



Admin & Operational Program Challenges

Chip Matthews, Cross-Connection Program Manager
David Moore, Cross-Connection Program Supervisor
Adam Clingan, Cross-Connection Program Field Inspector

February 23, 2023

Agenda

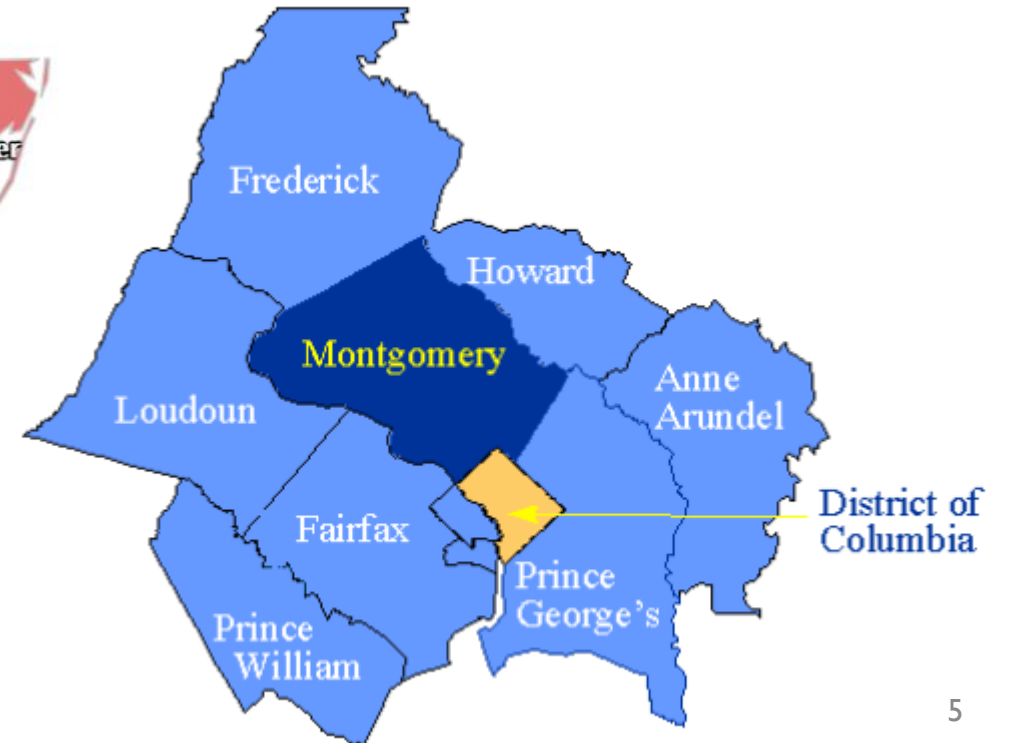
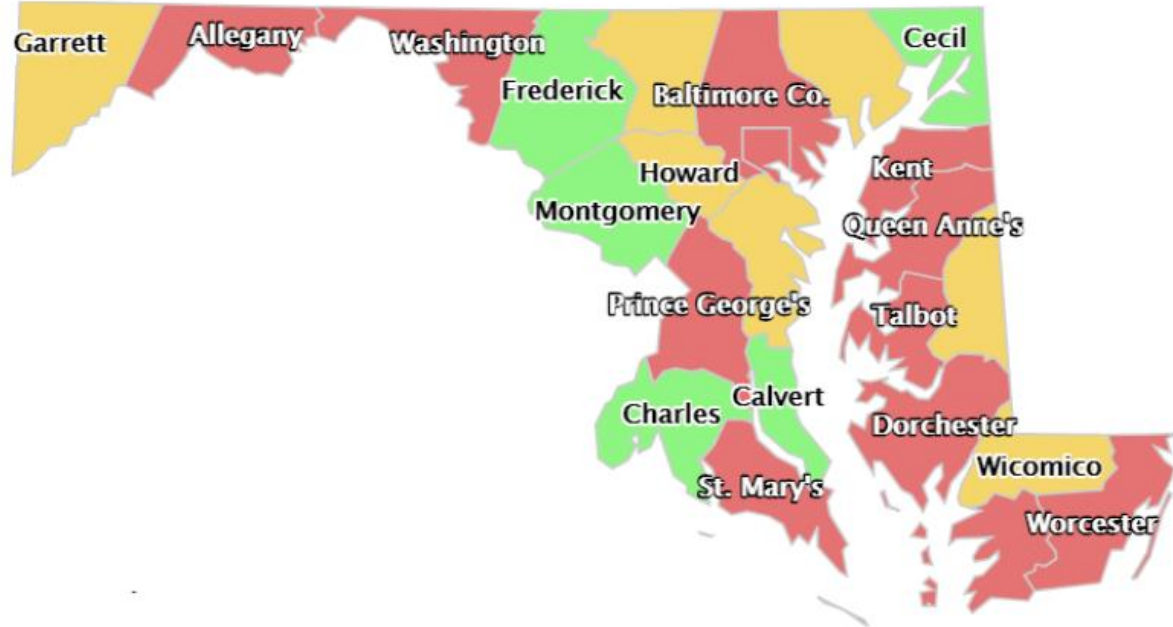
- WSSC Water Cross-Connection Control Program Introduction
- Program Manager Administrative & Operational Challenges
- Program Supervisor Viewpoint & Challenges
- Program Field Inspector Viewpoint & Challenges
- Summary

