






COMMISSION SUMMARY

AGENDA CATEGORY: Other Reports

ITEM NUMBER: 3.D.1 Customer Service

DATE: January 16, 2019

SUBJECT	Resolution No. 2019-2213 – Customer Service: Emergency Regulation Suspending Turn-offs and Collections
SUMMARY	The purpose for this agenda item is to obtain Commission approval to issue an emergency suspension of collection activity for water and sewer accounts, including termination of service and demand for payment for all accounts for a period of 35 days. This is being requested due to the federal government shutdown that commenced on December 22, 2018.
SPECIAL COMMENTS	
CONTRACT NO./ REFERENCE NO.	N/A
COSTS	N/A
AMENDMENT/ CHANGE ORDER NO. AMOUNT	N/A
MBE PARTICIPATION	N/A
PRIOR STAFF/ COMMITTEE REVIEW	Carla A. Reid, General Manager/CEO 
PRIOR STAFF/ COMMITTEE APPROVALS	Monica Johnson, Deputy General Manager, Strategic Partnerships  Crystal Knight-Lee, Director, Customer Service 
RECOMMENDATION TO COMMISSION	Vote
COMMISSION ACTION	

RESOLUTION NO.: 2019-2213
Adopted: January [16], 2019
Effective Date: January 16, 2019

WASHINGTON SUBURBAN SANITARY COMMISSION

Subject: RESOLUTION Adopting Limited Regulation Concerning Collection Activities and Waiver of Late Fees for Certain Period of Time.

WHEREAS, the Washington Suburban Sanitary Commission (“Commission” or “WSSC”) is authorized by the Maryland Annotated Code, Public Utilities Article (“PUA”) §25-504 to take certain collections’ actions with regard to delinquent water and sewer accounts, including termination of service; and

WHEREAS, the Commission is further authorized by PUA §17-403 to adopt regulations to carry out the provisions of Division II of the PUA and any other laws, the enforcement and administration of which are vested in the Commission; and

WHEREAS, in addition, the Commission has adopted certain regulations regarding collections, set forth in Chapter 3.25 of the WSSC Code of Regulations 2019, to carry out the authority set forth in PUA §25-504; and

WHEREAS, a partial shutdown of the federal government began on December 22, 2018; and

WHEREAS, according to United States Department of Commerce data from 2017, approximately 76,000 federal workers reside in the Counties of Montgomery and Prince George’s; and

WHEREAS, WSSC has experienced an increasing number of calls from federal workers in recent weeks requesting assistance regarding their bills; and

WHEREAS, WSSC wishes to avoid, on a temporary basis, conducting terminations of service for a large number of customers; and

WHEREAS, access to water is an important public health issue which WSSC wishes to preserve during the federal shutdown; and

WHEREAS, WSSC wishes to assist customers who reside in the Washington Suburban Sanitary District by suspending collection activity, including terminations of service and demands for payment, for all accounts for a period of 35 days.

NOW, THEREFORE, BE IT RESOLVED, this ____ day of January, 2019, that, the Commission adopts the following regulation:

(1) Notwithstanding any other regulation to the contrary, the Commission shall suspend collection activity for water and sewer accounts, including demand for payment and termination of service, for all accounts for a period of 35 days; and

(2) Notwithstanding any other regulation to the contrary, the Commission shall waive late fees for water and sewer bills that become due during the 35 day period.

BE IT FURTHER RESOLVED, that this regulation shall be effective immediately in accordance with PUA §17-403(b) which allows waiver of 30-day notice requirement when the regulation is necessary for the preservation of public health.

BE IT FURTHER RESOLVED, that this regulation may be applied retroactively by customer service staff for the waiver of late fees incurred on or after December 22, 2018.

BE IT FURTHER RESOLVED, that this regulation shall remain effective for 35 days. At the end of the 35 days, the regulation, with no further action required by the Commission, shall be abrogated and of no further force and effect.

A True Copy.

Attest:

Sheila R. Finlayson, Esq.
Corporate Secretary