

Utility Service Emergencies

413.1 PURPOSE AND SCOPE

The purpose of this policy is to provide guidelines for addressing Commission utility service emergencies. This policy will address calls for service that are directed to the Police Department.

413.2 POLICY

It is the policy of the Washington Suburban Sanitary Commission Police Department to appropriately respond to all emergency utility service requests received by this department.

413.3 UTILITY SERVICE EMERGENCY

A current contact list for County Emergency Services and Commission service personnel to be notified in the event of a utility service emergency should be available in the WSSC Emergency Call Center.

413.3.1 WATER LINES

The Commission's responsibility for water lines typically ends at the water meter; any break or malfunction in the water system from the water meter to a residence or business is normally the responsibility of the customer.

Any report of a water line break should be brought to the attention of the WSSC Emergency Call Center as soon as practicable.

413.3.2 ELECTRICAL LINES

When an electrical power line poses a hazard on any WSSC facility, a member of this department should be dispatched to the reported location to protect against personal injury or property damage that might be caused by the power line. The fire department, electric company and/or local police jurisdiction should be promptly notified, as appropriate.

413.3.3 RESERVOIRS, PUMPS, WELLS

In the event of flooding or equipment malfunctions involving Commission reservoirs, pumps or wells, the WSSC Emergency Call Center should be contacted as soon as practicable.

413.3.4 NATURAL GAS LINES

All reports of a possible leak of natural gas or damage to a natural gas line shall promptly be referred to the fire department and the local entity responsible for gas lines. A member of this department should be dispatched to the reported location if it appears that assistance such as traffic control or evacuation is needed.