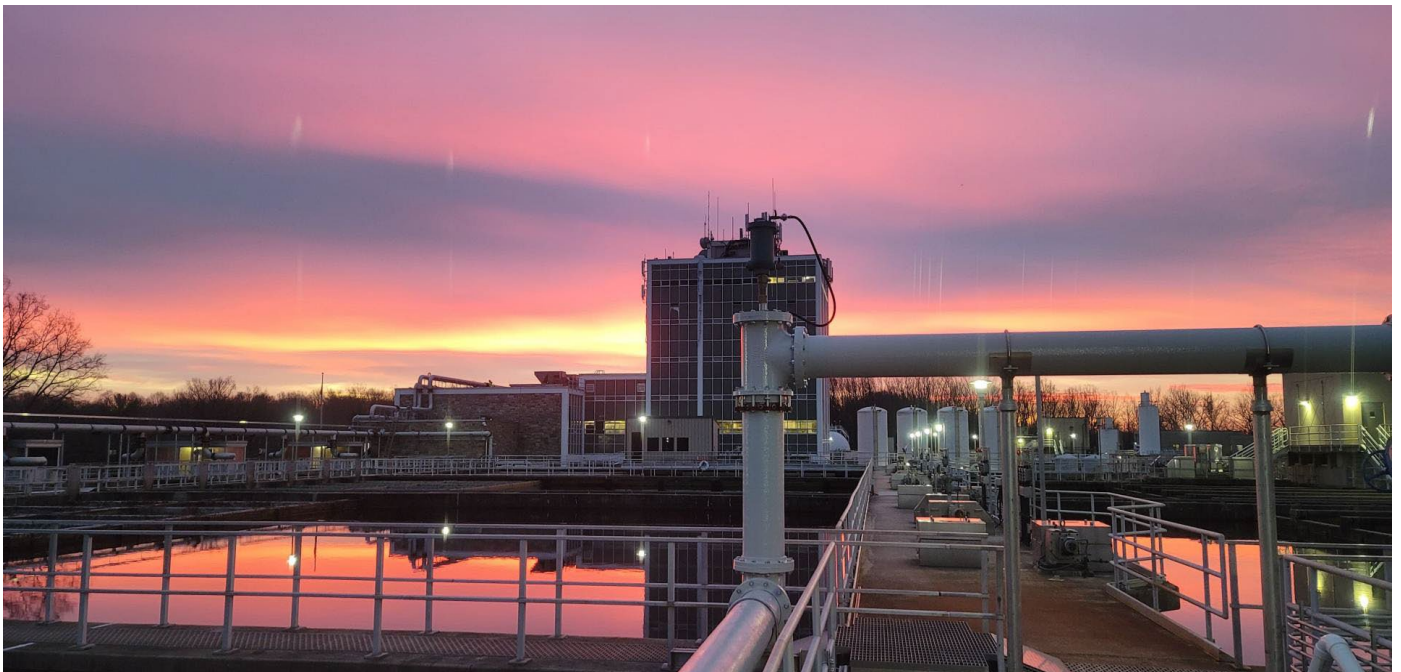




Office of the Inspector General

2026 Annual Report



Jon T. Rymer
Inspector General

FY 2026
OIG Highlights

By the Numbers



9

Engagements
Completed



11

Published
Reports



16

Published
Findings



31

Recommendations
for Improvement



**Financial
Impact**

SDC Adjustments
Identified

\$79,494

Confirmed Refund
to WSSC

\$2.45M

Hotline Activity



**FY2026
Hotline
Cases**



30

Cases
Closed



33

Cases
Received

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This Annual Report is submitted pursuant to Maryland House Bill 419, codified at Maryland Code Annotated, Public Utilities Article § 17-604 (d)(4), which requires the Inspector General to submit periodic reports to the Commission and publish those reports on the Office of the Inspector General's website. Consistent with that statutory mandate, this report provides a summary of the Office's activities, significant findings, recommendations, and accomplishments during Fiscal Year 2026, as well as the Office's continuing efforts to promote integrity, accountability, and transparency throughout WSSC.

About the OIG

Established in 2018, 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.
- Preventing and detecting fraud, waste, abuse, mismanagement, and misconduct within WSSC programs and operations.

Our Vision

Oversight that inspires stakeholder confidence.

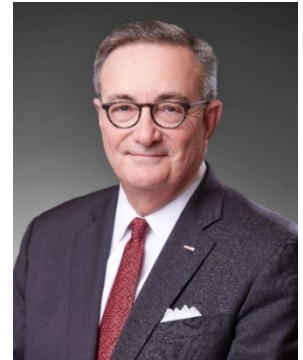
Our Values

- Promote public accountability by preventing, investigating, and reporting fraud, waste, abuse, and misconduct.
- Maintain the highest professional and ethical standards in the performance of our official duties.
- 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.

A Message from the Inspector General

It is my pleasure to present the Fiscal Year 2026 Annual Report of WSSC's Office of the Inspector General, covering the period from **July 1, 2025, through June 30, 2026**.

As I enter my fourth year as Inspector General, I am proud of the continued growth of the Office and the dedicated professionals who serve alongside me. Together, we remain committed to providing independent, objective oversight that strengthens accountability, promotes transparency, and supports WSSC Water's mission of delivering safe, reliable, and sustainable water and wastewater services to the communities we serve.



Jon T. Rymer
Inspector General

Many of the accomplishments highlighted in this report stem from the OIG's proactive, risk-based audits, evaluations, and reviews. These oversight activities enable us to assess the Commission's operations, internal controls, and business practices, identify opportunities to improve efficiency and governance, safeguard public resources, and provide practical, evidence-based recommendations that strengthen accountability and promote continuous improvement.

During Fiscal Year 2026, the Office continued to deliver meaningful, independent oversight through a balanced portfolio of proactive audits, evaluations, and investigations. We completed nine oversight engagements, three comprehensive investigations, issued 11 reports and 16 findings, and made 31 recommendations designed to strengthen internal controls, improve operational efficiency, and enhance accountability across the Commission. Our work also identified approximately \$79,494 in System Development Charge adjustments and confirmed a \$2.47 million refund to WSSC Water.

Beyond these accomplishments, the OIG continued to oversee implementation of the WSSC Planning and Reporting Act of 2025, including management of the independent study required by the Maryland General Assembly. This important responsibility reflects the confidence placed in the Office to provide objective oversight and strategic analysis on issues that will shape the Commission's future.

