
2. Types of Resources used: computer, test equipment, data reporting.

3. Data management

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.

Cross Connection Control Programs

Public

1.) Work environment.

2.) The System & Strategic Planning

3.) Managing the Workflow

Who are Purveyor Personnel - Maryland LARGE Purveyor Data

Purveyor Staff Breakdown

- Utility Services 29%
- Eng. & Construction 9%
- Production 18%
- Logistics 22%
- Customer Relations 9%
- Management 9%
- Computer 9%
- Finance 9%
- Audit 9%

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

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

WSSC CROSS CONNECTION CONTROL and BACKFLOW PREVENTION
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

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 Technician 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?”

How do you contaminate the drinking water? Actually, it’s very easy:
Elementary Level Physics!!!

Really? No Protection?

How Long Can You Avoid the Obvious?

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 backflow fundamentals to our senior management and clarify the risks inaction.
- We enhanced and presented the next four slides:
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.

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.

What? It has an AVB!
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 your will be under funded

Wrap Up
- Questions
- WSSCWater.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!

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