:	X	Arquilla Ridgell (Chair)	X	Serge Thomas (Vice Chair)	X	Liza Smith
	X	Carol Kosary	X	Lee Rubenstien	X	Debra Liverpool
	X	Gary Fellman (Parliamentarian)		Ben DuGoff	X	Joan McDermott
		Meghan Pazmino (Secretary)	X	Phillip Ardanuy	X	Jonathan Chambers
	X	Rob Fox	X	Rick Gross		Irina Norrell
Staff:		Talía Beaulieu-Hains, Luisa Cardona (Mid-County Regional Services Center) Kayla Kavoukas (Montgomery County Department of Recreation)				

<b>Presenters:</b>		Washington Suburban Sanitary Commission (WSSC) Kishia L. Powell (General Manager), Glen Diaz, Abigail Abraham, Phil Callahan, Montre Dupree, Joy Hamilton, J Hughes, Monica Marquina, Carlos Salazar, Alan Savageau, Lingyi Zhang
<b>Guests:</b>		Susan & Max, Thomas Johnson, Alex Ross, Kathy S, John Curry, Edward Helfers, Kathy Young, Ce Ce, Day, Glenn, M Langle, Paul Geller, Perrell Brown, Rita Przygocki, Sandy Selby-Feigenson, AZ, Althea Gray- McKenzie, Arzena
7:12	<b>Elected Officials</b>	
	<b>Hannah Wilcove</b>	Hannah Wilcove, Councilmember Glass’ office updates: <ul style="list-style-type: none"><li>County Executive submitted his proposed operating budget and hearings were held with over 200 attendees. Community members can still submit testimony. Council committees had one hearing and now in recess awaiting facilities to undergo fixing. Difficult budget year so Council really wants to hear from community and will make recommendations within next few months. Questions can E-mail Hannah Wilcove:  <a href="mailto:Hannah.Wilcove@montgomerycountymd.gov">Hannah.Wilcove@montgomerycountymd.gov</a></li></ul>
	<b>Joseph Gelula</b>	Joseph Gelula, Councilmember’s Sayles Office updates: <ul style="list-style-type: none"><li>Regarding Budget want to hear from county residents. Please feel free to email Joseph with your concerns. Difficult budget year because of the Maryland State budget deficit will have an impact on MC budget. Councilmember wants budget to reflect priorities for residents.</li><li>Last week OLO released report on disparities among minorities and impact on infant health.</li></ul>
7:46 PM	Meeting resumed after Zoom Bomb disrupted meeting.	
7:47 PM	Monica Marquina, WSSC	Monica Marquina, WSSC Government Relations Manager <ul style="list-style-type: none"><li>Overview and Policies of WSSC, 107 years with no drinking water violations ever. Serve 1.9 million customers with 162,000 gallons each day. Operating budget of 8 billion. Infrastructure assets 9 billion</li></ul>