Looking ahead, our Fiscal Year 2027 Work Plan builds upon this momentum by focusing on risk-based oversight, operational effectiveness, emerging risks, and statutory initiatives that support sound governance and responsible stewardship of public resources. As WSSC Water continues to navigate an increasingly complex operating environment, the OIG remains committed to delivering independent, evidence-based oversight that strengthens public confidence and promotes continuous improvement.

I extend my sincere appreciation to the Board of Commissioners, the General Manager/CEO, Commission leadership, and the dedicated employees of WSSC Water for their professionalism, cooperation, and commitment to continuous improvement. I also thank the exceptional staff of the OIG, whose integrity, expertise, and dedication make our mission possible each day.

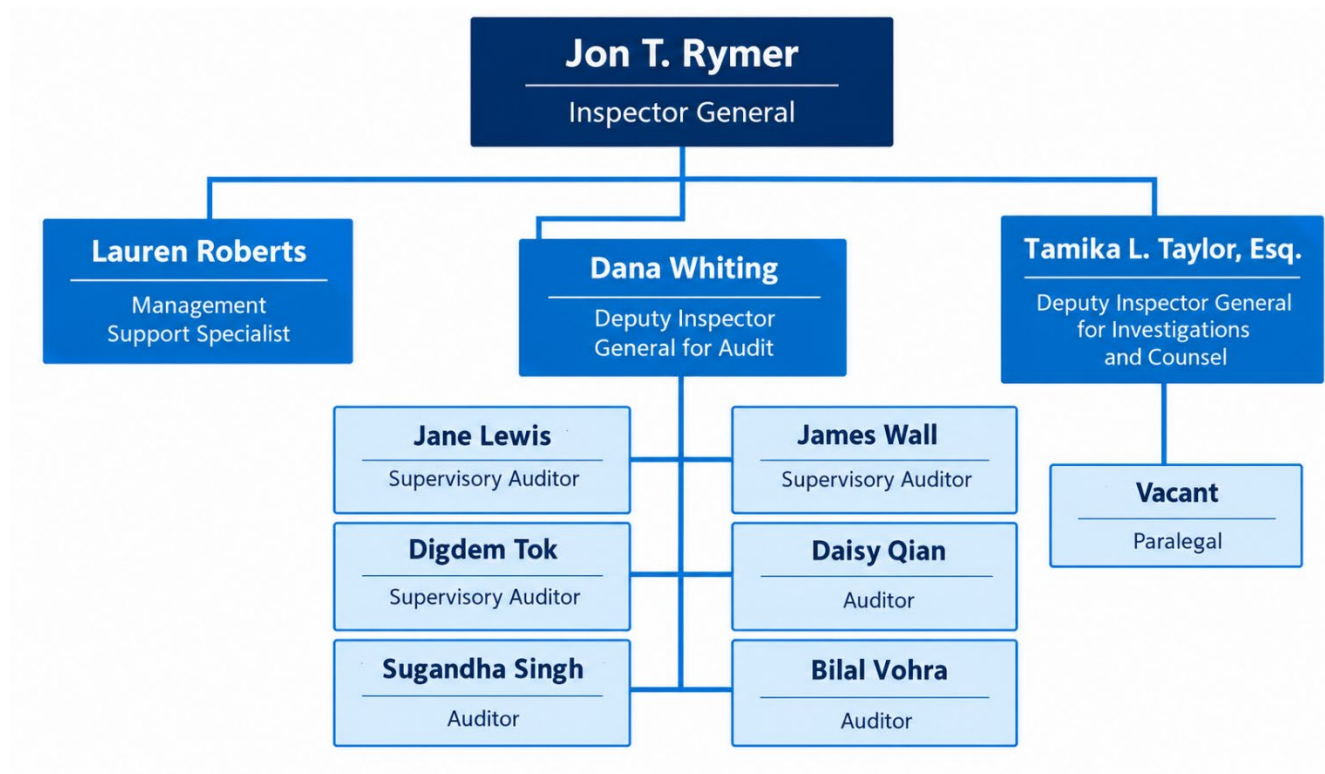
I remain confident that our shared commitment to integrity, accountability, transparency, and excellence will continue to strengthen WSSC Water's governance, enhance public confidence, and reinforce the Commission's commitment to responsible stewardship for the more than 1.9 million residents who rely on our services.

Very truly,



Jon T. Rymer
Inspector General

Our Team



The OIG promotes accountability, transparency, and integrity across WSSC through independent audits, evaluations, investigations, and advisory services. Our multidisciplinary team brings expertise in auditing, investigations, law, accounting, information technology, cybersecurity, fraud examination, and risk management. Staff maintain the following nationally and locally recognized professional certifications that reflect our commitment to excellence, continuous learning, and the highest standards of public sector oversight:

- Certified Public Accountant
- Certified Inspector General
- Certified Inspector General Auditor
- Certified Inspector General Counsel
- Certified Inspector General Investigator
- 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 2026, the OIG continued to provide independent, objective, and mission-focused work that supported WSSC's Strategic Priorities and Objectives.

During the year, we underscored our commitment to high professional standards and accountability by undergoing an independent external peer review of our audit and investigative operations. Conducted in December 2025 by the Association of Inspectors General (AIG), the review evaluated the Office's compliance with applicable professional standards, as well as its audit policies, procedures and investigative practices.

The Peer Review Team concluded that the OIG's Audit Division complied with applicable *Government Auditing Standards* and received a **"Pass"** rating. The Investigation Division received a **"Pass with Deficiencies"** rating based on identified procedural and structural noncompliance issues of which it immediately commenced to resolving. There were no deficiencies assessed with respect to compliance with the *Council of the Inspectors General on Integrity and Efficiency's Quality Standards for Investigations*. The reviewers affirmed the overall integrity and reliability of the Office's work. The results reflect the Office's strong commitment to independent oversight, continuous improvement, and adherence to the highest professional standards.

