

Office of the
Inspector General

ANNUAL REPORT

Our Annual Report is a testament
to teamwork and innovation.

WWW.WSSCWATER.COM/OIG



2025



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This report is submitted in accordance with Maryland House Bill 419, codified in Public Utilities Article (PUA), § 17-60(d)(4) of the Annotated Code of Maryland, which requires the Inspector General to provide the Commission and publish on its website periodic reports summarizing the Office of the Inspector General’s activities, findings, recommendations, and accomplishments during the fiscal year.

ABOUT THE OIG

OUR ROLE

Established in 2018 by Maryland House Bill 419 and codified in the Maryland Code, the Office of the Inspector General (OIG) serves as an autonomous and independent entity within the Washington Suburban Sanitary Commission (WSSC), operating without managerial authority over the programs or operations it audits, investigates, or reviews. Through its work, the OIG promotes transparency, accountability, and integrity across all levels of WSSC by conducting audits, investigations, and evaluations. The OIG provides independent, evidence-based recommendations to strengthen governance, enhance internal controls, and improve risk management. Guided by a systematic and disciplined approach, the OIG supports the Commission's mission by identifying opportunities for improvement and ensuring the responsible stewardship of public resources, while upholding the highest standards of ethical conduct, operational efficiency, and public trust.

OUR MISSION

To help WSSC meet its objectives in a fiscally transparent, sustainable, and ethically responsible manner by:

- conducting independent audits, evaluations, and investigations;
- making evidence-based recommendations to promote economy, efficiency, and effectiveness; and
- prevent and detect fraud, waste abuse, mismanagement, and misconduct within WSSC program and operations.

OUR VISION

Oversight that inspires stakeholder confidence.

OUR VALUES

Accountability

Ensure public accountability by preventing, investigating, and reporting instances of fraud, waste, and abuse of the agency's property or funds.

Integrity

Maintain the highest professional and ethical standards in the performance of our official duties.

Transparency

Publish audit reports and summaries of audits and investigations conducted by the OIG, except when disclosure is expressly prohibited by the Maryland Public Information Act.

MESSAGE FROM THE INSPECTOR GENERAL

I am pleased to present the Fiscal Year (FY) 2025 Annual Report for the Office of the Inspector General (OIG) at the Washington Suburban Sanitary Commission (WSSC Water), covering the period from July 1, 2024, through June 30, 2025.



Now in my third year as the Inspector General at WSSC Water, I continue to be honored to lead a team of dedicated, ethical, and highly professional individuals. Together, we remain steadfast in our mission to enhance transparency, promote accountability, and ensure the responsible stewardship of the Commission's resources and supporting the delivery of essential of vital public services.

This report reflects the OIG's ongoing commitment to advancing integrity and operational excellence across the Commission.

Through our audits, investigations, and reviews, we continue to support the Commission's mission to deliver safe, reliable water services in a sustainable and financially responsible manner.

During the reporting period, our auditors completed 10 engagements and issued accompanying reports with recommendations to enhance operations and reduce costs. On the investigative front, we received 44 complaints alleging fraud, waste, and abuse, and collaborated with WSSC departments to resolve 35 of them. These efforts reflect our continued efforts to address issues that affect WSSC Water, its customers, and stakeholders.

Our *FY 2026 OIG Work Plan* outlines our focus and ongoing responsibility to provide independent oversight of WSSC's program administration, ensuring compliance with applicable regulations, evaluating operational and financial risks, and promoting efficiency and effectiveness, even amid increasingly complex and demanding circumstances.

I am grateful to the Board of Commissioners and WSSC Water leadership for their continued support. Together, our shared commitment to excellence will continue to position WSSC Water as a national model of oversight and accountability for the 1.9 million customers it serves.

Sincerely,

A handwritten signature in blue ink that reads "Jon T. Rymer". The signature is fluid and cursive.

Jon T. Rymer
Inspector General

OUR TEAM



Although small, the OIG plays a vital role in supporting WSSC by providing guidance and ensuring that WSSC complies with laws and fulfills its mission and objectives. Our professional staff's diverse backgrounds and expertise are essential to our success, bringing valuable depth and perspective to every engagement. Our staff possess the following non-exhaustive certifications and credentials:

- Certified Public Accountant
- Certified Inspector General Auditor
- Certified Inspector General Counsel
- Certified Internal Auditor
- Certified Information Systems Auditor
- Certified Fraud Examiner
- Certified Government Auditing Professional
- Certified Information Technology Professional
- Certification in Risk Management Assurance
- Certified in Risk and Information Systems Control

OVERVIEW

In FY 2025, the OIG continued to produce impactful and mission driven work rooted in independence, objectivity and integrity. Our efforts aligned with WSSC's Strategic Priorities and Objectives, ensuring that oversight activities supported the agency's broader goals.

Throughout the year, OIG engagements addressed key focus areas such as Workforce Development & Culture, Affordability & Financial Viability, Optimizing Operations, Asset Management & Infrastructure Reliability, Justice, Equity, Diversity and Inclusion (JEDI), and Customer Engagement and Strategic Partnerships. By integrating these priorities into our audits, reviews, and investigations, the OIG helped strengthen WSSC Water's operational resilience and responsiveness to the evolving needs of its workforce, stakeholders, and customers.

AUDIT

The OIG initiated several audit and review projects, resulting in risk-mitigating operational process changes and enhancements that promoted economy, efficiency, and effectiveness in FY 2025. Specifically, the Audit Division published seven (7) independent reports, providing actionable recommendations to strengthen WSSC's operations and stewardship of resources. We identified over **\$61 thousand in financial adjustments** from a System Development Charges audit benefiting WSSC in FY 2025. We continue to work diligently with the developer community to identify allowable Capital Improvement Program (CIP) reimbursable infrastructure costs via SDC audits.

INVESTIGATIONS

In FY 2025, we remained committed to investigating allegations of fraud, waste, abuse, mismanagement, and misconduct within WSSC Water, as authorized by Md. Code Ann., PUA, § 17-601 et seq., and Chapter 2.60 of the WSSC Water Code. As part of this mandate, the OIG manages the Commission's centralized Fraud, Waste, and Abuse (FWA) Hotline, which provides a confidential channel for employees, customers, and stakeholders to report suspected wrongdoing.

This year, the OIG received 44 FWA complaints and closed 35 cases, including three (3) comprehensive investigations, of which two (2) resulted in recommendations to strengthen internal controls and accountability. We worked closely with WSSC stakeholders to address concerns and delivered FWA training to all new employees, reinforcing the organization's commitment to ethics and transparency.

AUDIT DIVISION

The OIG is authorized to conduct audits and reviews of WSSC programs and operations under PUA, §§ 17-604 and 17-605. Our Audit Division adheres to the Association of Inspectors General (AIG) Principles and Standards (Green Book) and conducts its audits in accordance with Generally Accepted Government Auditing Standards (GAGAS) set by the U.S. Government Accountability Office. These professional standards govern OIG auditors' independence, objectivity, evidence, and reporting requirements. Audits are selected through a systematic evaluation of the potential risks affecting WSSC's operations and programs.



10 Engagements Completed



14 Published Recommendations
for Improvement



14 Published Findings



7 Published Reports



11 Open/ongoing Engagements.



Identified **\$61,320**
worth of SDC adjustments to
WSSC.

