

**STANDARD PROCEDURES
OF THE
WASHINGTON SUBURBAN SANITARY COMMISSION**

SPONSOR Calvin Farr, Utility Management Group	REGULATION NUMBER: REG-WWM-CC-2015- 002	APPROVED BY/DATE Commission/ April 15, 2015	RECURRING REVIEW PERIOD 3 Years	EFFECTIVE DATE: May 25, 2015	PAGE 1 OF 4
TITLE: Notification and Posting Requirements Regarding Sewage Leaks to Counties, Municipal Corporations, and to the General Public					

I. PURPOSE

This Standard Procedure sets forth Washington Suburban Sanitary Commission (Commission) procedures for notification of Sewage Leaks to counties, municipal corporations, and the general public and posting requirements in accordance with Public Utilities Article, Sections 24-202 and 24-203.

II. DEFINITIONS

In this Standard Procedure, the following terms have the meaning indicated:

- A. Customer Notification System (CNS): a Web-based application that the Commission uses to send targeted messages to registered users in specific geographical areas, including individual neighborhoods, notifying customers of water main breaks, service interruptions, Sewage Leaks, Sanitary Sewer Overflows, traffic disruptions, and other important matters relating to Commission services. CNS operators centrally create, manage, and send notifications from any computer or device using a standard Web browser. Commission customers may register for the CNS through a link provided on the Commission's website.
- B. Field Crew: a team of Commission employees charged with investigating and posting warning signs regarding Sewage Leaks reported to the Commission. Each Field Crew shall include, at a minimum, one or more personnel with the following job classifications: Inspector, Utility Technician, Collection Technician, Facility Technician, Unit Coordinator, or Group Leader.
- C. Public Access Point: waterfront property that the public can use to gain access to a waterbody impacted by a sewage leak. Examples of Public Access Points include, without limitation, a parking lot, playground, picnic area, boat launching ramp, or park.
- D. Service Alert: a map application that provides information on the Commission's website about Commission-related emergency work within the Washington Suburban Sanitary District.

REGULATION

WSSC REGULATIONS

Page 2 of 4

- E. Sewage Leak: a leak in a sanitary sewer line, pipe, or fixture that is within or connected to the Commission's sanitary sewer system.

III. AUTHORITY

Pursuant to Maryland Code Annotated, Public Utilities Article, Section 17-403, the Commission has general authority to adopt rules and regulations to carry out the provisions of Division II of the Public Utilities Article, and those of any other laws the enforcement and administration of which are vested in the Washington Suburban Sanitary Commission. Public Utilities Article, Sections 24-202 and 24-203, expressly direct the Commission to adopt regulations to implement those sections.

IV. POSTING PROCEDURES

- A. Within 24 hours after the Commission receives a report of a Sewage Leak, the Commission shall post a warning sign at each Public Access Point to and downstream from any waterway that becomes contaminated by the Sewage Leak.
- B. Each warning sign shall:
 - 1. State the date the Sewage Leak was discovered and the Sewage Leak's source and/or cause (*e.g.*, clean-out, sewer service, sewer main, manhole, air relief valve, force main, pressure sewer, grinder pump, sump pump, wastewater pump station, or wastewater treatment plant);
 - 2. State contact information for the Commission, including a telephone number that members of the general public can use to obtain additional information concerning the Sewage Leak; and
 - 3. Be at least 10" x 12," in the form and including the content set forth in Attachment A.
- C. The minimum distance from the source of a Sewage Leak within which a warning sign is to be posted shall be determined by the Field Crew that is dispatched to and evaluates the area affected by the Sewage Leak. Factors to be considered in making this determination include, but are not limited to, locations of Public Access Points in the affected area, volume of the Sewage Leak, and other characteristics of the area in which the Sewage Leak occurs (*e.g.*, whether in a residential or commercial area, public right-of-way, park, or parkland).

V. NOTIFICATION PROCEDURES

- A. Within 24 hours of discovering of a Sewage Leak, the Commission shall:
 - 1. Provide notice to the general public about the Sewage Leak in the form of a Service Alert on the Commission's website

WSSC REGULATIONS

Page 3 of 4

(<http://www.wsscwater.com>), or by an alternative method as circumstances may require; and

2. Notify the county and any municipal corporation in which the Sewage Leak is located about the Sewage Leak and the Commission's intended action concerning the Sewage Leak. The Commission shall make this notification utilizing the CNS, or by other method appropriate to the circumstances.

- B. The Commission shall provide on its website (<http://www.wsscwater.com>) a phone number for the general public to obtain additional information about the Sewage Leak.

VI. VIOLATIONS

An employee who violates any provision of this Standard Procedure may face disciplinary action as delineated in Section 2:12 ("Disciplinary Procedures") of the Commission's Personnel Policy Manual, or in any successor provision thereto.

DISTRIBUTION LIST:

Commissioners
All Employees

Attachment A