Audit

During FY 2026, the OIG initiated numerous audits and reviews that strengthened internal controls, mitigated risk, and enhanced WSSC's economy, efficiency, and effectiveness. The Audit Division conducted nine engagements, issuing practical, evidence-based recommendations to improve operations, accountability, and stewardship of resources. Among the Division's significant achievements were the completion of the FYs 2020, 2021, and 2022 Blue Plains Wastewater Treatment Plant Operations and Maintenance audits, along with DC Water's FY 2020 Multi-Jurisdictional User Facility audit, which resulted in a confirmed **\$2.45 million refund** to WSSC. Additionally, a System Development Charges audit identified more than **\$79 thousand in financial adjustments** that benefited WSSC in FY 2026. The OIG also continued its collaborative efforts with the developer community through ongoing SDC audits to identify eligible Capital Improvement Program (CIP) reimbursable infrastructure costs, to ensure accurate cost recovery and responsible financial stewardship.

Investigations

The Investigations Division plays a critical role in promoting integrity, accountability, and public confidence by independently examining allegations of fraud, waste, abuse, misconduct, and mismanagement involving WSSC Water. Pursuant to the Office's authority under the Maryland Code Annotated, PUA, § 17-601 *et seq.*, and Chapter 2.60 of the WSSC Code, the OIG conducts independent investigations, identifies control weaknesses, and recommends corrective actions to protect Commission resources and improve organizational governance.

As part of these responsibilities, the OIG administers WSSC Water's centralized Fraud, Waste, and Abuse (FWA) Hotline, which serves as a confidential reporting mechanism for employees, contractors, customers, and members of the public. During FY 2026, the Office received 33 complaints and closed 30 matters including matters carried forward from the prior fiscal years and three formal investigations. Two of those investigations resulted in recommendations to strengthen internal controls, enhance oversight, and improve compliance with established policies and procedures.

Beyond its investigative responsibilities, the OIG continued to emphasize prevention through education and outreach. Throughout the fiscal year, the Office partnered with WSSC departments to address emerging concerns and provided FWA awareness training to all newly hired employees, reinforcing the importance of ethical conduct, accountability, and a culture of reporting concerns without fear of retaliation.

Audit Division

The OIG has the authority to audit and review WSSC programs and operations as outlined in PUA, §§ 17-604 and 17-605. Recently, our Audit Division successfully completed a peer review by the AIG, which verified that we adhere to the Generally Accepted Government Auditing Standards (GAGAS) established by the U.S. Government Accountability Office. These standards dictate requirements for independence, objectivity, evidence, and reporting for OIG auditors. Audits are chosen based on a systematic assessment of the potential risks impacting WSSC's operations and programs



9 Engagements Completed



25 Recommendations for Improvement



9 Published Findings



8 Published Reports



Identified **\$79,494** worth of SDC adjustments to WSSC



Confirmed **\$2.45 million** refund to WSSC

By targeting high-risk areas within WSSC, we make the most of our resources and objectively evaluate its operations, staff, infrastructure, and systems. Our efforts enable the Commission to uncover more efficient, effective, and cost-saving strategies to reach its goals and carry out its mission.

Throughout FY26, the OIG identified numerous opportunities to deliver impartial, insightful analyses and recommendations that improved the efficiency and performance of WSSC programs. Below is an overview of the OIG's key engagements and reports from fiscal year 2026:

Blue Plains Wastewater Treatment Plant (WWTP) Operation & Maintenance Audit

The Blue Plains Intermunicipal Agreement (IMA) establishes an equitable framework for the allocation of operation and maintenance costs among the District of Columbia, Fairfax County, Virginia, Montgomery and Prince George's Counties, Maryland, the District of Columbia Water and Sewer Authority, and WSSC. As part of this agreement, these parties share access to the Blue Plains Wastewater Treatment Plant (Blue Plains), with WSSC holding an estimated 46 percent of the plant's purchased capacity, based on usage of approximately 170 million gallons per day (MGD).

Under the IMA, parties are authorized to examine, inspect, or audit relevant books, accounts, records, documents, and other evidence associated with Blue Plains. Historically, WSSC has conducted audits of its share of the operation and maintenance costs through its audit function. These audits have resulted in reimbursements to WSSC for prepaid expenses reflected in quarterly billings.

The Blue Plains WWTP Operation & Maintenance Audit was completed during Fiscal Year 2026, covering Fiscal Years 2020, 2021, and 2022. Audit activities led to total **reimbursements of \$2,319,061**. The OIG worked closely with DC Water to ensure that all operations and maintenance costs incurred at Blue Plains were properly allocated according to WSSC's proportional usage.

Multi-Jurisdictional User Facility (MJUF) Billing Audit

In 2012, the IMA recognized the necessity to update procedures and methodologies for calculating annual operation and maintenance costs for Multi-Jurisdictional User Facility (MJUF) users. Cost shares for user jurisdictions are determined by a combination of each jurisdiction's average flow quantity and the length of the MJUF pipe utilized by their flow.

The OIG finalized the FY 2020 MJUF Billing Audit during FY 2026. As a result of the audit, WSSC received a **reimbursement of \$132,126.88**. Throughout the engagement, the OIG worked collaboratively with DC Water to validate that operations and maintenance costs associated with the Blue Plains Advanced Wastewater Treatment Plant were accurately allocated based on WSSC Water's proportionate share of facility usage, ensuring equitable cost distribution and sound financial stewardship.

Customer Service High Bill Adjustments

The OIG completed an audit of WSSC Water's High Bill Adjustments and Corrections Program to determine whether the administration of high bill adjustments resulting from water leaks complied with applicable Maryland law and the WSSC Code of Regulations. The audit reviewed adjustment and correction requests processed between **July 1, 2023, and June 30, 2024.**

Overall, the audit found that WSSC Water's processes were generally compliant with applicable statutory and regulatory requirements. However, the OIG identified opportunities to strengthen internal controls over the authorization of high-value billing adjustments. Specifically, the audit found that approval controls could be enhanced to better ensure that significant adjustments are appropriately authorized and documented.

To strengthen governance and reduce risk, the OIG recommended implementing automated system controls within the billing platform to enforce authorization requirements, improve documentation, and establish approval thresholds based on employee roles and delegated authority. WSSC Management concurred with the recommendations and committed to implementing preventive, detective, and monitoring controls to enhance oversight of the High Bill Adjustments and Corrections Program.

NIST Cybersecurity Framework Audit

The OIG completed an audit of WSSC's cybersecurity program using the National Institute of Standards and Technology's (NIST) Cybersecurity Framework (CSF) as a benchmark for industry best practices. The audit assessed the effectiveness of cybersecurity controls designed to protect the confidentiality, integrity, and availability of WSSC Water's information systems and data.