By focusing on high-risk areas within WSSC, we maximize our resources and objectively assess WSSC's operations, employees, infrastructure, systems, and resources. Our work helps the Commission identify more efficient, effective, and economical ways to achieve its objectives and fulfill its mission.

The work of the OIG in FY25 presented several opportunities to provide objective and informative analyses and recommendations that enhanced the efficiency and effectiveness of WSSC programs. The following summarizes our most significant engagements and reports issued by the OIG during the fiscal year 2025:

Disaster Recovery Exercise Observation (FY 2024)

The OIG observed WSSC's Annual Disaster Recovery (DR) Exercise for FY24 from Friday, April 5, 2024, to Sunday, April 7, 2024. The WSSC DR Exercise is an opportunity for staff to restore the Commission's critical processes/Information Technology (IT) services in a specified location in the event of a disaster or interruption of operations. The DR Exercise enables management to evaluate responses and execution of certain preparedness procedures and comply with WSSC's DR plan. The lessons learned are used to address concerns and improve WSSC's DR process.

The objective of the OIG's observation is to provide WSSC management with an independent assessment of the effectiveness of the Annual DR exercise. The OIG observed that the IT Team achieved several key accomplishments that contributed to the successful completion of the Annual DR exercise. Further, the overall project management, communication, and resource utilization were executed as planned.

Overall, from our observation, the IT Department's systems and controls operate efficiently and effectively. The evidence, however, did identify several areas in the DR procedures that require improvement. WSSC management addressed OIG's recommendations, presented operational improvements, and provided corrective

action plans with anticipated due dates, where applicable.¹

Year-end Payroll Audit – Sick Leave Bank Program

The OIG conducted the audit to determine if WSSC is administering the Sick Leave Bank (SLB) in accordance with Chapter 9.315 of the WSSC's Manual of Standard Procedures, and any other applicable internal procedures and

guidelines. OIG auditors examined the Human Resources Office's



management procedures for the SLB Program from January 1, 2022, to December 31, 2022. We accomplished the audit's objective by reviewing SLB files, applicable laws, policies, and guidelines, interviewing personnel, and examining and evaluating documents and payroll data.

The audit revealed that WSSC's Sick Leave Bank Program met its objective of offering supplementary benefits to employees who have exhausted their sick leave. The documentary evidence, however, disclosed deficiencies in the administration of the SLB.

¹ Due to confidentiality, findings and recommendations are not displayed for public viewing.

Customer Service (New/Restoration/Termination)

The objectives of this audit were to determine (1) the average time it takes the Customer Service Department and Utility Services Department to complete start/stop service requests for residential customers and whether they are completed in accordance with the WSSC Code of Regulations and applicable procedures and (2) whether the departments' starting and stopping service goals were met.

To do this, OIG auditors interviewed personnel from the Customer Service and Utility Service Departments and obtained information and an understanding of applicable policies and procedures. We then confirmed the departments' start and stop goals and calculated the average business days from initiation to closure of the start/stop service requests for service requests initiated from July 1, 2022, to June 30, 2023. for the 18 months from July 1, 2021, to December 31, 2022. The scope of this audit was limited to the processes for starting and stopping existing water services. It did not include processes related to water connections or disconnections at new properties or those conducted due to nonpayment.

The OIG was unable to comprehensively report on or assess the efficiency and performance of WSSC's process for managing customer requests to start and stop water services. This limitation arose due to the absence of documented policies and procedures, as well as the lack of established performance measurement

goals. Through a benchmark analysis, this audit revealed that WSSC's performance aligns with other water utilities in the DMV (District of Columbia, Maryland, and Virginia) area. Notably, a key finding of this analysis is that these utilities aim to complete customer start/stop services within two to three business days. WSSC meets this standard.

Background Checks Audit

The objective of this audit was to determine if WSSC's Human Resources Office (HR) and its Police Department conducted background checks in accordance with applicable Maryland law and the WSSC Code. The OIG examined new hires, contractors, and vendors requesting access to Commission facilities and/or infrastructure, WSSC engineering plans, drawings, records, or other information the Commission deems sensitive from January 1, 2022, through June 30, 2023. The HR Office and the Police Department processed nearly 3,200 background checks during the audit period and the OIG sampled and audited the process for 128 background checks.



The audit disclosed that HR and the Police Division generally complied with applicable Maryland laws, the Code, and industry best

practices during the audit period. The majority of background checks for the selected audit samples were processed correctly. The OIG determined, however, that HR's current background check procedures did not include conducting newspaper and social media scans on candidates for executive-level employment as prescribed by the related Code. HR signed a new contract with its service provider on November 19, 2024, with implementation scheduled for 2 to 4 weeks. The OIG had no findings or issues with the Police Division's background check procedures.

Contracts Compliance Annual Review FY24

The OIG conducted a review to assess WSSC's compliance with the laws of the State of Maryland and WSSC's regulations, standards, and guidelines about contracts and related agreements. Contracts, change orders, options, and special procurements approved by WSSC Commissioners from January 2023 to March 2024 were covered in the scope of this review. According to the Commission minutes, approximately 59 contracts, change orders, options, and special procurements were approved, totaling over \$430 million during the review period, and the OIG reviewed a sample of six (10%) contracts totaling over \$58 million (13%).

To achieve our objective, OIG auditors reviewed applicable laws and regulations. We made inquiries of management and evaluated information systems to validate contract-related data. The review results disclosed that the Procurement Department

(Department) adhered to all applicable contracting and purchasing requirements pursuant to Maryland law, the WSSC Code, and the Manual of Standards Procedures in procuring goods and services for WSSC. Furthermore, the Department consistently complied with internal operating guidelines, ensuring that procurement activities were conducted transparently, efficiently, and aligned with established legal and procedural frameworks.

Physical Inventory Observations

The observations aimed to independently evaluate the inventory process to ensure compliance with WSSC standard operating procedures and recommend improvements to enhance program effectiveness and efficiency. OIG auditors observed the inventory event at the Anacostia warehouse on June 21, 2024. The OIG verified the accuracy of 11 items counted and reported by the warehouse material handlers using the ABC Cycle Count methodology.



The Cycle Count inventory process adhered to the WSSC General Services Material Management Division's standard internal operating procedures. The evidence disclosed, however, that three inventory

adjustments totaling \$13,306.49 were inaccurately reported after the close of the fiscal year on June 30, 2024. These adjustments were officially logged into the system in July 2024.

Year-end Payroll Special Pay Compliance Audit

The OIG conducted the audit to provide an independent and objective assessment of whether employee special pay compensation complied with relevant laws, regulations, and WSSC's policies and procedures. The OIG examined the payroll transactions from the pay period ending July 8, 2023, through June 22, 2024. We achieved the objective by reviewing applicable laws and regulations, interviewing personnel, analyzing overtime payments, and confirming that special pay was processed in accordance with applicable procedures.

While most aspects of special pay compensation were processed in accordance with WSSC's established policies and procedures, the documentation disclosed several deficiencies in the administration and oversight of special pay.

Annual Purchase Card (P-Card) Compliance Review

The P-Card Program is outlined in Chapters 6.15 and 6.20 of the WSSC Code. WSSC's Procurement Department's Operations and Administration Division oversees the P-Card Program and assigns the day-to-day responsibilities to the P-Card Specialist. The OIG conducted tests on P-Card Program transactions from October 1 through

December 31, 2024, to assess compliance with WSSC Water's Procurement Regulations, standards, policies, and procedures. Some of the tasks the OIG performed were interviewing personnel from the Procurement Office, reviewing transactions that exceeded the assigned credit limit, reviewing training reports and monthly reconciliation reports, and extracting data from a population of over 4,000 transactions.



