October 20, 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 appreciate your understanding as we work to provide safe, seamless and satisfying water services for our customers.

**investigation UPDATE**

On Thursday, November 9, 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. The purpose of this meeting is to provide an overview of our ongoing investigation, along with milestones that occurred over the past six months. During the meeting, there will be an opportunity for residents to ask questions of our Water Quality, Customer Engagement and Advocacy teams, and other relevant subject matter experts.

As detailed in previous letters, 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 provide an update on the status of their evaluation of potential long-term solutions.

**CONTACT INFORMATION/QUESTIONS**

* WSSC Water Quality Response Section Manager Julie Karceski, 301-206-7588, [Julie.Karceski@wsscwater.com](mailto:Julie.Karceski@wsscwater.com)
* WSSC Water Customer Advocate Brandon Stewart, 301-642-1712, [Brandon.Stewart@wsscwater.com](mailto: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.