Overall, the audit found that WSSC has established and implemented several effective cybersecurity controls. However, the OIG identified opportunities to strengthen the cybersecurity program's alignment with the NIST Cybersecurity Framework. The audit resulted in **16 findings and 16 recommendations** aimed at enhancing cybersecurity governance, risk management, and technical controls. Management concurred with the findings and recommendations and committed to implementing corrective actions to address the identified control weaknesses.

Because the report contains sensitive information related to WSSC Water's information security program, it is exempt from public disclosure pursuant to Md. Code Ann., PUA, § 17-605 (d)(2) and applicable provisions of the Maryland Public Information Act.

Professional Licensure and Certification Compliance Audit

The OIG completed an audit of WSSC Water's Professional Licensure and Certification Program to assess whether employees occupying positions requiring professional licenses or certifications maintained valid credentials and whether the Commission had effective controls to administer and monitor the program. The OIG reviewed the positions within the Production, Utility Services, and Engineering & Construction departments during the period of July 1, 2024, to June 30, 2025, with validation testing conducted during audit fieldwork conducted in March 2026.

Overall, the audit found that WSSC Water has established processes to administer its professional licensure and certification program. However, the OIG identified opportunities to strengthen internal controls over credential verification, compliance monitoring, documentation, and program governance. Key findings included deficiencies in Commercial Driver's License (CDL) compliance, including FMCSA Clearinghouse queries, driver qualification files, and Medical Examiner's Certificate (MEC) monitoring, as well as weaknesses in verifying professional licenses and operator certifications, maintaining current job descriptions, and monitoring license and certification renewals.

The OIG issued seven recommendations to strengthen oversight and improve compliance, including enhancing credential verification processes, standardizing Human Resources controls, strengthening CDL compliance monitoring, and establishing formal procedures to track license and certification renewal requirements. WSSC Management concurred with the recommendations and committed to implementing corrective actions, with an alternative approach planned for historical Driver Qualification file requirements.

Contract Close-Out Audit

The OIG completed an audit of WSSC Water's contract and purchase order close-out Driver Qualification process to assess whether the Procurement Office, contract managers, and project managers complied with established close-out procedures for contracts and purchase orders. The OIG examined the Procurement Office's contracts or purchase orders closed between October 1, 2024, and February 14, 2025. There were 158 contracts and/or purchase orders that were closed during the audit period, totaling approximately \$143

million. The OIG examined 20 contracts and/or purchase orders totaling approximately \$23 million.

The audit evidence disclosed efficient, effective operations in accordance with applicable regulations, guidelines, and policies. However, the OIG identified opportunities to strengthen administrative controls and improve the consistency and timeliness of the close-out process. Specifically, the audit found delays in completing contract close-out checklists, closing contracts within established timeframes, and completing contractor performance evaluations.

The OIG issued recommendations to enhance contract administration by formalizing business practices, strengthening training, and updating policies and procedures to promote consistent implementation of the contract close-out process. Management concurred with the recommendations and has initiated corrective actions, including hiring dedicated personnel, enhancing internal procedures, developing a comprehensive acquisition lifecycle process, and implementing training and annual refresher programs.

OIG Audit Follow-Up Process

Each engagement concludes with a *Final Audit Report* the OIG's findings, observations, conclusions and recommendations to strengthen internal controls, improve operational efficiency, and enhance accountability. When audits identify questioned costs, opportunities for cost savings, or other financial impacts, the OIG issues recommendations designed to safeguard Commission resources and promote financial stewardship. In keeping with our commitment to transparency, final audits reports are published on the OIG website (www.wsscwater.com/oig).

Each report includes management's responses to the OIG's findings and recommendations, along with corrective action plans and targeted implementation dates. The OIG monitors the status of these actions through a structured follow-up process, working with responsible offices and departments to verify that corrective measures have been implemented, deficiencies have been resolved, and identified risks have been effectively mitigated.

The OIG maintains a rigorous audit follow-up process, which involves collecting status updates from auditees, tracking the estimated due dates of management action plans, and verifying risk mitigation once management has implemented corrective actions.

Responsible Offices and Departments are reminded of pending management action plan resolutions at least 30 days before their due date. Should management require a revision or extension, the Office/Department Head must submit the initial request for an implementation due date change in writing, accompanied by a reasonable explanation and notification to the General Manager (GM). The second request also requires a written submission and the GM's written approval. Any extension requests exceeding the maximum of two will be escalated to the Inspector General.

The categorization of findings is determined by the auditor's professional judgment and relevant contributing factors. The OIG applies the following guidelines to classify findings into three risk categories:

- **High:** Critical control weaknesses, such as exceptions to regulations, policies, procedures, or rules.
- **Medium:** Control deficiencies that compromise the Commission's ability to initiate, authorize, record, process, or report data.
- **Low:** Matters concerning efficiency and effectiveness enhancements, noted in management memorandums and not published on the OIG internet page.

The table below presents the status of published findings and recommendations as of June 30, 2026.

Status of Findings and Recommendations

Customer Service High Bill Adjustments

Findings	Recommendations	Status
Finding: Delegation of Authority Violations for High Bill Adjustments Risk Rating: Medium	The OIG recommended that WSSC management collaborate with Information Technology and Customer Service Departments to implement system-based, preventive, monitoring, and detective controls within the C2M billing platform to ensure billing adjustments and corrections are appropriately authorized and documented. Additionally, the OIG also suggested setting approval limits for high bill adjustments based on user roles, with transactions automatically routed to the appropriate approval level in accordance with the Delegation of Authority policy. These measures will help ensure that approvals are consistently documented, verifiable, and compliant, thereby reducing the risk of unauthorized transactions and violations of the Delegation of Authority and WSSC 3.20.070.	Implemented Pending OIG Verification

Contract Close-Out Audit

Findings	Recommendations	Status
Finding: Close-out procedures were not completed promptly. Risk Rating: Medium	The OIG recommended that the Procurement Office develop procedures for closing out contracts and purchase orders in accordance with WSSC's Manual of Standard Procedure, Chapter 6.30. Additionally, OIG recommended implementing mandatory periodic training for all Procurement Office contract staff, contract administrators, and project managers to ensure a consistent understanding of all the close-out procedures.	Open In Progress