The review disclosed that P-Card transactions were conducted per WSSC policies and procedures, with no instances of non-compliance or irregularities identified. The Procurement Department adhered to applicable internal controls and operating guidelines, ensuring that purchasing activities were executed transparently, efficiently, and aligned with established regulatory and procedural requirements.

Disaster Recovery Exercise Observation (FY 2025)

The OIG observed WSSC's Annual Disaster Recovery (DR) Exercise for FY25 from May 2nd through May 4th, 2025. The WSSC DR Exercise is an opportunity for staff to restore critical processes/Information Technology (IT) services of the Commission

in a specified location in the event of a disaster or interruption of operations. The DR Exercise enables management to evaluate responses and execution of certain preparedness procedures and comply with WSSC's DR plan. The lessons learned are used to address concerns and improve WSSC's DR process.

The objective of the OIG's observation is to provide WSSC management with an independent assessment of the effectiveness of the Annual DR exercise. The OIG observed that the IT Team achieved several key accomplishments that contributed to the successful completion of the Annual DR exercise. Further, the overall project management, communication, and resource utilization were executed as planned. Overall, from our observation, the IT Department's systems and controls operate efficiently and effectively. The

evidence, however, did identify several areas in the DR procedures that require improvement. WSSC management addressed OIG's recommendations, presented operational improvements, and provided corrective action plans with anticipated due dates, where applicable.

OIG AUDIT FOLLOW-UP PROCESS

Each engagement typically concludes with a *Final Audit Report* detailing the OIG's findings, observations, and recommendations. When audits reveal questionable costs, potential savings, or other financial impacts, OIG auditors provide specific recommendations to mitigate risks and recover Commission funds. These reports are published on our internet page (www.wsscwater.com/oig) for public awareness.

These reports also include the auditee's responses to our findings and recommendations and include management's intended action plans, with an estimated due date for completion. Our auditors follow up with responsible entities to ensure that identified deficiencies and adverse conditions are effectively addressed.

The OIG's robust audit follow-up process includes gathering status updates from auditees, managing the estimated due dates of management action plans, and verifying that the action plan has mitigated the risks identified in the engagement once management has implemented it.

The OIG reminds the responsible Offices and Departments of the management action plan resolution at least 30 days before its due date. If management requires a revision or extension to the action plan, the Office/Department Head must make the first request for an implementation due date in writing with a reasonable explanation and notify the General Manager (GM). The second request must be made in writing with the General Manager's written approval. Any request for extension beyond the maximum limit of two (2) will be escalated to the Inspector General.

Categorization of findings is subject to the auditor's professional judgment and other contributing factors. The OIG uses the following guidelines to categorize findings into the following three risk categories:

- **High:** Critical control weaknesses (i.e., exceptions to regulations, policies, procedures, and/or rules).
- **Medium:** Control deficiencies that impair the Commission's ability to initiate, authorize, record, process, or report data.
- **Low:** Less significant efficiency and effectiveness control enhancement matters, which are captured in management memorandums and are not published on the OIG internet page.

The status of findings and recommendations are contained in the following table.

STATUS OF FINDINGS AND RECOMMENDATIONS

Report Title	Findings	Recommendations	Status
<i>Year-End Payroll Audit – Sick Leave Bank Program</i>	<p>Finding 1: SLB benefits were distributed to non-participants.</p> <p>Risk Rating: HIGH</p>	<p>The OIG recommends that HRO implement a verification process to ensure all employees receiving SLB hours are registered members of the SLB and meet all eligibility requirements as outlined in WSSC SP § 9.315.040 and 9.315.080.</p>	Closed Verified
	<p>Finding 2: Documentation missing from the participants' application and return-to-work process.</p> <p>Risk Rating: MEDIUM</p>	<p>OIG recommends that HRO securely obtain and maintain all SLB documents required by Chapter 9.315 of the WSSC Manual of Standard Procedures. This includes collecting all participants' completed Return-to-Work forms at least 48 hours before their anticipated return-to-work date.</p>	Open In Progress
	<p>Finding 3: Discrepancies between the recommendations provided by the TPA and the approvals granted by the SLB Board.</p> <p>Risk Rating: MEDIUM</p>	<p>OIG recommends that HRO management comply with Chapter 9.315 of the WSSC Manual of Standard Procedures governing the Sick Leave Bank, IOPs, and all other related policies or procedures. Additionally, we recommend that HRO establish a regular training session for the SLB Board members to enhance their understanding of the procedural requirements to ensure adherence to the policy.</p>	Closed Verified
	<p>Finding 4: Hours were deducted from participants in excess of SLB contribution requirements.</p> <p>Risk Rating: MEDIUM</p>	<p>OIG recommends that HRO review the SLB contributions for the three employees who over-contributed in CY22 and adjust their leave balances to rectify the excessive contributions, ensuring alignment with WSSC SP § 9.315.080. Additionally, the current SLB contribution process must be evaluated to identify and address the gap that allowed over-contributions.</p>	Closed Verified

Report Title	Findings	Recommendations	Status
Customer Service (New /Restoration /Termination) Audit	Issue: The Start/Stop Program lacks formal policies, procedures, and performance goals. Risk Rating: LOW	There should be well-defined policies documenting responsibilities, and periodic reviews of the control activities.	Closed Verified

Report Title	Findings	Recommendations	Status
Background Checks Audit	Finding: Media scans are not performed. Risk Rating: MEDIUM	The OIG recommends that management follow WSSC Chapter 9.170 (a)(2)(iv) and perform newspaper and social media scans. In addition, management should assess the overall benefits of performing newspaper and social media scans used in WSSC's hiring practices and revise current policy accordingly.	Closed Verified

Report Title	Findings	Recommendations	Status
Physical Inventory Observations Anacostia Warehouse – FY 2024	Issue: Untimely reconciliation of cycle count listing and entries. Risk Rating: LOW	The Office of the Inspector General recommends improving the MMD Inventory Accuracy Management Program by requiring prompt management approval of inventory adjustments, ensuring correct fiscal period recording, and updating standard internal operating procedures to include year-end processes where applicable.	Closed Verified

