



Cleaning and Restoration Services

Claims Unit

Rhonda Weaver, Deputy General Counsel

Sharon Howell, Claims Manager

Kathleen Durham, Claims Supervisor

April 22, 2026

Agenda

1. Team Introductions
2. Contract Objectives
3. Contract Overview
4. Contract Compliance
5. Keys to Success
6. Questions

Strategic Plan for Our **Smart One Water** Future



Vision

In every home, in every business, we make everything possible by ensuring access to dependable and safe water for everyday life.

Smart One Water Mission

WSSC Water ensures all communities thrive by ethically delivering safe, reliable and sustainable water and wastewater services.

Promise

Continue the legacy of treasuring our water, customers and employees through dedicated service for current and future generations.

Values

Just. Accountable. Caring. Community Focused. Excellent. Trustworthy.

Strategic Priorities



**Workforce
Development**



**Culture
Shift**



**Affordability &
Financial
Viability**



**Sustainability &
Resiliency**



**Asset
Management &
Infrastructure
Reliability**



**Optimizing
Operations**



**Customer
Engagement &
Partnerships**



**Digital
Transformation**



Team Introductions

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Claims Unit

- **Rhonda Weaver**, Deputy General Counsel
- **Sharon Howell**, Claims Manager
- **Kathleen Durham**, Claims Supervisor
- **Carolina Ruiz**, Claims Agent I
- **Devin McGongial**, Claims Agent I
- **Sherena Lewis**, Claims Agent II
- **Takeya Boston-McCraw**, Claims Agent II
- **Thomas Smith**, Claims Agent II
- **Denise Beckett**, Claims Agent III
- **Karl Jones**, Claims Agent III



Contract Objectives

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- Award **three** to **four** (**3** - **4**) cleaning and restoration contracts to serve the residential and commercial properties of Montgomery and Prince George's Counties
- The expectation for the contract is to mitigate and provide an estimate for repairs at these properties due to water main or sewer related events



Contract Overview

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The contract includes providing emergency professional cleaning, restoration, and structural repair services for public buildings and private residences damaged by water main breaks, sewer backups, or damage that is WSSC Water's responsibility, within Montgomery and Prince George's Counties.

Contract Overview

- Contractor will be assigned a work order by WSSC Water Emergency Service Center
- Contractor will contact customer within 30 minutes and arrive at property within 2 hours
- If contractor cannot handle job, they must advise Emergency Service Center so job can be given to another contractor
- Communicate to the customer what work you will be performing
- Provide them the documentation to file a claim with WSSC Water
- Photograph the damage area prior to cleaning, video may be taken as well
- Clean and disinfect property
- Inventory the damage items
- Photograph the damaged area after the cleaning, video may be taken as well
- Provide an estimate for repairs to the damage area
- Provide all documentation of the work to WSSC Water within 10 business days of completing rotation

Contract Overview: Minimum Qualifications

Organizational Experience

- At least 5 consecutive years providing professional cleaning, disinfection, drying, and restoration services for Category 3 water/sewage intrusions in residential or commercial structures.

Licenses & Certifications

- Maryland Home Improvement Commission (MHIC) License – current and valid.
- Institute of Inspection Cleaning & Restoration Certification (IICRC) – at least one key supervisor with Water Damage Restoration Technician (WRT) and Applied Structural Drying (ASD).

Contract Overview: Minimum Qualifications

Key Personnel

- A dedicated Project Coordinator/Supervisor assigned for the life of the contract with:
 - ≥ 3 years' experience in sewage/water damage mitigation.
 - Current IICRC WRT and ASD.
 - Ability to staff each project with at least one English-proficient and one Spanish-speaking team member

Safety & Compliance

- Written Health & Safety Program addressing OSHA bloodborne pathogens, confined space, PPE, and respiratory protection.
- Documented Experience Modification Rate (EMR) ≤ 1.0 or a corrective plan if higher.
- OSHA 300 logs or safety performance data for the past 3 years.