Professional Licensure and Certification Compliance Audit

Findings	Recommendations	Status
Finding #1: Failure to Conduct Required FMCSA Clearinghouse Queries for CDL Drivers Risk Rating: High	The OIG recommended that OHS management establish written procedures to ensure required pre-employment and annual FMCSA Clearinghouse queries are completed for all CDL drivers. OIG also recommended that OHS complete any overdue queries and implement monitoring and supervisory review to ensure ongoing compliance.	Open In Progress
Finding #2: Incomplete Driver Qualification Files Risk Rating: High	The OIG recommended that OHS management establish, implement and enforce a standardized DQ file process for pre-employment and ongoing compliance. The OIG also recommended that OHS management request, review, and retain the previous employer's safety performance history; perform and document annual MVR reviews and driver certifications of violations; and implement supervisory review controls to verify that DQ files are complete, accurate, current, and auditable.	Open In Progress
Finding #3: Failure to Maintain Continuous	The OIG recommended that OHS management establish and implement a formal process to	Open In Progress

CDL MEC Compliance Risk Rating: High	ensure continuous compliance with CDL medical certification requirements. This process includes the implementation of a centralized tracking mechanism to monitor MEC status and expiration dates for all CDL drivers, as well as routine supervisory review and verification of certification status. The OIG further recommended that OHS require verification of a valid MEC before assigning or allowing drivers to operate CMVs or remain in CDL-required positions. Additionally, the OIG recommended that OHS management clearly define and document roles and responsibilities for compliance monitoring and establish procedures for the timely reporting and review of CDL status changes, including downgrades, suspensions, or expirations.	
Finding #4: Failure to Consistently Verify and Maintain Active Operator Certifications Risk Rating: High	The OIG recommended that WSSC management establish and implement a centralized, standardized process to track and verify operator certifications, monitor renewal deadlines, process renewal documentation, and maintain complete supporting records. The OIG also recommended that management implement monitoring and supervisory controls to prevent or restrict employees from performing certification-required duties when certification status is inactive, expired, or cannot be verified.	Open In Progress
Finding #5: Informal and Inconsistently Applied Processes Governing the Use of Current Job Descriptions Risk Rating: Medium	The OIG recommended that HRO management formalize procedures to ensure current, approved job descriptions are consistently used for job postings and offer letters, and clearly define responsibilities for updating, applying, reviewing, and verifying job descriptions. OIG also recommended that HRO management implement a documented final verification step to confirm that job postings and offer letters reflect the current, approved job description, including required licenses, certifications, and applicable timeframe, before issuance.	Open In Progress

Finding #6: Lack of Standardized HR Controls for Verifying Professional Licenses and Certifications Risk Rating: Medium	The OIG recommended that HRO establish formal policies and procedures to verify and document required licenses and certifications at hire, promotion, transfer, and throughout employment. The OIG also recommended that the policies and procedures define verification responsibilities and documentation retention requirements to ensure consistent application across the Commission.	Open In Progress
Finding #7: Lack of Formalized Departmental Controls to Monitor License and Certification Renewal Requirements Risk Rating: Medium	The OIG recommended that the Engineering and Construction Department management establish formal controls to track license and certification status and renewal deadlines, and ongoing compliance requirements. The OIG also recommended that management implement a centralized tracking system, assign monitoring and oversight responsibilities, establish automated reminders or notifications, and conduct periodic reviews to ensure licenses and certifications remain current and active.	Open In Progress

These findings and recommendations demonstrate the qualitative value that the OIG provides to the Commission and its stakeholders. While our primary attention is directed toward WSSC Water’s operations, these functions are aligned with the strategic goals of the Commission. By assisting WSSC Water in identifying more efficient, effective, and economical methods of operation, the OIG advances its overarching mission. We advise all stakeholders to consult the OIG audit reports available on our website (<https://www.wsscwater.com/oigreports>) for comprehensive analyses.

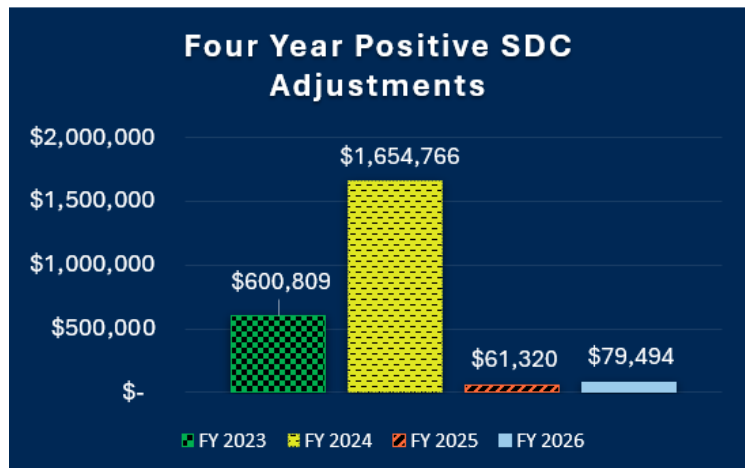
System Development Charges

In accordance with Maryland law, the OIG is responsible for reviewing and approving developers' reimbursable costs for System Development Charges (SDC). An SDC is a fee established under Md. Code Ann., PUA, § 25-403 (b), designed to finance capital upgrades to existing plants and facilities, as well as construction of new projects necessitated by expanded service demands. Each fiscal year, the OIG receives varying numbers of written requests to conduct SDC audits.

Developers must submit appropriate documentation to facilitate these audits. Over the years, our examinations of actual developer-incurred costs have resulted in substantial financial adjustments totaling millions of dollars.

The OIG reported \$2.4 million in SDC adjustments over the past four years.

By the conclusion of FY 2026, the OIG had two SDC audit requests outstanding; however, one was classified as inactive. According to § 5.95.030 (w) of the WSSC Code, a SDC may remain inactive for up to twenty years following the Release for Service date. Upon reaching this twenty-year threshold, the Permit Services Unit will close the SDC Reimbursement Ledger and provide written notice to the last designated recipient regarding the exhaustion or termination of the SDC Credit.



An inactive classification occurs when a developer fails to respond to quarterly documentation requests for an entire fiscal year. Additionally, according to § 5.95.030 (w), SDC Applicant Credits and reimbursements are permitted only for SDC transactions involving Qualified Properties served by the Qualified Project, either within twenty years or until the total credits and reimbursements reach the approved SDC Credit amount.