Report Title	Findings	Recommendations	Status
Year-End Payroll Special Pay Compliance Audit	<p>Finding 1: Lack of standardized operating procedures and documented approvals for stand-by duty assignments.</p> <p>Risk Rating: HIGH</p>	<p>The OIG recommends that all departments with stand-by duty assignments be required to develop SOPs that comply with WSSC policy. These SOPs should (1) clearly outline job classifications eligible for mandatory stand-by assignments, (2) define selection and assignment processes, and (3) establish guidelines for handling emergencies.</p>	Open In Progress
	<p>Finding 2: Lack of policies and procedures governing the authorization and payment of additional regular hours.</p> <p>Risk Rating: HIGH</p>	<p>OIG recommends that management establish clear policies or procedures for additional regular pay. This revision should define eligibility, approval requirements, and accrual limits to ensure fair and consistent application across all departments, among other things.</p>	Open In Progress
	<p>Finding 3 Lack of formal oversight for overtime approval and tracking.</p> <p>Risk Rating: MEDIUM</p>	<p>The OIG recommends that management revise its overtime procedure to require that all prior approvals for voluntary overtime be documented. Additionally, management should establish a process to retroactively document approvals for emergency or urgent overtime assignments immediately after the event concludes.</p>	Open In Progress
	<p>Issue 1: Improper disbursement of overtime compensation to employees classified as exempt under the FLSA.</p> <p>Risk Rating: LOW</p>	<p>The OIG recommends that WSSC review controls of earning policies in Oracle HRIS, establish a verification process for manual timesheet corrections, and conduct regular system reviews to ensure accurate employee classifications.</p>	Open In Progress
	<p>Issue 2: Unauthorized compensatory time</p> <p>Risk Rating: LOW</p>	<p>The OIG recommends that WSSC enforce the requirement for written authorization from the GM/CEO or their designee for any accruals of compensatory time. Management should implement a tracking system that records and monitors all approvals to ensure compliance with WSSC policies and procedures.</p>	Open In Progress
	<p>Issue 3: Accrual of compensatory time in excess of the allowable maximum.</p> <p>Risk Rating: LOW</p>	<p>The OIG recommends that WSSC implement automated system controls to enforce the 80-hour compensatory time cap, clearly stating whether it is based on the calendar or fiscal year. Additionally, the OIG recommends that WSSC establish a clear protocol for managing compensatory time when an employee approaches the maximum limit.</p>	Open In Progress

	Issue 4: Inaccurate meal allowance payments. Risk Rating: LOW	The OIG recommends that WSSC implement automated system controls to validate meal allowance claims against employees' overtime hours.	Open In Progress
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These findings and recommendations indicate the qualitative value OIG adds to the Commission and its stakeholders. Although our focus appears to be on WSSC Water's operations, those operations are designed to achieve the Commission's strategic objectives. Helping WSSC Water identify more efficient, effective, and economical methods of operation, in turn, helps the OIG achieve its overall mission. We encourage WSSC Water stakeholders to review OIG audit reports on our website (<https://www.wsscwater.com/oigreports>) for a more detailed analysis.

SYSTEM DEVELOPMENT CHARGES

Under Maryland law, the OIG reviews and approves the actual costs to be reimbursed to developers for System Development Charges (SDC). An SDC is a fee established pursuant to provisions of the Md. Code Ann., PUA, § 25-403 (b), to help finance the capital cost of upgrading existing plants and facilities as well as the construction of new capital projects attributable to the addition of new service. Each fiscal year, the OIG routinely receives written requests to perform SDC audits, and the number of requests varies from year to year. Developers must provide the required documentation to complete SDC audits. Our audits of actual developer costs incurred have led to millions of dollars in adjustments over the years.

At the end of FY 2024, the OIG had four (4) SDC audit requests remaining; however, two (2) were deemed inactive. Per § 5.95.030 (w) of the WSSC Code, an SDC could remain inactive for twenty years from the Release for Service date. After the twenty years, the Permit Services Unit will close the SDC Reimbursement Ledger. It will provide written notification of exhaustion or termination of the SDC Credit to the last designated recipient.



**THE OIG IDENTIFIED
\$6.9 MILLION IN SDC
ADJUSTMENTS IN THE
LAST FIVE YEARS.**

Inactive classification is attributable to a lack of developer response after a full fiscal year of quarterly requests for supporting documentation. Also note, in accordance with § 5.95.030 (w), SDC Applicant Credits & Reimbursements for costs are limited to SDC transactions for Qualified Properties served by the Qualified Project within a twenty-year period or until the sum of credits and reimbursements equals the total approved SDC Credit.

We are awaiting information from one SDC. Additionally, we completed the remaining SDC this fiscal year, which resulted in a ***financial adjustment totaling \$61,320.48*** for WSSC Water.

INVESTIGATIONS

OIG INVESTIGATION AUTHORITY

The OIG is responsible for investigating mismanagement, misconduct, fraud, waste, and abuse at WSSC Water, as mandated by the PUA, § 17-604, and outlined in Chapter 2.60 of the WSSC Code.

OIG INVESTIGATIVE STANDARDS

The OIG conducts its investigative audits and investigations in accordance with the *AIG's Principles and Standards for Offices of Inspectors General*, generally accepted principles, quality standards, and best practices applicable to federal, state, and local offices of Inspectors General. Additionally, the OIG adheres to the *Council of the Inspectors General on Integrity and Efficiency (CIGIE) Quality Standards for Investigations*, a nationally recognized framework that governs investigations involving fraud, waste, and abuse.

OIG INVESTIGATION PROCESS

The OIG receives allegations of fraud, waste, and abuse from various sources, including mail, in person, email, by referral from other state departments and outside agencies, our website, and WSSC's FWA Hotline, which we manage. All complaints submitted via the hotline are reviewed, and those that merit further action are opened as investigations or investigative audits to ensure appropriate resolution. The hotline also enables confidential and, if desired, anonymous communication between the OIG and complainants or whistleblowers.

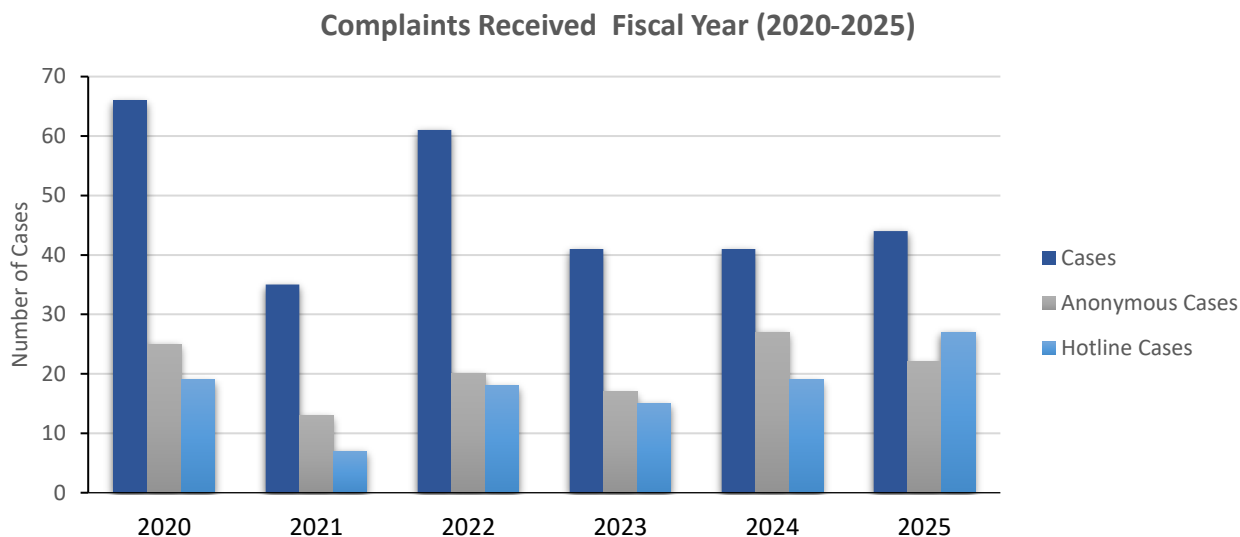


Upon receipt of a complaint, the OIG conducts an initial review to determine jurisdiction and assess whether the allegation has sufficient merit. If the matter is serious and falls within the OIG's scope, a preliminary inquiry is conducted, which may include the review of relevant documents and interviews with witnesses. Complaints that lack adequate information may be dismissed, while those outside the OIG's jurisdiction, but with merit, are referred to the appropriate WSSC office or, in cases of potential criminal conduct, to an external agency.