WSSC Water Cross-Connection Control Company & Program Introduction

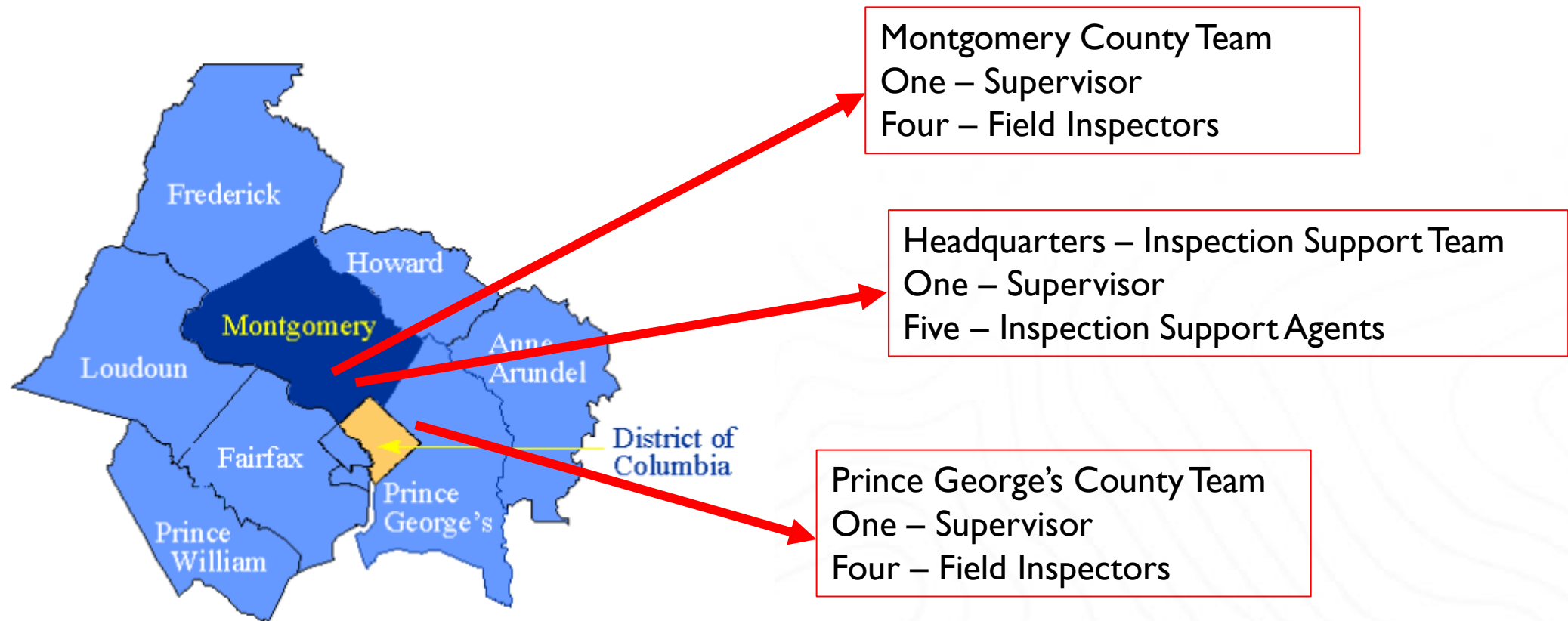
**Vision - To be THE
World-Class
Water Utility
where Excellent
Products and
Services are
Always on TAP!**

