



# Utility Services Department

**Jason Hughes**  
Deputy Director

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# Agenda

- Department Overview (Utility Services Projects)
- Project Types & Volume
- Bidding Requirements Unique to Construction
- Success Tips

# Utility Services

## Who We Are

The Utility Services Department is committed to delivering world-class customer service with professionalism, respect, and a genuine commitment to meeting customer needs. We continually strengthen our technical and service expertise to ensure safe, prompt, and best-in-class support.

Our department includes Utility Services North, West, Central, and South; Water/Wastewater Systems Assessment; Meter Services; Pipeline Infrastructure Strategic Planning; Emergency Service Center; and Utility Services Learning and Development. These divisions make up the Commission's front-line teams who interact with customers every day.

# Utility Services: **Mission and Vision**

We are entrusted by our community to maintain the water/wastewater infrastructure and protect the environment – all to serve our customers.

We are utility services professionals who strive for excellence in:

- Maintaining our infrastructure.
- Protecting our environment.
- Delivering total customer satisfaction.

**Our Motto is**

***"Utility Services, a Step Beyond Customer Service"***

# Utility Services – Upcoming Contracts

Solicitation Name	Estimated Advertisement Month	Estimated Contract Value
Inflow & Infiltration Analysis	FY26 Q2	\$2M-\$3M
Wastewater Engineering Services	FY26 Q2	\$6M-\$8M
Transmission Main Replacement and Repair Services	FY26 Q2	\$30M-\$35M
Water/Wastewater Engineering Services	FY26 Q2	\$6M-\$8M
Urgent Repairs, Rehabilitation, and/or Replacement of Water and Wastewater Assets	FY26 Q2	\$30M-\$40M
On-Call Emergency and Urgent Water and Sewer Asset Repair and Replacement Services	FY26 Q2	\$70M-\$90M
PCCP Engineering Services	FY26 Q3	\$9M-\$11M
Lateral Inspection Services	FY26 Q3	\$4M-\$6M
Trunk Sewer Inspection Services	FY26 Q4	\$20M-\$25M

# Utility Services – Key Highlights

- Inflow and Infiltration Analysis Services
  - System Assessment and Data Analysis
- Wastewater Engineering Services
  - General Wastewater Engineering Services for Sewer Basins
- Transmission Main Replacement and Repair Services
  - Major Infrastructure upgrades for Water Transmission Systems
- Water/Wastewater Engineering Services
  - Design & Planning, System Optimization
- Urgent Repairs, Rehabilitation, and/or Replacement of Water and Wastewater Assets
  - Urgent water and wastewater asset repairs and replacements

# Utility Services – Key Highlights

- On-Call Emergency and Urgent Water and Sewer Repair and Replacement Services
  - Provide 24/7 Availability, Emergency Response to water and sewer repairs and replacements
- PCCP Engineering Services
  - Risk Assessment, Structural Integrity
- Lateral Inspection Services
  - CCTV Inspections, Locate Sanitary Sewer Laterals and Mains
- Locating and Marking Underground Facilities Services
  - Major Infrastructure upgrades for water transmission systems
- Trunk Sewer Inspection Services
  - Preventive Maintenance, Detailed Reporting



# Utility Services – Bidding Requirements

- Understand WSSC Water's business
- Register in the Supplier Portal
- Read solicitations carefully
- Attend pre-proposal meetings and ask questions
- Submit questions to Procurement in a timely manner
- Submit completed proposals in a timely manner
- Add value through innovation, cost reduction, etc., when responding to an RFP
- Be patient – Nothing is promised. Success takes time





# Questions?