When a complaint warrants full investigation, the OIG may exercise its statutory authority to subpoena witnesses, obtain testimony under oath, and compel the production of records. If findings are substantiated, the OIG issues a formal report with recommendations. This report is provided to WSSC management for response and is subsequently published on the OIG's website in accordance with the Maryland Public Information Act (MPIA).

OIG INVESTIGATION ACTIVITY

Since FY 2020, the OIG has received approximately 288 cases. During this reporting period, the OIG received 44 allegations of fraud, waste, and abuse and successfully closed 35 cases. Of those closed, three culminated in comprehensive investigations that resulted in formal reports with findings and recommendations. As shown in *Appendix 1*, these investigations covered a broad spectrum, including issues related to customer relations, theft of services, conflicts of interest, and inquiries regarding WSSC policies or Maryland law as applicable to WSSC.



In carrying out its investigative responsibilities, the OIG works collaboratively with internal WSSC departments and external agencies to ensure cases are resolved effectively and efficiently. This coordinated approach not only streamlines case resolution but also reinforces a culture of accountability and transparency across the organization.

To further support this mission, the OIG provides targeted fraud, waste, and abuse training to all newly hired WSSC employees. These sessions emphasize the importance of ethical conduct and help cultivate organizational awareness from the outset.

As exemplified from our investigative activities set forth in the following sections, the OIG remains steadfast in its commitment to protecting the integrity of WSSC's programs and operations, upholding ethical standards, and safeguarding public resources through proactive and impartial investigations.

FWA ACTIVITY

Cases Received

During the reporting period, the OIG received 44 complaints, with 50% submitted anonymously, reflecting a sustained need for confidentiality in the reporting process.

Of these, 27 complaints (61%), were received via the OIG Hotline, reinforcing its role as the most utilized and trusted intake method. The overlap between anonymous and hotline reporting highlights the importance of preserving secure and discreet communication channels. Additionally, this reaffirms the need for accessible, confidential reporting options to encourage stakeholder engagement and ensure the continued effectiveness of OIG oversight.

Trends

In FY 2025, the highest number of complaints received once again related to *Customer Relations*, accounting for 31.82% of all cases. *Fraud* was the second most reported issue, comprising 20.45% of complaints. Other frequently cited concerns included *Safety and Sanitation* (9.09%) and *Theft or Misuse of Company Assets/Services* (9.09%). Complaints involving *Employee Relations*, *Discrimination*, and *Policy Issues* each represented 4.55% of the total. The remaining issues, such as *Workplace Violence*, *Wage/Hour Disputes*, *Falsification of Records*, *Substance Abuse*, *Insurance Fraud*, and *Theft of Time*, were less frequent and collectively categorized as “Other”, representing 15.91% of cases.

This distribution underscores the continued concern around customer service and financial misconduct, while also highlighting the breadth of workplace and ethical issues reported to the OIG.

Types of Cases Received in FY 2025



Cases Closed

The OIG closed a total of 35 cases, matching the number closed in the previous fiscal year. These cases were resolved through coordinated efforts with internal departments and, when appropriate, external agencies.

On average, investigations took approximately 51 days from initiation to closure. The OIG averaged approximately three case closures per month, reflecting a consistent caseload and steady investigative throughput.

MONTH	CASES CLOSED	AVERAGE DAYS OPEN
July 2024	4	2
August 2024	1	1
September 2024	2	8.5
October 2024	7	14.57
November 2024	2	18
December 2024	3	29.33
January 2025	0	0
February 2025	4	58.25
March 2025	2	37.5
April 2025	4	120
May 2025	6	127.67
June 2025	0	0
FY 2025 Total	35	51.6

Notable Investigations

This year, the OIG conducted several complex and high-impact investigations involving significant allegations related to procurement practices, employee conduct, and contract compliance. These investigations required substantial time, coordination, administrative and analytical resources to ensure thorough and impartial reviews. As highlighted below, each case culminated in the issuance of comprehensive reports detailing findings, conclusions, and recommendations to improve transparency, accountability, and operational integrity.

Case 331- Investigation into Street Repair Contract/Prevailing Wage Payments

The OIG investigated allegations that a subcontractor failed to pay prevailing wages to traffic control workers under a \$258 million street repair contract awarded in 2021. The complaints centered on work allegedly performed between 2022 and 2023.

The initial allegations were not substantiated. The investigation determined that although the subcontractor had been engaged by a WSSC contractor, it had not been properly disclosed to WSSC as required by contract terms. However, based on payroll records, project documentation, and corroborating interviews, the OIG found that the workers identified in the complaint did not perform services on WSSC projects, but instead worked on non-WSSC assignments for other entities.

A detailed report of the OIG's findings and recommendations was provided to the appropriate WSSC departments. In response, the departments acknowledged the findings and are taking corrective action, including internal staff training in FY 2026 on contract administration and subcontractor compliance, and reviewing contract language to improve clarity and enforceability. These steps aim to strengthen oversight, enhance accountability, and improve compliance in contract management.

Case 332 - Investigation into WSSC Active Military Leave Policy

The OIG received a complaint alleging that a WSSC employee was improperly receiving full salary and benefits while serving on active military duty for a prolonged period. The investigation reviewed payroll records, personnel actions, and applicable policies, including the Uniformed Services Employment and Reemployment Rights Act (USERRA), Maryland Code Annotated, Public Safety Article, § 13-706, and Chapter 9.290 of WSSC's Manual of Standard Procedures.

The OIG determined the allegation was unsubstantiated. The employee was properly placed on administrative leave in accordance with policy, and WSSC's continued payment of salary and benefits was compliant with state and federal law and executive orders issued by the Governor of Maryland.

Case 339 – Review of Solicitation, Award and Administration of a Contract

The OIG investigated the solicitation, award, and early-stage administration of a \$2.8 million facilities maintenance and operations contract awarded in August 2024. The review was prompted by an anonymous complaint alleging procurement irregularities, vendor qualification concerns, and favoritism in the award process.

The investigation substantiated certain elements of the complaint, identifying deficiencies in the procurement process, contract administration, and early vendor performance. However, the allegation of favoritism could not be confirmed based on the available evidence.

The OIG issued detailed recommendations to the appropriate departments to address procedural lapses and strengthen internal controls. WSSC leadership is expected to implement corrective actions to enhance fairness, transparency, and accountability in future procurements.

TEAM DEVELOPMENT

The OIG team collectively possesses undergraduate, graduate, and juris doctorate degrees, which makes us an educated and competent workforce. OIG professional staff have more than 200 years of combined work experience, ranging from federal service to private accounting experience. The OIG professional staff brings various backgrounds and expertise to the office.

Team members actively pursue and maintain several different professional certifications each fiscal year. This pursuit allows OIG personnel to stay abreast of the latest industry standards, pronouncements, and principles while ensuring the OIG team provides the best service and experience to WSSC Stakeholders.