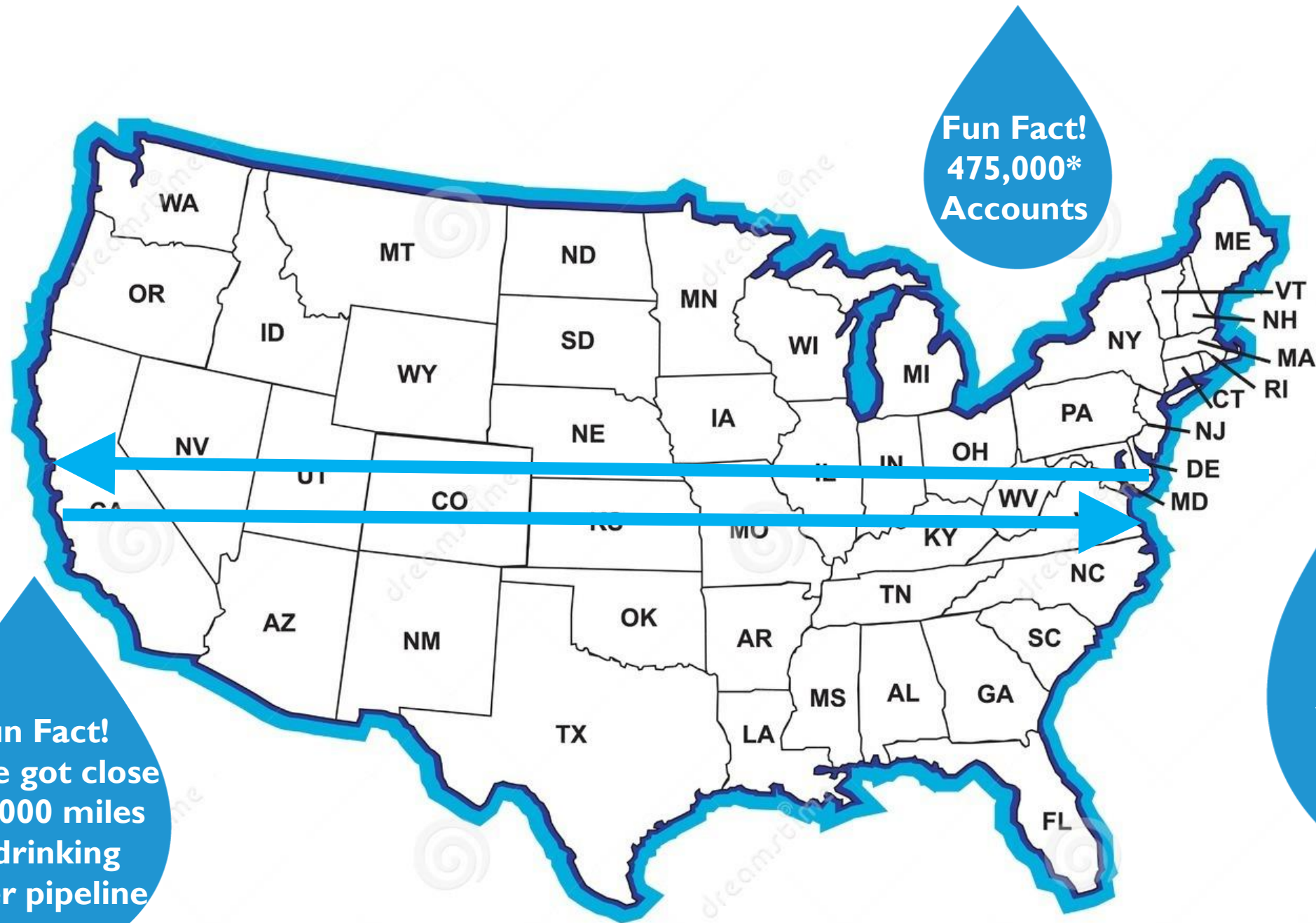


Operational Areas



Operational Area Staffing





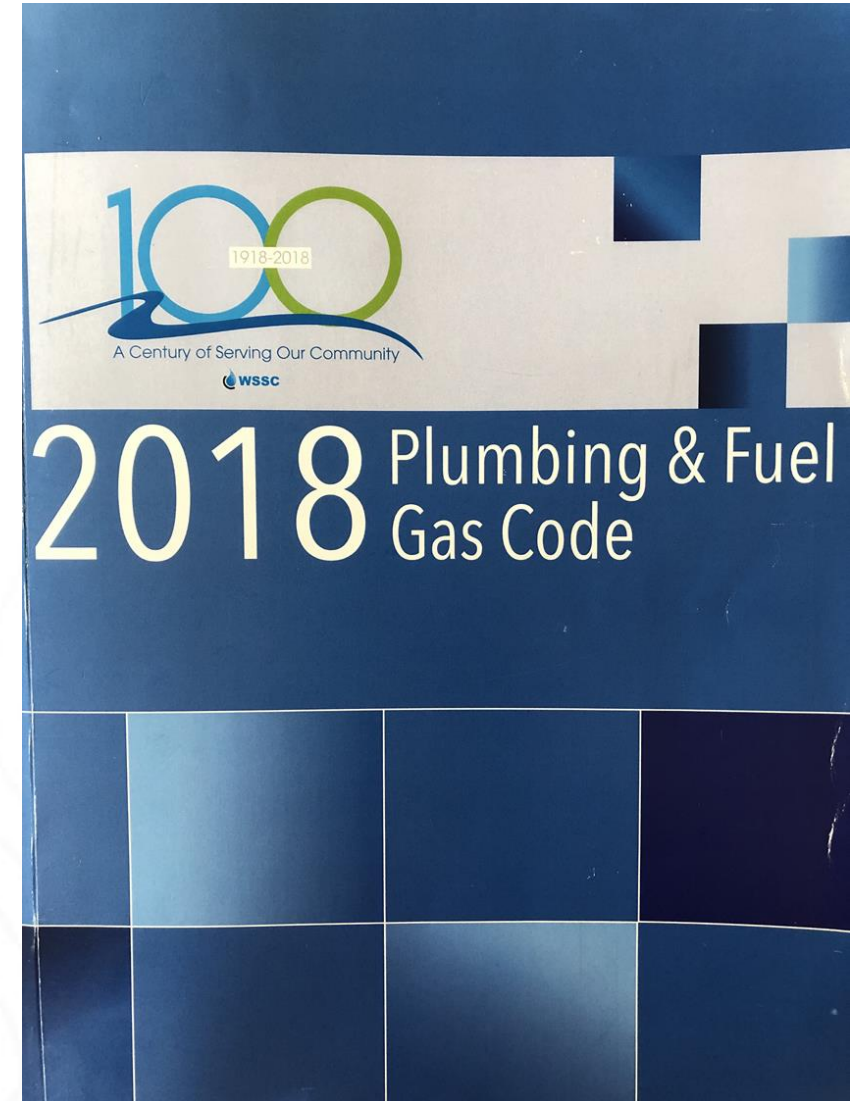
Fun Fact!
475,000*
Accounts

Fun Fact!
There are
1.9 Million
WSSC Water
Customers

Fun Fact!
We've got close
to 6,000 miles
of drinking
water pipeline

Our Authority

- WSSC Plumbing & Fuel Gas Code
- Maryland Department of the Environment
- COMAR 26.04.01.32, 1/1/1986
- Identify, survey, and require testing.



Our Team



- Montgomery County Cross-Connection Staff
- Prince George's County Cross-Connection Staff
- Compliance Supervisor
- Inspection Services Agents
- Work closely with Plumbing Inspection Services Staff
- Other WSSC Water staff attending - Introductions