We are currently awaiting information from one SDC. Furthermore, we successfully completed an SDC during this fiscal year, which resulted in a **financial adjustment of \$79,494** for WSSC.

Investigations

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

Investigative Standards

The OIG conducts investigative audits and investigations in accordance with the AIG Principles and Standards for Offices of Inspectors General and the CIGIE Quality Standards for Investigations. Adherence to these nationally recognized standards ensures investigations are performed professionally and with independence, objectivity, and integrity.

OIG Investigations Process

1. Receipt Of Complaint

Allegations are received through multiple channels, including the FWA Hotline, OIG website, email, mail, in person, and referrals from WSSC Water departments and external agencies.

2. Preliminary Assessment

Each Complaint Is reviewed to determine jurisdiction, the nature of the allegations, and whether sufficient information exists to warrant further review.

3. Jurisdiction & Disposition

The OIG determines the appropriate disposition. Matters outside OIG jurisdiction may be referred to the appropriate WSSC Water office or external agency. Complaints lacking sufficient information may be dismissed.

4. Preliminary Inquiry

Investigators may conduct a preliminary inquiry to clarify the allegations and determine whether a formal investigation is warranted.

5. Formal Investigation

When warranted, the OIG opens a formal investigation or investigative audit. The OIG may exercise its statutory authority to obtain records, issue subpoenas, administer oaths, and obtain sworn testimony, as appropriate.

6. Reporting & Transparency

Upon completion, the OIG documents its findings, conclusions, and recommendations, as appropriate. Reports are provided to management when a response is required and published in accordance with applicable law and confidentiality requirements.

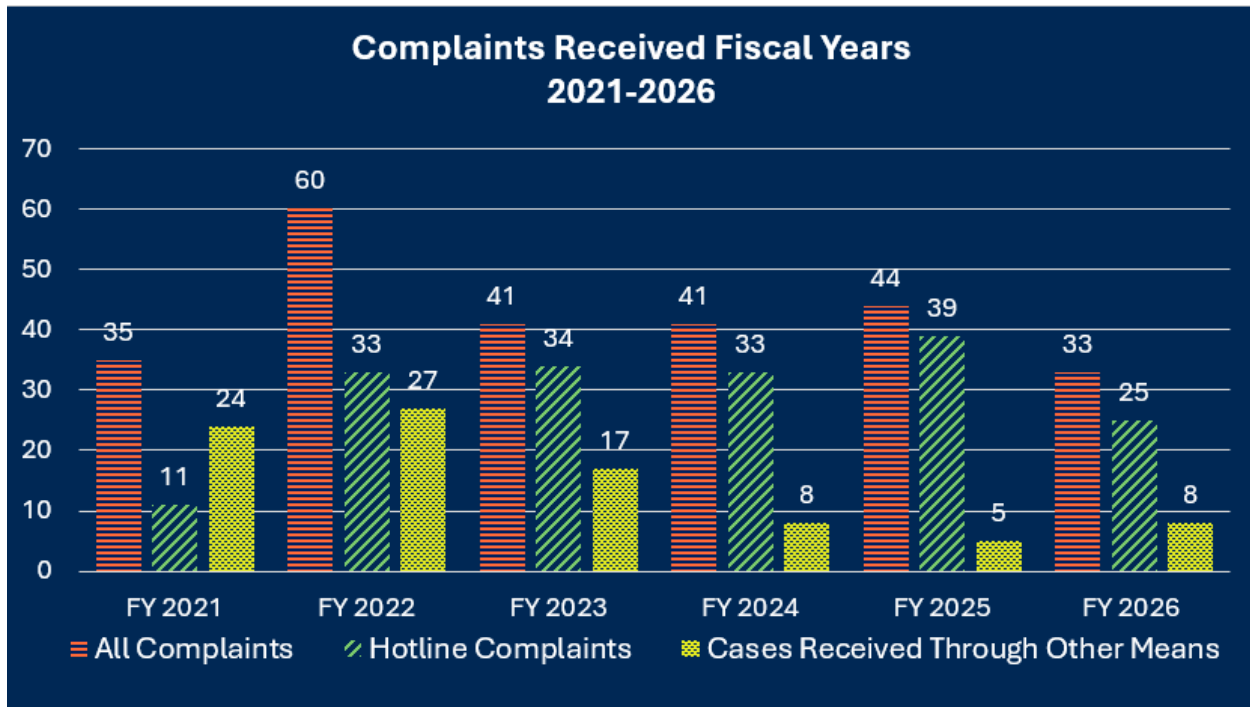
OIG Investigation Activity

When warranted, the OIG opens a formal investigation or investigative audit. The OIG may exercise its statutory authority to obtain records, issue subpoenas, administer oaths, and obtain sworn testimony, as appropriate.

Hotline

The OIG Hotline is one of the Office's most important tools for detecting and addressing allegations of fraud, waste, abuse, misconduct, and mismanagement within WSSC Water. The Hotline provides employees, customers, contractors, and members of the public with a confidential and accessible means of reporting concerns involving Commission operations, programs, personnel, and resources. Each complaint received through the Hotline or other reporting channels is carefully reviewed, assessed, and, when appropriate, referred for investigation, audit, or other administrative action.

From FY 2021 through FY 2026, the OIG received 254 complaints through multiple reporting channels. As illustrated in the chart below, the majority of complaints were submitted through the OIG Hotline, demonstrating that it remained the primary reporting mechanism for employees, customers, contractors, and other stakeholders. While non-hotline complaints continued to be received through other avenues, hotline submissions consistently represented the largest share of complaints during the reporting period, reinforcing the importance of maintaining a confidential, independent, and accessible reporting system for allegations of fraud, waste, abuse, misconduct, and other concerns.



Of all complaints received, 112 (44%) were submitted anonymously and 142 (56 %) were submitted by identified reporters, reflecting continued confidence in the Hotline's ability to provide a confidential means of reporting suspected fraud, waste, abuse, misconduct, and other workplace concerns.



During *FY 2026*, the OIG received **33 complaints and inquiries** and **closed 30 cases**, including matters carried forward from prior fiscal years. The Office also completed **three comprehensive investigations**, each resulting in a formal investigative report containing findings and recommendations to strengthen internal controls, improve accountability, and mitigate identified risks.