All our auditors have the Certified Inspector General Auditors (CIGA) credential. The CIGA is a professional who is qualified to conduct audits in accordance with the Association of Inspectors General (AIG). The AIG is an independent, non-partisan organization that has represented thousands of members working in hundreds of Inspectors General offices in advancing the mission of independent oversight in government for more than 30 years. The AIG promulgates the Principles and Standards for Offices of Inspector General, known as the Green Book, which provides guidance and best practices considered to be the gold standard for state and local government Offices of Inspector General.

Team members are also Certified Public Accountants (CPA), Certified Fraud Examiners (CFEs), Certified Information Systems Auditors (CISA), Certified Internal Auditors (CIA), and Certified Inspector General Counsel (CIGC). These globally recognized certifications illustrate the credibility and commitment to the profession. They also reflect a wide range of knowledge, determination, and drive for continuous learning and instill a profound sense of pride.



Ongoing professional development in advanced techniques, technology, and industry standards is essential for the OIG's success. Our staff consistently meet and often exceed the certification requirements needed to maintain up-to-date skills and deliver top-tier services. Certified Fraud Examiners must complete 20 hours of Continuing Professional Education (CPE) annually, while Certified Public Accountants must obtain 80 hours of CPE every two years. All OIG team members have fulfilled their required CPE hours, ensuring they maintain active status in their respective fields. In addition to external and online training, we also prioritize deepening our understanding of Commission operations and technologies each fiscal year.

OUR FY 2025 GROWTH & ACHIEVEMENTS

Professional Achievements



Jieying (Daisy) Qian demonstrated her commitment to the profession by earning Certified Information Systems Auditor and Certified Information Technology Professional credentials. These respected certifications reflect her advanced expertise in IT governance, risk management, and systems auditing.



Sugandha Singh earned her Certified Inspector General Auditor (CIGA) credential in 2024, a testament to her dedication to professional growth and excellence. This accomplishment enhances the OIG's ability to conduct high-quality audits and reflects her ongoing commitment to promoting accountability, transparency, and integrity within WSSC Water.



Tamika (Tami) L. Taylor, Esq., earned her Certified Inspector General Counsel (CIGC) credential in 2025, underscoring her commitment to delivering exceptional legal guidance to the OIG. This distinguished certification reflects her dedication to the highest standards of integrity, accountability, and professionalism.



Sydney Brown, a native of Sykesville, Maryland, and an accounting major at Saint Leo University, interned with the OIG during the summer of 2024. As the OIG's first intern, Sydney played an instrumental role in supporting several audit projects and investigative efforts, demonstrating strong analytical skills and a commitment to public service.

OUTREACH INITIATIVES

The OIG staff actively engage in community outreach, both individually and as a team, by contributing time and resources to support WSSC Water's Team H2O Gives Back initiative. Whether through financial contributions or volunteering, we are committed to making a positive impact. The efforts below highlight our collective contributions in the WSSC Water service area this fiscal year.



August 2024 – School Supply Drive

The OIG staff donated school supplies.

December 2024 – Toys for Tots

The OIG staff donated toys to support Team H2O Gives Back.



April 2025 – Sweitzer Lane Clean-up

The OIG staff cleaned debris from the roadway on Sweitzer Lane.



FY 2026

Looking ahead to FY 2026, the OIG will build on its achievements and continue to support WSSC Water in its mission to become a transformative, world-class organization that meets the needs of its customers. As outlined in our 2025 Audit Workplan, we will collaborate closely with WSSC stakeholders to ensure that its programs deliver maximum services and benefits. Additionally, we are committed to ensuring that WSSC Water's internal controls effectively safeguard its assets while holding accountable anyone who engages in fraud, waste, or abuse of Commission resources.

CONTACT US

We encourage any person to contact the Office of the Inspector General to report suspected occurrences of fraud, waste, or abuse involving WSSC property or funds. You may contact the OIG in any of the following ways.

Mailing Address:

*14501 Sweitzer Lane
Laurel, MD 20707*

Business Address:

*14401 Sweitzer Lane, Suite 600
Laurel, MD 20707*

OIG Website: www.wsscwater.com/oig

OIG via Email: wssc-oig@wsscwater.com

FWA Hotline: 1-877-WSSC-FWA/1-877-977-2392

FWA Online: www.reportlineweb.com/wssc



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Closed FWA Cases - 2025

	CASE NUMBER	PRIMARY ISSUE	TYPE OF CASE	DATE CLOSED	CASE SYNOPSIS	RESOLUTION
1.	333	Customer Relations	Allegation	07/03/2024	A WSSC residential customer reported a water leak in and around Fernwood Drive, Bethesda, Maryland since the week of June 204, 2025.	The OIG referred the matter to the Utility Services Department (USD) and collaborated with them to reach a resolution. USD investigated and determined that the issue stemmed from a leaking valve on a 66-inch water main. After coordinating the necessary work across multiple departments, USD successfully addressed the problem. This matter is closed.
2.	334	Fraud	Allegation	07/12/2024	An anonymous complaint alleged that a recently hired WSSC employee reportedly pled guilty in the District of Columbia to conspiracy to commit wire fraud and honest services fraud, arising from their participation in a scheme to steer government contracts.	The OIG referred this matter to the Human Resources Department (HRD) as the matter did not fall within the OIG's jurisdiction. Notwithstanding, HRD reported that the employee was terminated pursuant to WSSC personnel policies. This matter is closed.
3.	335	Safety Issues and Sanitation	Allegation	07/18/2024	A WSSC residential customer reported that a pest control company was filling its water tanks without a meter in or	The OIG referred this matter to WSSC Police and Homeland Security Department, as the matter did not fall within the OIG's jurisdiction. Accordingly, they issued the company a

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					around Hamilton Street, Hyattsville, Maryland.	citation pursuant to WSSC Code of Regulations, Chapter 2.15 for theft of water. This matter is closed.
4.	336	Customer Relations	Allegation	07/19/2024	A WSSC customer reported issues with WSSC's inline payment system but failed to provide additional details.	The matter could not be investigated as the reporter did not provide sufficient details. This matter is closed.
5.	337	Theft or Misuse of Company Assets/ Services	Allegation	02/01/2025	A WSSC residential customer located in Bowie, Maryland reported that a landscaping company hired by her homeowner's association unlawfully using water at her home to perform a repair.	The OIG referred this matter to CSD, as the matter did not fall within the OIG's jurisdiction. CSD reviewed the customer's account and determined that the usage for that period at the customer's home did not increase, and in fact decreased. The customer was notified, and the matter was closed.
6.	338	Workplace Violence/ Threats	Inquiry	08/09/2024	A WSSC employee was observed by co-workers using profane language and forcefully slamming equipment at their workstation after receiving a performance review, creating a disruptive environment and causing colleagues to fear for their safety.	The OIG referred this matter to the Human Resources Department (HRD), as the matter did not fall within the OIG's jurisdiction. HRD counseled the supervisor on the appropriate personnel action that should be taken. This matter is closed.
7.	339	Policy Issues	Inquiry	05/30/2025	An anonymous complaint was received alleging that a contract was improperly	The OIG conducted a comprehensive investigation into the contract award process and found that the selected

