

Cross Connection Control Programs Private Enterprise

- 1.) Work environment & Work Process Cycle.
- 2.) Types of Resources used: computer, test equipment, data reporting.
- 3.) Data management

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What is the Private CCC Provider Managing?

- 1.) Test Equipment & tools.
- 2.) Vehicle.
- 3.) Insurance.
- 4.) Licensure.
- 5.) Continuing Education.
- 6.) Municipal involvement.
- 7.) Customer Management.
- 8.) Data Management.
- 9.) Time Management.
- 10.) Profitability/loss.
- 11.) Medium Size – Staff of 1 – 2.

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Cross Connection Control Programs Public

- 1.) Work environment.
- 2.) The System & Strategic Planning
- 3.) Managing the Workflow

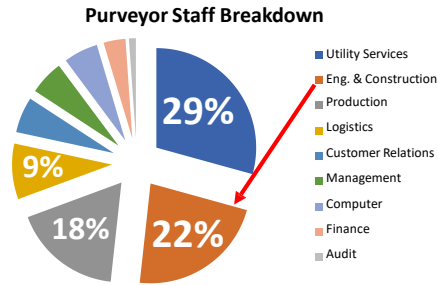
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Vision - To be THE World-Class Water Utility where Excellent Products and Services are Always on TAP!



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Who are Purveyor Personnel - Maryland LARGE Purveyor Data



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University of Florida TREEO
 Cross-Connection Control Conference
 February 28, 2019

WSSC CROSS CONNECTION CONTROL and BACKFLOW PREVENTION

WSSC Where Water Matters

100 Years of Serving Our Community

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Who We Are

Chip Matthews
Cross-Connection Program Section Manager

WSSC – Washington Suburban Sanitary Commission located in Laurel, Maryland

Largest water/wastewater utility in Maryland State

1.8 million customers, 450,000 customer accounts

100 Years of Service to the Community



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WSSC's CCP History continued

- Plans Review and Inspection Staff did an excellent job of ensuring proper protection at the time of new construction; but what about follow-up?
- Late 90's, State recognizes importance by regulating that Cross Connection Technicians Certifications are a prerequisite to Journeyman and Master Plumber Licenses.
- In early 00's, WSSC was forced to focus resources on Sanitary Sewer Overflows
- Frustrations boil over: "Why are *they* more concerned with Crisco in the sewer, than with Cyanide in the Water?"



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How do you contaminate the drinking water? Actually, it's very easy:

Elementary Level Physics!!!



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Really? No Protection?



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How Long Can You Avoid the Obvious?



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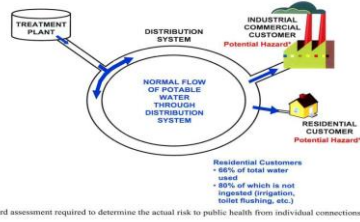
Its Time to Take Another Stand

- › This is about where we come into picture.
- › WSSC is Under Sweeping Changes
- › New Mid-level Management seems receptive to enhancing the CCP
- › With mid-management in support, we set out to impress backlog fundamentals to our senior management and clarify the *risks inaction*.
- › We enhanced and presented the next four slides:



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Normal Water Flow

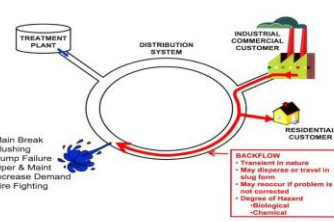


*Hazard assessment required to determine the actual risk to public health from individual connections



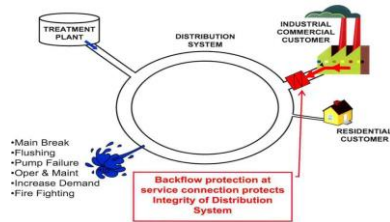
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Backflow



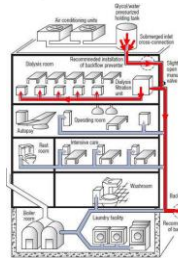
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Backflow Prevention



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One Example of a Tragic Incident



- A cross-connection incident occurred in a Medical Center in Illinois
- Ethylene glycol, an anti-freeze added to air conditioning cooling tower water, entered the potable water supply system via a manually-operated valve that was intentionally left partially open
- No Backflow Prevention Assembly was present
- Two of six dialysis patients died as a direct or indirect result of the contamination



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What Also Got Their Attention

- › Federal and State Mandated
- › **Gross Negligence = Liability**
- › Benchmarking
- › Self Funded, Phased-in Approach
- › Our new GM lived through a significant backflow event in his former jurisdiction



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What? It has an AVB!



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Lessons Learned

- › Phase In – But not to slow or you may lose opportunity, support, or interest
- › We have focused too much on surveys
- › Considering a late fee for annual testing
- › Funding by all ratepayers
 - Test Report & Base Fees
 - General Fund to cover balance
 - Line Item fees are problematic
 - When phasing in you will be underfunded



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Wrap Up

- › Questions
- › WSSWater.com
- › <https://www.wsscwater.com/xconnect>
- › Thank you for attending today
- › And a special thanks for your role as a public *service* official, *service* provider, and especially the Veterans!



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Learning Points

Private/Public CCC Programs have a lot in common:

- Challenges are complex.
- Issues exist in both types – scope and scale of issues are naturally different.
- Professionals try their best to educate
- Professionals try for Best in Class Service
- You are working with the Public
- Managing varying perspectives and viewpoints

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