



Case Study Category: MPWW

Case Study Title: Customer Notification Service in the Washington Suburban Sanitary Commission

Utility Name: Washington Suburban Sanitary Commission (WSSC)

Case Study Abstract: This case study describes a customer notification service utilized by WSSC to keep customers aware of events impacting their water service. Notifications include repairs, breaks, and contamination events.

Case Study Link: <http://www.waterid.org/content/customer-notification-service-washington-suburban-sanitary-commission>