

Office of the Inspector General



Investigative Report **OIG Case 391**

Issued: March 27, 2026

Jon T. Rymer, OIG Inspector General



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Report of Investigation

Case Number 391

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Inspector General

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Falsification of Records

Executive Summary

The Office of the Inspector General (OIG) was established in 2018 by Maryland law as an independent entity within the Washington Suburban Sanitary Commission (WSSC). Its mission is to promote integrity, accountability, and transparency throughout the Commission's operations. Pursuant to the Maryland Public Utilities Article § 17-604 and Chapter 2.60 of the WSSC Code of Regulations, the OIG is authorized to prevent, detect, and investigate allegations of fraud, waste, and abuse, and to recommend improvements that strengthen compliance with applicable laws and internal policies.

The OIG recently completed an investigation into a complaint alleging that a WSSC field technician falsified an official service record related to a November 22, 2025, inspection of a water service valve at a residential property in Silver Spring, Maryland. The complainant asserted that although the technician verbally informed her that the valve stem was broken and required repair, the official work order reflected that no one was home and that no water pressure issues were identified.

The OIG's review included interviews, examination of Maintenance Management Information System (MMIS) records, and evaluation of supporting documentation, including video evidence provided by the complainant. The investigation determined that the allegation of fraud or falsification of business records was not substantiated. The evidence confirmed that the technician conducted the inspection, reported the broken valve stem to dispatch, and initiated a separate repair work order on the same day. The repair was completed shortly thereafter.

A discrepancy existed between the initial dispatch entry and the subsequent field interaction, the investigation found no evidence of intentional misrepresentation or deliberate alteration of official records. Instead, the inconsistency appears attributable to limitations in the workflow used to update dispatch comments within the MMIS system. ***Accordingly, the allegations could not be substantiated.***

To reduce the likelihood of similar discrepancies, the OIG recommended that WSSC enhance documentation processes and system controls to ensure field updates are consistently captured and accurately reflected in work order records. In response, management indicated it will implement additional quality assurance measures, including reviewing high-priority work activities, and plans to transition to Trimble Unity (Cityworks) to support near real-time data entry by field personnel.

While these actions are positive, the OIG emphasizes the need to strengthen current MMIS workflows and controls to address existing gaps, particularly for work not subject to enhanced review, until the new system is fully implemented. Doing so will improve record accuracy, transparency, and public confidence in WSSC operations.

The OIG extends its sincere appreciation to the complainant, as well as to the staff from WSSC's Utility Services and Customer Service Departments who cooperated with the investigation.