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 collaborates with internal WSSC departments and external agencies to resolve matters efficiently while promoting accountability and transparency. The OIG also provides fraud, waste, and abuse awareness training to all new employees, reinforcing ethical conduct and encouraging the timely reporting of concerns. As reflected in the investigative activities summarized in this report, the OIG remains committed to protecting the integrity of WSSC's operations, upholding ethical standards, and safeguarding public resources through independent, objective, and impartial investigations.

FWA Activity

Cases Received

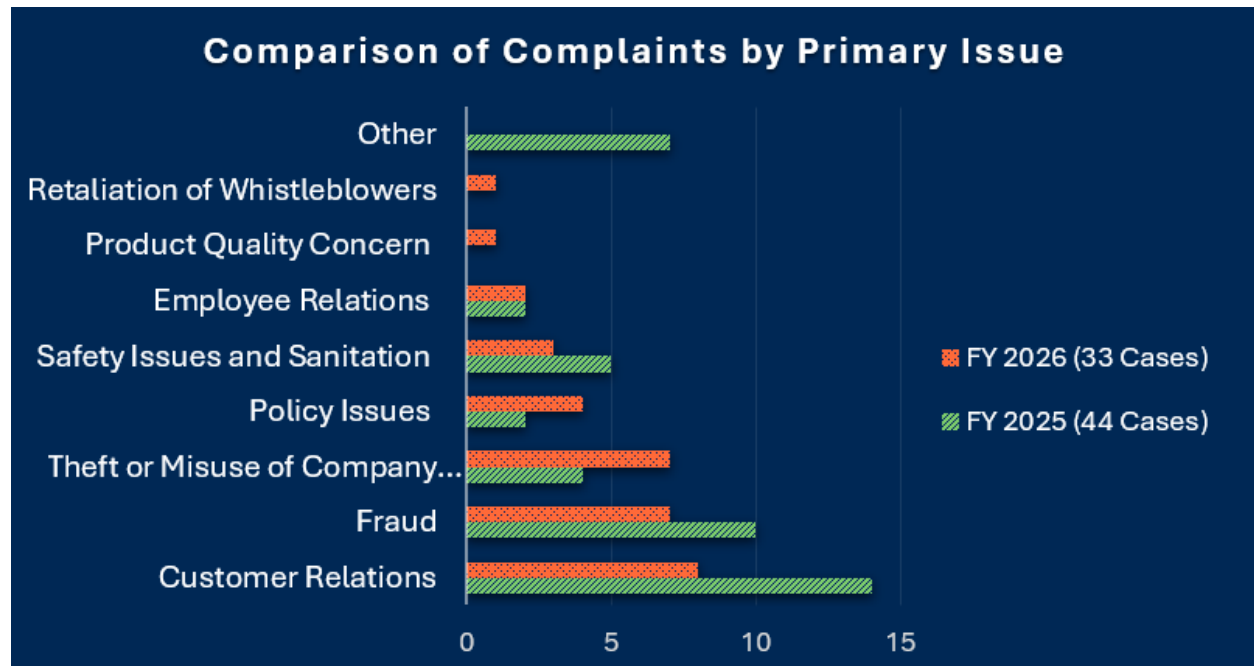
During *FY 2026*, the OIG received 33 complaints, with 75.8% submitted through the OIG Hotline and 60.61% were submitted by identified reporters. Additionally, 39% of the complainants identified themselves, while 61% of the complainants were anonymous.

Trends

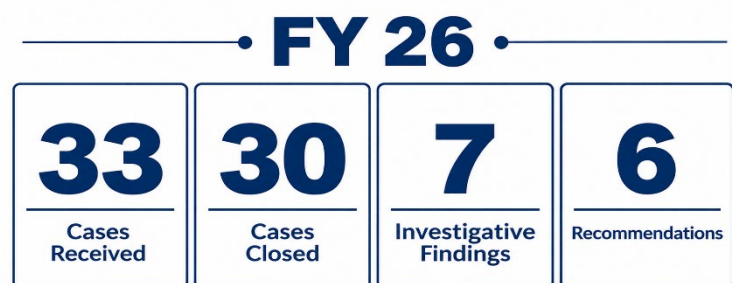
In *FY 2026*, the OIG received 33 complaints across nine primary issue categories. Customer Relations remained the most frequently reported issue, accounting for 24.24% of all complaints, although its share declined from 31.82% in *FY 2025*. Fraud continued to be one of the most commonly reported complaint categories, representing 18.18% of complaints, compared with 20.45% in the previous fiscal year.

Complaints involving Theft or Misuse of Company Assets/Services increased significantly, rising from 9.09% in *FY 2025* to 18.18% in *FY 2026*, making it one of the second most frequently reported complaint categories. Similarly, Policy Issues increased from 4.55% to

Safety Issues and Sanitation remained relatively stable, accounting for 9.09% of complaints in both fiscal years. Complaints involving Employee Relations and Discrimination each increased modestly from 4.55% in FY 2025 to 6.06% in FY 2026. Product Quality Concerns and Retaliation of Whistleblowers each represented 3.03% of complaints during FY 2026. By comparison, complaint categories reported in FY 2025, including Workplace Violence/Threats, Wage/Hour Issues, Falsification of Company Records, Substance Abuse, Fraudulent Insurance Claims, and Theft of Time, were not reported or occurred at lower levels during FY 2026.



