Admin & Operational Program Challenges

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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

Montgomery County Team
One – Supervisor
Four – Field Inspectors

Headquarters – Inspection Support Team
One – Supervisor
Five – Inspection Support Agents

Prince George’s County Team
One – Supervisor
Four – Field Inspectors
Fun Fact! There are 1.9 Million WSSC Water Customers

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

Fun Fact! 475,000* Accounts
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.
ASSE 1013 Check Valve #2

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

Fact! CV #2 must be $\geq 1.0 \text{ psi}$
#2 – Data Integrity

- Duplicate Serial Numbers
- DCVA readings in excess of 10.0 psi
#2 – Data Integrity

**DOUBLE CHECK VALVE ASSEMBLY**

- Protects against Low Hazard ONLY!
- Both springs same, $> \text{ or } = \text{ to } 1.0 \text{ psi}$
- 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
Double Check Valve Assembly

ASSE 1015

Protects against Low Hazard ONLY!

Both springs same, \( \geq 1.0 \text{ psi} \)

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!