Contract Overview: Compliance & Safety Requirements

The Contractor shall follow the following safety and compliance measures:

- OSHA, EPA, and Maryland DLLR compliance
- Written Health & Safety Program required
- ANSI/IICRC-certified supervisors and trained technicians

Contractors shall comply with all applicable Occupational Safety and Health Administration (OSHA) standards and any corresponding Maryland Occupational Safety and Health (MOSH) requirements, including but not limited to:

- 29 CFR 1910.1030 - Bloodborne Pathogens
- 29 CFR 1910.134 - Respiratory Protection
- 29 CFR 1910.1200 - Hazard Communication
- 29 CFR 1910.146 - Permit-Required Confined Spaces

Contract Overview: Compliance & Safety Requirements

Contractors shall keep and, upon request, submit:

- OSHA 300/300A logs for the most recent three years
- Their current Experience Modification Rate (EMR)

Contract Overview: Preference

Ability to provide services of an Industrial Hygienist. Work must be conducted pursuant to the current ANSI/IICRC S500 Standard for Professional Water Damage Restoration.

Conduct air quality and swab testing to required area following a sewer backup or water main malfunction on residential, commercial or industrial properties. The Contractor shall provide all labor, materials, equipment and services necessary to provide services on an “as-needed” basis for Post-Remediation Evaluations and Verification related to Category 3 water damage.



Contract Compliance

Contract Compliance

- Work must be performed as stated in the contract
- If work is not performed according to contract or customer complaints, notice will be provided to allow time for corrections to be made
- If work has not improved, vendor will be removed from rotation
- If contract balance becomes low, rotation schedule will be adjusted



Keys to Success

Keys to Success

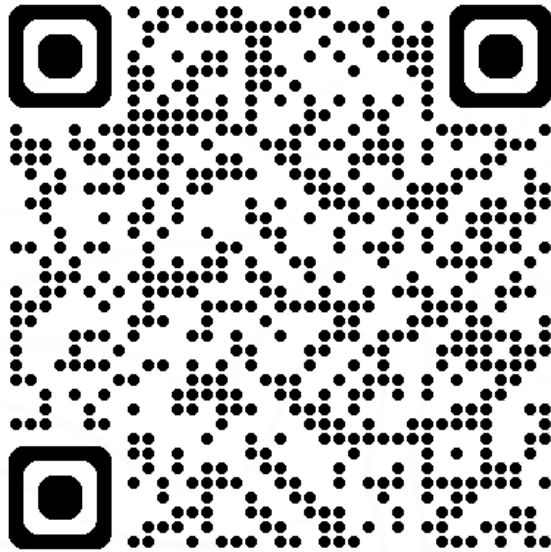
- Contact and arrive at customer's property within the contract timeframe
- Communicate to the customers
- Perform the work to the standards of the IICRC
- Provide all documentation to Claims in a timely manner
- Provide accurate documentation
- Respond quickly to any calls or emails regarding the job assignment
- Any issues that may arrive, notify WSSC Water immediately



Supplier Portal and OpenGov Platforms

Supplier Portal and OpenGov Platforms

Scan to register with the Supplier Portal

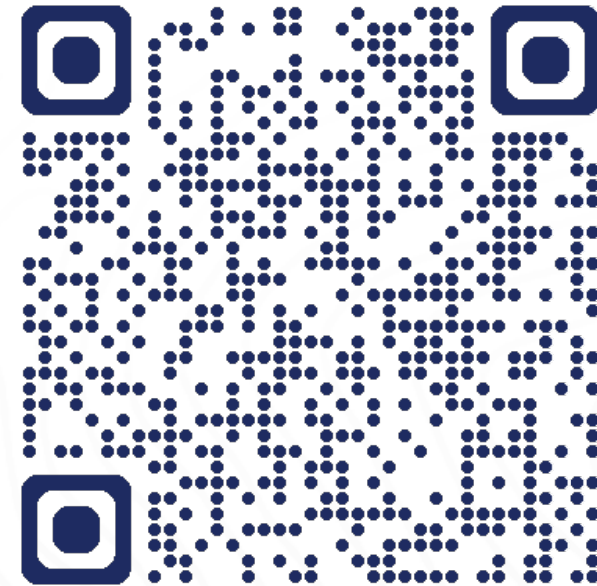


or **Visit:**

<https://www.wsscwater.com/supplier>



Scan to register with OpenGov



or **Visit:**

<https://procurement.opengov.com/portal/wsscwater>



Questions?

Early Engagement Vendor Session Inquiry Form



<https://forms.office.com/g/c3xHCEqjgG>

For past event's presentations and sign in sheets, visit
www.wsscwater.com/work-us/procurement/outreach-events



Early Engagement Vendor Session Post-Event Survey



<https://forms.office.com/g/57Ws7Ur0Xf>