Our Mission



Protect & Serve
our WSSC Water
Customers



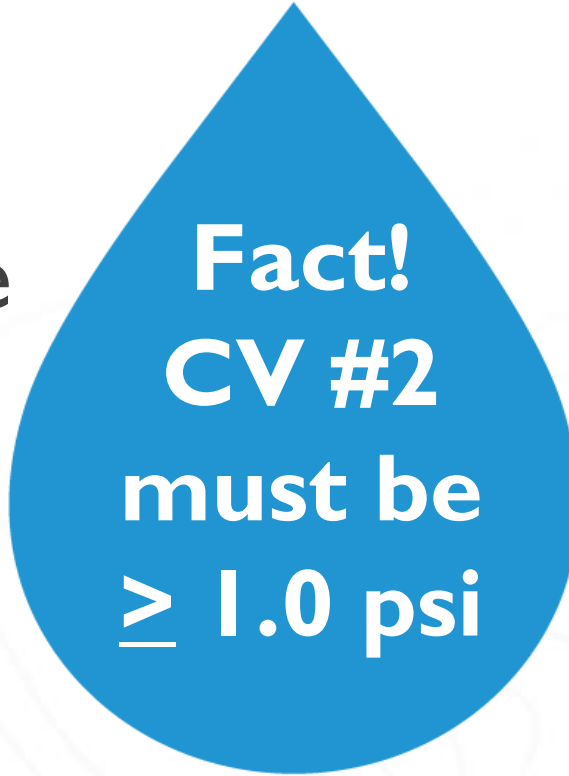
WSSC Water Program Manager Administrative and Operational Challenges

Top 5 Administrative & Operational Challenges – Program Manager View

- Tester field data, knowledge & level of understanding.
- Data integrity.
- Customer creativity.
- Administrative surveys.
- Reminder mailings & returned mail management.

#1 – ASSE 1013 Check Valve #2

- Leaking vs. Closed Tight
- A reading for Check Valve #2
- Incorrect submittals lead to our 2nd challenge



Fact!
CV #2
must be
≥ 1.0 psi

#2 – Data Integrity

- Duplicate Serial Numbers
- DCVA readings in excess of 10.0 psi



**900,000
Combinations
for 6 digit
numbers
using 0-9**

#2 – Data Integrity

DOUBLE CHECK VALVE ASSEMBLY

Protects against Low Hazard ONLY!

Both springs same, > or = to 1.0 psi

Maximum pressure drop - 10 psi.

Must be tested at least once a year

**Check read
above 5.0 psid?
May be caused by:**

- Incorrect Spring**
- Possible RP 1st
Check**

#2 – Data Integrity

Double Check Valve Assembly

ASSE 1015

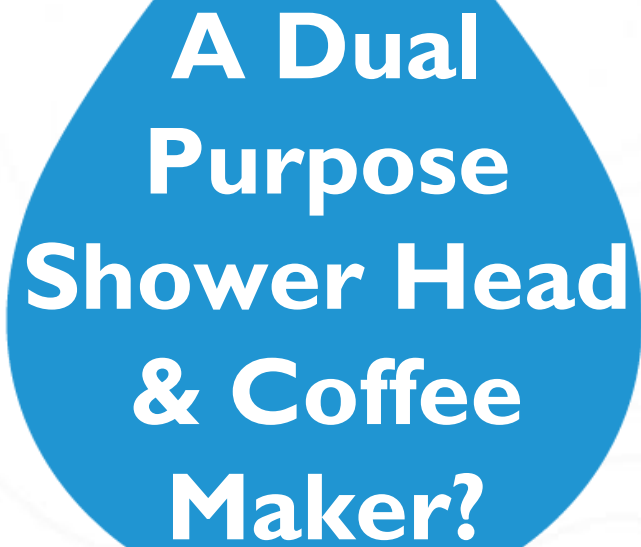
Protects against Low Hazard ONLY!

Both springs same, > or = to 1.0 psi

Maximum pressure drop - 10 psi.

Must be tested at least once a year

#3 – Customer Creativity



**A Dual
Purpose
Shower Head
& Coffee
Maker?**

#4 Administrative Surveys

- Cold Calling
- Customer Sensitivity To Information Release
- Deep Research Survey Forms Stored in Customer Record.

2022
50.3 Billion
Robocalls



#5 Reminder Notices

- Reminder Mailings
- Returned Mail Management

WSSC Water Program Supervisor Administrative and Operational Challenges

Top 3 Administrative & Operational Challenges Program Supervisor View

- **Employee Training**
- **Attracting & retaining Master Plumber/Gasfitters that are leaders in their profession**
- **Customer Education**



**WSSC Water
Program Field Inspector
Administrative and
Operational Challenges**

Top 4 Administrative & Operational Challenges From the Field Inspector's View

- Communicating with a wide range of customers
- Large number of accounts that require field surveys
- Encountering a wide range of water utilizing equipment
- Training new team members



Remembering Don “Doc” Smith

2/10/1952 – 10/17/2022

Closing Comments

- **Different challenges and viewpoints.**
- **Plumbing systems are NOT static.**
- **No one has seen it all!**
- **Thank you!**



Questions?

