



# Latest updates for **MASTER PLUMBERS AND GASFITTERS** from



***Notice: This message supersedes prior communication regarding field inspections (residential and non-residential).***

Your safety, and the safety of our employees, continues to be our top priority. Please note that WSSC Water is NOT closed, however some services have been temporarily suspended or modified to assist in the public health efforts to minimize the spread of the Coronavirus.

In an effort to further reduce in-person interaction, the WSSC Water Inspections staff is starting to perform Virtual Inspections. Virtual Inspections utilize mobile devices and video chat applications which allow the Inspector to view site conditions and perform inspections remotely. At the Inspector's discretion, short-form and long-form permit inspections may be eligible for Virtual Inspections. Additionally, on a case-by-case, job-by-job basis, some residential in-home non-emergency inspections may be eligible for a Virtual Inspection. If, in the Inspector's discretion, the requested inspection is not eligible for a Virtual Inspection, conventional field inspections must continue to observe all stipulated CDC, Federal, State, Local, and WSSC Water requirements for social distancing and safe job site practices. The WSSC Water Regulatory Services Division intends to increase the use of Virtual Inspections as the Coronavirus pandemic continues.

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**Video Chat  
Applications**

**Scheduling a  
Virtual Inspection**

The preferred video chat applications for Virtual Inspections are FaceTime and MS Teams. The FaceTime App only works with iPhones and iPads; all WSSC Water Inspectors utilize iPhones.

The use of additional applications may be coordinated with WSSC Water Inspections staff. Depending upon the inspection type, the video chat application may be managed and operated on the job site by the "Video Chat Operator". The Video Chat Operator shall be the individual responsible for providing the remote video feed to the WSSC Water Inspector.

1. The Licensee shall schedule inspection as normal.

2. The Licensee shall call the assigned Inspector on the morning of the scheduled inspection between the hours of 6:45 am and 7:30 am to discuss inspection details. During the discussion, a mutually agreeable virtual platform will be determined for the Virtual Inspection.

In the event that the Licensee is unable to contact the assigned Inspector, the following table provides the contact information for the Depot Supervisors.

<b>INSPECTIONS SUPERVISORS</b>			
<b>DEPOT</b>	<b>NAME</b>	<b>OFFICE PHONE</b>	<b>CELL PHONE</b>
Anacostia	Steven Wingerd	301-206-4052	240-484-4575
Temple Hills	Joe Gavin	301-206-7314	240-687-8062
Seneca	Tom Spurrier	301-206-7364	240-687-5136
<u>Lyttonsville</u>	George Hughes	301-206-7341	301-974-9728

## **Preparing for Virtual Inspection**

Mobile devices shall be fully charged.

Mobile device shall be connected to reliable WiFi or 4G wireless service.

Turn off notifications on mobile device; notifications can disrupt video chat.

The Licensee shall have the following tools readily available:

- Tape measure
- Flashlight
- Ladder
- Level

- Any additional tools/equipment required by the Inspector for the inspection type.

During the Virtual Inspection, the Video Chat Operator shall verify all job site hazards that may present safety issues during the Virtual Inspection. The Video Chat Operator may need help with safely navigating the site while performing the Virtual Inspection, including holding a flashlight, carrying tools, or holding a ladder. The Video Chat Operator shall have assistance arranged and ready prior to start of inspection.

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## Conducting the Virtual Inspection

- Be prepared for Virtual Inspections to take more time than traditional in-person inspection.
  - If the inspection requires a licensed plumber to be present, the WSSC Water Master or Journeyman Plumber/Gasfitter shall display their WSSC Water license along with a current photo ID to the Inspector for verification.
  - Video shall be clear to Inspector, including proper lighting, move slowly, and hold camera steady. Videos that are difficult to decipher can be a reason to fail an inspection.
  - The inspection shall start outside of the building with the street address clearly visible to the Inspector.
  - It is the responsibility of the Video Chat Operator or Licensee to ensure their own safety during the Virtual Inspection Process.
  - The Video Chat Operator shall walk the jobsite as instructed by the Inspector.
  - If the job has stamped approved drawings, a WSSC Water licensed Journey or Master Plumber/Gasfitter must be present to perform the Virtual Inspection and shall have the approved drawings available for the Inspector to review as needed.
  - At the end of the inspection, the Inspector will issue the appropriate digital sticker or tag.
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Check the WSSC Water website at [www.wsscwater.com](http://www.wsscwater.com) for the latest updates.

For all current Regulatory Services Plumbing Inspection Staff contact information please see the [attached pdf](#).

WSSC Water thanks you for your patience and cooperation.

*WSSC Water is the proud provider of safe, seamless and satisfying water services, making the essential possible every day for our neighbors in Montgomery and Prince George's counties. We work to deliver our best because it's what our customers expect and deserve.*

