

STANDARD PROCEDURES  
OF  
THE SYSTEMS MAINTENANCE DIVISION

SUBJECT  LEAK ON PROPERTY	PAGE 1  OF 2
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I. Purpose

To provide guidelines and procedures for the notification, follow-up, and elimination of service leaks on property.

II. Procedure

1. The leak is determined to be on property. The "pink" door hanger will be left, with the date of inspection written in at the top. The Inspector, Crew Chief, or Supervisor should insure that the door hanger is left secure, so as not to be blown away.
2. Should the Inspector, Crew Chief, or Supervisor determine that the leak is causing damage to private/public property, or is causing a hazardous condition, he/she will turn the water off and mark the appropriate box.
3. The Maintenance Services Division, Special Problems Unit, will review all leak work orders on a daily basis and follow up with a letter to the customer advising them again that they have 15 days from the date of inspection to make repairs. The letters will be sent out based on the reports given to the radio room; it is very important that these reports be accurate and specific.
4. Each letter will be followed up on to insure that repairs are made in a timely manner. If possible, calls will be made to the occupants on the 14th, or 15th day to determine if any work has been done.
5. If no notification is received that repairs have been made, a work order will be generated for a follow up inspection. Should the Inspector find there is still a leak, the water will be turned off and the appropriate box on the door hanger marked.
6. If the location of the leak can not be determined (on or off property), the leak detection crew will provide assistance. The Inspection Section Contract Managers should be contacted for assistance.

ORIGINATOR Dianna Hartley Maint. Serv. Coordinator  <i>Dianna Hartley</i>	EFFECTIVE DATE  4/15/91	APPROVED BY Frank O. Wright Ass't Div. Head, Systems Maintenance  <i>Frank O. Wright</i>	PROCEDURE NO.:  W 8.0
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**WASHINGTON SUBURBAN  
SANITARY COMMISSION**

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
MONTH DAY YEAR

\_\_\_\_\_  
TIME AM  
PM

Representative \_\_\_\_\_

Work order Number \_\_\_\_\_

**NOTICE**

We responded to a service request to investigate for a LEAK, we found:



LEAK ON PROPERTY - It is the Owner's responsibility to make repairs. Please contact a plumber registered with the WSSC. Repairs must be made within 15 days of the above date. The service will be TURNED OFF to prevent further water loss from the WSSC System if repairs are not made within 15 days.



LEAK ON PROPERTY/TURN OFF - The water service has been discontinued/turned off, due to a leak on property that is causing damage or a hazardous conditions. The owner is responsible for hiring a plumber registered with WSSC to make repairs.



TURN OFF - We reinspected the area and found that repairs have not been made, within 15 days.

MAINTENANCE SERVICES PERSONNEL ARE AVAILABLE TO ASSIST  
YOU 24 HOURS A DAY, 7 DAYS A WEEK, IF YOU HAVE ANY QUESTIONS.

(301) 699-4555

(301) 277-2314 TTY

SI USTED TIENE PREGUNTAS, POR FAVOR LLAME A NUESTRA OFICI-  
NA DE MANTENIMIENTO ENTRE LAS HORAS 8:15 A.M. A 5:00 P.M.  
DE LUNES A VIERNES AL TELEFONO INDICADO ARRIBA.

903-77 (2/91)