7:50 PM	Kishia Powell, WSSC General Manager	<p>Kishia Powell, WSSC General Manager</p> <ul style="list-style-type: none"> <li>• Began with WSSC in January 2023</li> <li>• Change needed and made to billing structure after complaints/concerns.</li> <li>• Working to update information to better communicate with customers and provide context.</li> <li>• Recognizes need for more customer friendly process.</li> </ul> <p>WSSC Structure:</p> <ul style="list-style-type: none"> <li>• Structure includes 3 Commissioners from each county (MC and PG) for a total of 6 appointed by County Executive and County Council.</li> </ul> <p>Policy:</p> <ul style="list-style-type: none"> <li>• WSSC is not profit driven, but cost recovery focused.</li> <li>• Adheres to federal and state regulation.</li> <li>• Two sets of regulations to maintain compliance             <ol style="list-style-type: none"> <li>1. Annotated code of regulations for rates and charges.</li> <li>2. WSSC Title 3 code of regulations which covers account management and 3.20 which covers adjustments.</li> </ol> </li> <li>• Customers can call in concerns regarding high bills and may receive courtesy adjustment. They look at consumption and if water usage returns to normal. Two of the regulations is based on single units and third based on commercial property.</li> <li>• Residential customers adjustments one every three years. Commercial customers, one time.</li> <li>• Additional bill adjustments include customers with mental and physical impairments, credits, leaks or system issues such as running water to clear discoloration. Sewer system adjustments or equipment failure.</li> <li>• Check for leak indicator on your meter. All types of meters have this indicator.</li> <li>• Encourages residents to follow-up and reach out to WSSC.</li> <li>• Can have your meter tested.</li> <li>• Improving system by investing in water main replacements.</li> <li>• Prioritize outages and notify public of planned outages and they are working to decrease outages.</li> </ul>
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8:13 PM	John Hughes, WSSC Customer Service	<p>John Hughes, WSSC Customer Service</p> <ul style="list-style-type: none"> <li>• Working on Communication channels</li> <li>• Emergency services team always available</li> <li>• There is an alert system to notify residents about outages.</li> </ul> <p>Two Consumer Advocates</p> <ul style="list-style-type: none"> <li>• Phil Calahan and Brandan Stewart who have a broad range of experience to assist.</li> </ul>
8:35 PM	Glen Diaz, WSSC Director, Utility Services	<p>Glen Diaz, WSSC Director, Utility Services</p> <ul style="list-style-type: none"> <li>• Overview of projects in area and overview of maintenance.</li> <li>• Website of projects which shows date and area.</li> <li>• Prioritize projects by emergency breaks and leaks</li> <li>• Inspector examines infrastructure, safety and makes these projects high priority. Looks at stability, water storage, and transmission line.</li> <li>• Goal is to prioritize while minimizing disruption to customers.</li> <li>• CIP prioritization- 6 categories which are given weighted score from 0 to 100. (1.water distribution, 2.data (management), 3. GIS 4. Regulatory compliance, 5. Enterprise risk, 6. planning</li> <li>• FY 26-31 there were 8 categories in CIP with water distribution and sewer reconstruction (wastewater) being the largest expenditures.</li> <li>• Advance metering challenge to inside and unreachable meters.</li> <li>• Average age of water meter is 17 years.</li> <li>• Non-registering meters result in estimated billing</li> <li>• Symposium held on February 20 to hear benefits of implementing and moving towards AML.</li> <li>• There are four maintenance depots in the area.</li> </ul>

8:50 PM	WSSC Question and Answer Session	<p><b>Questions:</b></p> <p>Cece, Community Member</p> <ul style="list-style-type: none"> <li>• Why is there a disparity between size of meters and how does it affect bills?</li> </ul>
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<p>Arquilla, MCCAB Chair</p>		<p>WSSC response was meter size is driven by plumbing code. WSSC attempted to advance legislation to distinguish between residential and commercial. Standard fees are based on meter size. WSSC is working to change these regulations. General Manager, Kishia Powell, agreed to look at the customer's bill and provided her email.</p> <p>Kathy, Community Member</p> <ul style="list-style-type: none"> <li>• She will send the General Manager, Ms. Powell, a copy of her most recent elevated bill of \$800 for 71 days. She previously had leaks that were fixed so her bill should be lower. She has lived in house for 30 years</li> </ul> <p>WSSC response was that they are working on high bill analysis. General Manager, Kishia Powell, agreed to look at the customer's bill and provided her email.</p> <p>Liza, Board Member and Community Member</p> <ul style="list-style-type: none"> <li>• She has been receiving \$1000 bills. She is concerned about WSSC unwilling to adjust her bill. She has no leaks and an estimated bill. Her water was shut off although she was on a payment plan.</li> </ul> <p>General Manager, Kishia Powell, agreed to look at the customer's bill and provided her email. She will see if corrections or adjustments can be made. Some bills may have been estimate if they were unable to read her meter.</p> <p>Debra, Board Member and Community Member</p> <ul style="list-style-type: none"> <li>• Would like to see monthly graph on her water consumption so she could plan her water usage.</li> </ul> <p>WSSC just developed a bill explained and language translation.</p> <p>Meeting adjourned by Chair at 9:20 p.m.</p> <p><b>NEXT MCCAB MEETING: May 15, 2025</b>  <b>NEXT EXECUTIVE BOARD MEETING (members only): May 1, 2025</b></p>
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