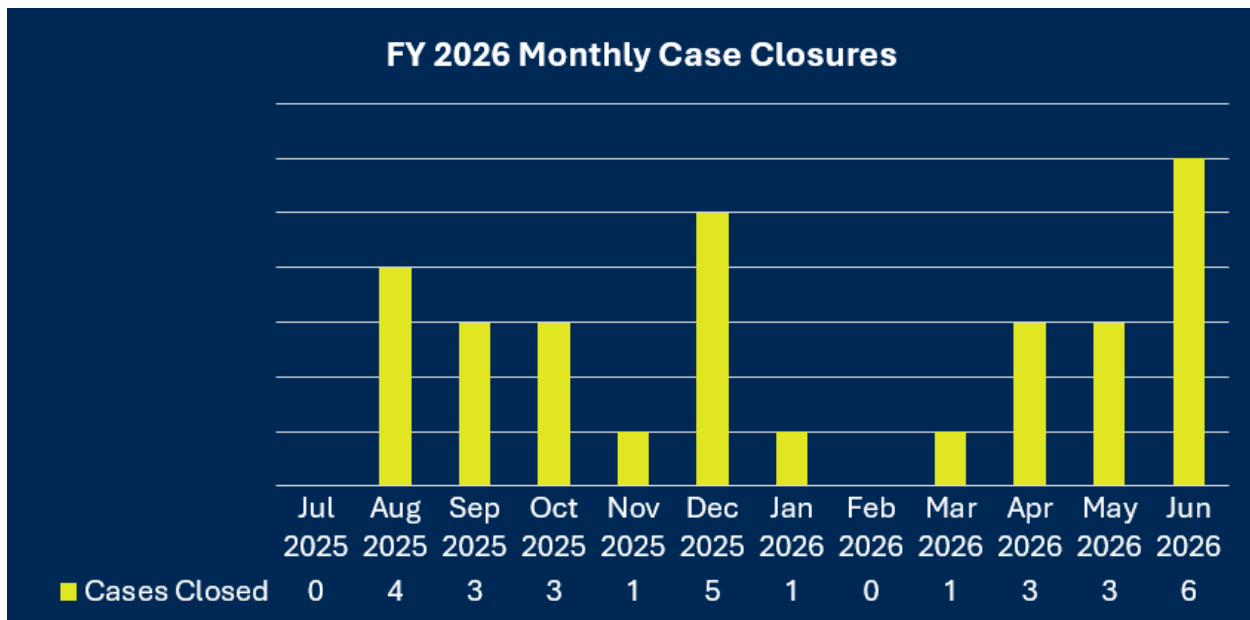
Overall, the FY 2026 complaint profile reflects a continued concentration of complaints involving Customer Relations, Fraud, Theft or Misuse of Company Assets/Services, and Policy Issues, which collectively accounted for more than 72% of all complaints received. While the distribution of complaint types shifted modestly from the prior fiscal year, the trends underscore the importance of continued oversight in areas affecting customer service, organizational integrity, compliance, and the protection of Commission resources. The OIG remains committed to conducting independent, objective investigations and providing recommendations that strengthen internal controls, enhance accountability, and safeguard public trust.



Cases Closed

The OIG closed a total of 33 cases during FY 2026, consistent with the Office's sustained commitment to timely, independent, and objective oversight. These matters were resolved through coordinated efforts with WSSC Water departments and, when appropriate, external agencies. Customer Relations represented the largest category of closed cases, accounting for 26.47% of all matters resolved, followed by Fraud (14.71%), Theft or Misuse of Company Assets/Services (11.76%), and Policy Issues (8.82%). Additional cases involved Employee Relations, Safety Issues and Sanitation, Discrimination, Product Quality Concerns, Retaliation of Whistleblowers, Theft of Time, Fraudulent Insurance Claims, and Substance Abuse.

The diversity of issue types reflects the broad range of allegations received by the OIG and underscores the Office's responsibility to investigate fraud, waste, abuse, misconduct, and other matters affecting WSSC Water's operations and public trust.



Team Development

The OIG's professional staff combines diverse education, extensive experience, and specialized expertise to support its oversight mission. Collectively, team members hold undergraduate, graduate, and Juris Doctor degrees and possess more than 200 years of combined experience in government, law, accounting, auditing, investigations, information technology, and the private sector. This depth of knowledge enables the OIG to provide independent, objective, and high-quality oversight.

Professional development is fundamental to the OIG's commitment to excellence. Staff actively maintain nationally recognized certifications and complete continuing professional education (CPE) to remain current with evolving standards, emerging risks, investigative techniques, and auditing practices. Most OIG auditors hold the *Certified Inspector General Auditor* credential and conduct audits in accordance with the *AIG Principles and Standards for Offices of Inspector General*.



OIG personnel also maintain a wide range of professional credentials, including *Certified Public Accountant (CPA)*, *Certified Fraud Examiner*, *Certified Information Systems Auditor*, *Certified Internal Auditor*, *Certified Inspector General*, *Certified Inspector General Investigator*, and *Certified Inspector General Counsel*. These certifications demonstrate the team's technical expertise, professionalism, and commitment to continuous learning.

Staff consistently meet, and often exceed, the continuing education requirements necessary to maintain their certifications. In addition to external training and conferences, the OIG invests in expanding staff knowledge of Commission operations, emerging technologies, and evolving oversight practices, ensuring the Office continues to deliver effective, value-added oversight while promoting accountability, transparency, and public confidence in WSSC.



Ongoing professional development is essential to the OIG's success. Our staff consistently meet and often deliver top-tier services. Our *Certified Fraud Examiners* must complete 20 hours of 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 2026 Growth & Achievements

The OIG remains committed to fostering a culture of continuous learning and professional excellence. During FY 2026, members of the Office earned nationally recognized professional certifications that strengthened the OIG's expertise in auditing, investigations, fraud detection, and legal oversight. These accomplishments enhance our ability to provide independent, objective, and value-added oversight to WSSC.



Sugandha Singh earned her *Certified Fraud Examiner* credential, 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.

Daisy Qian earned the *Certified Inspector General Investigator* credential, recognizing advanced knowledge and proficiency in conducting investigations in accordance with nationally recognized Inspector General principles and standards.



Tamika L. (Tami) Taylor, Esq., and Dana Whiting earned the Certified Inspector General credential, demonstrating their commitment to professional excellence and independent oversight. The CIG designation recognizes executive leaders with advanced expertise in Inspector General principles and leadership, strengthening the OIG's ability to oversee audits, investigations, inspections, and evaluations with integrity, accountability, and transparency.



Outreach Initiatives

The OIG staff demonstrates a strong commitment to community outreach, both individually and collectively, by dedicating time and resources in support of WSSC Team H2O Gives Back initiative. Through financial contributions and volunteer activities, we aim to foster positive outcomes within the community. The following summary outlines our collective efforts in the WSSC service area during this fiscal year.



August 2025 – School Supply Drive

The OIG staff donated school supplies.



April 2026 – Sweitzer Lane Clean-up

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

FY 2027

In anticipation of fiscal year 2027, the OIG will leverage previous accomplishments to further support WSSC's pursuit of becoming a transformative, world-class organization responsive to customer needs. As detailed in the *2027 Audit Workplan*, the OIG will work collaboratively with key WSSC stakeholders to maximize program effectiveness and benefits. Furthermore, it remains committed to upholding robust internal controls that protect assets and ensure accountability for any instances of fraud, waste, or misuse 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