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					awarded to a vendor that did not meet key requirements, and also contending undue influence in the selection process.	vendor failed to meet critical pre-award requirements. Post-award, the vendor demonstrated a sustained pattern of inadequate staffing, nonperformance of essential contract obligations, and insufficient operational readiness. Based on these findings, the OIG recommended terminating the contract pursuant to § 6.15.570 of the WSSC Code of Regulations. The Procurement Department acknowledged the OIG's findings and has implemented corrective actions. This matter is closed.
8.	341	Customer Relations	Allegation	09/18/2024	A WSSC residential customer alleges excessive billing as a result of incorrect meter reading or malfunctioning and requested a credit for 5,257 gallons of water.	The OIG referred the matter to CSD, as it did not fall within the OIG's jurisdiction. CSD reviewed the customer's account and issued a written response explaining WSSC Water's "High Bill Adjustment (Single-Unit Residential Properties)" policy. This policy allows a 50% adjustment on excess water/sewer charges for qualifying accounts when consumption triples the average daily usage, and no other adjustment applies. Based on the customer's reported absence for almost a month, CSD used the current average daily consumption (ADC) for comparison and determined that the

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						account met the eligibility threshold. The customer was invited to request the adjustment, and the matter was closed.
9.	342	Customer Relations	Allegation	09/18/2024	A WSSC residential customer reported that their water service was disconnected despite having submitted payment for their water bill.	The OIG referred the matter to CSD, as it did not fall within the OIG's jurisdiction. Upon review, CSD determined that the customer's service had been interrupted in error and subsequently restored the service. The matter is now considered closed.
10.	343	Fraud	Allegation	04/30/2025	A WSSC commercial customer reported that a check in the sum of \$12,957 that it mailed to WSSC for water and sewer charges was intercepted and changed to an unknown payee.	The OIG collaborated with WSSC Police and the Department of Homeland Security and determined that the criminal activity originated and occurred outside of WSSC's systems. WSSC Police advised the customer to report the matter to their local law enforcement agency. The matter is considered closed.
11.	344	Accounting/ Audit Irregularities	Allegation	10/02/2024	An anonymous complaint alleged misuse of information to acquire utility services at a residence.	The OIG collaborated with the CSD and WSSC Police in reviewing the matter. The OIG subsequently closed the case due to the reporter's failure to provide sufficient information to substantiate the alleged fraudulent conduct.
12.	345	Fraud	Allegation	10/08/2024	A residential WSSC customer reported that their former	The OIG referred the matter to the CSD, as it did not fall within the OIG's

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					tenant intentionally tampered with the toilet to cause it to run continuously after vacating the property, resulting in a significant increase in the customer's water bill.	jurisdiction. Upon review, CSD contacted the customer and scheduled a check reading to verify whether water usage had returned to normal following the discovery of a running toilet. CSD informed the customer usage is confirmed to have normalized, the account will be eligible for a High Bill Adjustment in accordance with WSSC policy. This matter is closed.
13.	346	Customer Relations	Allegation	10/26/2024	A WSSC residential customer reported receiving a water bill of \$233.91 for 11,000 gallons of usage on July 11, 2024, while subsequent bills dated reflected significantly lower usage. The customer is concerned about the abnormally high usage and suspects that water may have been used without authorization. The customer is requesting a thorough investigation into the matter.	The OIG referred the matter to the CSD, as it did not fall within the OIG's jurisdiction. Following its review, CSD determined that the water usage did not meet the threshold for a high bill adjustment and, therefore, no billing adjustment was warranted. CSD contacted the customer and explained that the property owner is responsible for all water registered on the meter. Additionally, the customer was advised to report any suspected tampering to local law enforcement. WSSC Water considers the matter resolved and has closed the case.
14.	347	Wage/Hour Issues	Allegation	10/31/2024	A WSSC residential customer contacted WSSC Water regarding a service disconnection without prior notice and later alleged that a	The matter was closed due to insufficient information provided by the customer to initiate an investigation.

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					representative provided inaccurate information about legal department contacts to end the call, though no formal complaint was filed.	
15.	349	Fraud	Allegation	10/21/2024	An anonymous reporter alleged that, between 2011 and 2022, unauthorized plumbing work and water meter alterations occurred at a residential property located in Upper Marlboro, Maryland. The property was cited by Prince George's County for multiple plumbing code violations, including rerouting plumbing lines and constructing unpermitted structures. The complaint further alleges that additional bathrooms were installed without approval and that the water lines from the street were altered.	The OIG collaborated with the Regulatory Services Division (RSD) and determined that the residential property had been cited by Prince George's County Department of Permitting, Inspections, and Enforcement in August 2023 for unauthorized plumbing, gas, and electrical work, and the new owners are working to resolve the violations. The property has been unoccupied with no water usage or power since November 2023, and while RSD has no actionable regulatory responsibilities, it will continue monitoring the situation through DPIE due to concerns about potential freezing of the internal meter and pipes. This matter is closed.

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16.	350	Customer Relations	Allegation	10/16/2024	A WSSC residential customer requested closure of their account. Subsequently he discovered duplicate charges of \$127.96 thereafter. The customer is requesting a refund of \$127.96.	The OIG referred the matter to CSD, as it did not fall within the OIG's jurisdiction. Following its review, CSD determined that the customer was entitled to a refund and issued a payment of \$127.96 by mail. The matter has been resolved and closed.
17.	351	Safety Issues and Sanitation	Allegation	10/25/2024	A WSSC customer reported a longstanding water leak on Persimmon Tree Road, and warned that the accumulating water poses a serious safety hazard as temperatures drop and the risk of ice formation increases.	The OIG referred the matter to USD, as it did not fall within the OIG's jurisdiction. USD responded and repaired the leak. This matter has been resolved and closed.
18.	352	Customer Relations	Allegation	11/12/2024	A WSSC residential customer reported receiving a \$514.30 bill in October 2024 for 24,000 gallons of usage over 38 days. The customer experienced difficulty reaching a customer service representative.	The OIG referred the matter to CSD, as it did not fall within the OIG's jurisdiction. CSD reviewed the customer's average daily consumption and saw that it had decreased, suggesting any potential issue had been resolved. WSSC Water determined that no further billing adjustments were warranted and notified the customer accordingly. The matter has been resolved and closed.
19.	353	Fraud	Allegation	05/01/2025	A WSSC commercial customer reported that its checks for water charges had been	The OIG collaborated with WSSC Police and Homeland Security during this investigation, who confirmed that the

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					altered, including a check for approximately \$20,000.	reported conduct did not occur within WSSC but was part of an ongoing issue involving U.S. Postal Service mailboxes. The customer was advised to contact local law enforcement, and the matter has been resolved and closed.
20.	354	Falsification of Company Records	Allegation	05/01/2025	An anonymous complaint was made alleging theft of time and excessive overtime by WSSC employees.	The OIG made multiple requests for additional information related to the complaint but received limited response. In accordance with its oversight responsibilities, the OIG addressed the broader concerns through its Year-End Payroll Audit, which examined special pay practices, including overtime, and produced several findings and recommendations. The matter was substantiated in part, prompting a policy and process review. Potential next steps are outlined in the audit report. The matter has been resolved and closed.
21.	355	Safety Issues and Sanitation	Allegation	12/04/2025	An anonymous complaint was received alleging that in October 2024, a landscaper was observed installing a line to drain sewage from an RV camper directly into the main sewer line.	The OIG attempted to investigate the allegation but due to the insufficient information provided and the delay in reporting the actions, the matter was dismissed and closed

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22.	356	Customer Relations	Allegation	12/15/2024	An anonymous complaint was received alleging that during October 2024, an unidentified individual was observed accessing a WSSC Water property and using water without authorization. The reporter contacted WSSC and was told that no one should have access to the property.	The OIG reemphasized that the property should not be accessed as it is vacant and pending sale. The property owner of record was contacted regarding the matter. The matter was dismissed and closed
23.	357	Customer Relations	Allegation	11/27/2024	A WSSC residential customer alleged that on November 14, 2024, a plumber measured the water pressure at his property at 100 PSI, above the recommended residential range, and advised installing a pressure regulator. The customer stated that a WSSC maintenance worker confirmed the hydrant pressure was 101 PSI and noted that WSSC does not typically inform residents of local water pressure levels. The customer believes the high pressure caused damage to plumb and appliances, led to increased water bills, and is requesting reimbursement for payments made since	<p>The OIG, in coordination with the Utility Services Department and Communications and Community Engagement Office, investigated concerns about high water pressure at a residential property on Park Crest Drive. The investigation found that water pressure at nearby fire hydrants ranged from 90 to 104 psi, which is within the allowable range of 25 to 125 psi under COMAR regulations and does not constitute a violation.</p> <p>The customer received written communication correctly informing of hydrant pressure data, and the matter was used as a staff training opportunity. As property owners are responsible for installing and maintaining pressure-reducing valves</p>

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					1976 due to lack of disclosure.	when needed, no refund is warranted. The customer was advised to consult a WSSC-registered master plumber and contact customer service with any further questions. The matter was dismissed and closed.
24.	358	Fraud	Allegation	12/05/2024	A WSSC residential customer reported alleged tampering with water meter by others.	The OIG made an attempt to investigate the allegation but due to the insufficient information the matter was dismissed and closed.
25.	360	Fraud	Allegation	04/30/2025	An anonymous settlement agent reported that checks mailed to WSSC to resolve water charges were altered.	The OIG made an attempt to investigate the allegation but due to the insufficient information the matter was dismissed and closed.
26.	361	Safety Issues and Sanitation	Allegation	02/01/2025	A WSSC residential customer reported debris and a pungent smell coming from her toilets and stated that a WSSC agent was coming to test the water.	The OIG made an attempt to investigate the allegation by contacting the customer but there was no response. Due to the insufficient information the matter was dismissed and closed.
27.	362	Substance Abuse	Allegation	03/5/2024	An anonymous complaint alleged that a WSSC employee used drugs during work hours, resulting in damage to WSSC vehicles.	The OIG with the assistance of WSSC Police investigated this matter and concluded that the purported person was not a WSSC employee. This matter is closed.

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28.	363	Customer Relations	Inquiry	02/07/2025	A WSSC residential customer requested an investigation into unusually high-water bills since April 2020. Despite leak checks and a household of six with no commercial usage, charges remain excessive with a balance of \$6,576.01. The customer seeks a review of billing accuracy and metering due to financial hardship.	The OIG referred the matter to CSD, as it did not fall within the OIG's jurisdiction. CSD reviewed the customer's billing and water usage history and confirmed that elevated consumption at the residence was consistent with potential on-site leaks, as reflected in the meter's data log. The customer was advised to complete the billing dispute form, address potential leaks through a licensed plumber, and submit repair documentation for further account review. This matter is closed.
29.	364	Customer Relations	Allegation	04/30/2025	A WSSC residential customer alleged that WSSC stopped issuing paper bills in December 2024 without notice, resulting in late and credit card fees. Despite requesting paper billing, the customer did not receive a February 2025 bill and remains concerned about the lack of communication.	The OIG referred the matter to CSD, as it did not fall within the OIG's jurisdiction. CSD confirmed that the customer was not enrolled in paperless billing and that paper bills had been mailed to his address of record. As a courtesy, WSSC Water issued a \$21.19 credit to remove the late fee, clarified that credit card fees are imposed by third-party vendors, and mailed a duplicate bill, confirming that future bills will continue to be sent by mail. This matter is closed.
30.	365	Customer Relations	Allegation	03/21/2025	A WSSC residential customer disputed a \$300.40 water bill for 14,000 gallons used	The OIG referred the matter to CSD, as it did not fall within the OIG's jurisdiction. CSD communicated with

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					between October 22, 2024, and January 29, 2025, asserting the charge is inaccurate. The prior bill reflected usage of only 3,000 gallons, with no change in consumption habits.	the customer, informing that there was a leak in her bathroom, and credited the customer's account accordingly. This matter is closed.
31.	366	Fraudulent Insurance Claims	Allegation	02/14/2025	An anonymous complaint alleged that a WSSC employee, has been receiving workers' compensation payments for approximately two months. The complainant claimed that the employee filed a false claim and is using the funds to support a drug addiction. The caller did not provide the employee's job location, or the specific amount received.	The OIG investigated this matter with the assistance of the Occupational Health & Safety Division. It was determined that the purported person has not been employed at WSSC Water since 2023. This individual was no longer employed at WSSC. This matter is closed.
32.	367	Customer Relations	Allegation	04/28/2025	A WSSC residential customer received a bill exceeding \$1,600 in October 2024 for water usage between May 21 and October 9, despite no leaks being found during multiple inspections. Typical quarterly bills were under \$300, and a toilet repair was made based on past tenant	The OIG referred the matter to CSD, as it fell outside the OIG's jurisdiction. CSD reviewed the customer's account and informed the customer that was upholding the adjustment, denied further relief, and scheduled a refund hearing for May 20, 2025, in accordance with its Code of Regulations. This matter is closed.

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					feedback. WSSC offered a partial adjustment of \$800 contingent on signing a BRB form, which was declined. In March 2025, WSSC upheld the charge, leading to concerns about the fairness of the process.	
33.	368	Discrimination	Allegation	05/30/2025	An anonymous employee alleged that signage related to Ramadan was displayed in the workplace, while no comparable recognition was given for Lent. The complainant expressed concern that this may reflect favoritism toward one religion over another.	The OIG referred the matter to WSSC Water's Equity, Engagement, and Inclusion/EEI Division. The EEI/EEI Division advised that WSSC Water's Heritage and Cultural Observances Calendar reflects a commitment to recognizing diverse religious and cultural traditions. The calendar includes major Christian observances such as Christmas and Easter, alongside other faith-based events. Based on the review, no evidence of religious favoritism was found. This matter is closed.
34.	373	Discrimination	Allegation	05/30/2025	A former employee alleged a toxic culture, harassment, retaliation, and abuse of power within a certain division of WSSC.	The OIG referred the matter to WSSC Water's EEI/EEI Division, as it fell outside the OIG's jurisdiction. EEI/EEI confirmed that the complainant, had previously raised the same allegations of discrimination, harassment, bullying, and retaliation against the same three individuals. Following a full

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						investigation, none of the allegations were substantiated, and the matter was closed by the EEI/EEO Office. Based on this outcome, the OIG also closed its file.
35.	374	Theft or Misuse of Company Assets/Services	Allegation	05/28/2025	An anonymous complaint alleged that a WSSC Water Division Manager has been using a WSSC fleet-designated electric vehicle (EV) charging station at the Gaithersburg Depot to charge a personal vehicle during official work hours (7:30 a.m. to 4:00 p.m.). The complaint identified the charging station as the one located behind the WSSC meter vans.	The OIG collaborated with WSSC Police and Homeland Security to investigate the matter. The investigation determined that the allegations could not be substantiated, as there is no EV charging technology at the identified location. This matter is closed.

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