

# Security & Integrity Division Update

October 2025

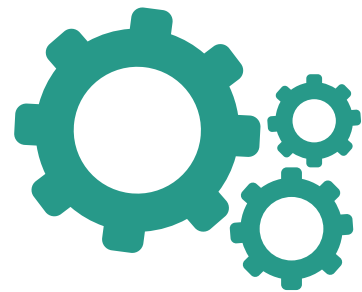


Water & Sewerage  
Department





# Uniform Security



**Provides protection for DWSD employees, visitors, buildings and property**

**Strategically stationed throughout DWSD properties**

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**Continual and enhanced training received**

- Biannual Firearms Qualifications Per State Standards
- Officer Response to Active Assailant
- Foundations & Emergency Medical Training
- CPR & Basic First Aid
- Trauma Care & Bleeding Control
- Situational Awareness & Threat Recognition
- De-escalation & Communication
- Use of Force & Defensive Tactics
- Legal Aspects of Use of Force
- Escort stance and positioning
- Escort and control holds



**Provides training for DWSD employees including**

- Active Shooter
- Situational Awareness

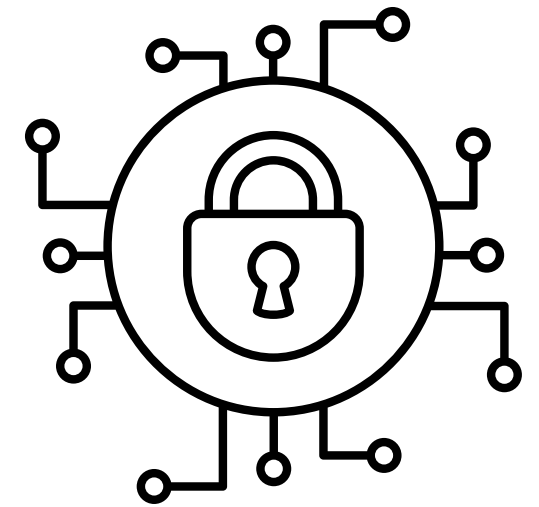


● **Small group of experienced public law enforcement detectives/investigators**

● **Charged with protecting DWSD financial assets**

● **Works closely with Billing/Collections/Meter Operations/IT to identify problem accounts**

- unbilled and underbilled water usage
- vacant homes with burst pipes
- incorrect water usage.







## Perform site investigations to verify any loss of revenue and take action to correct all identified problems

- Recommend back billing for unbilled water usage to DWSD Billing
- Work with Meter Operations to correct the cause of the unbilled usage
- Initiate criminal action in specific cases
- Assist DWSD Collections in requested contacts and site investigations

## Assist DWSD Legal with investigative needs



## Respond to locations to prevent any breach of the peace at work sites when requested by any DWSD unit

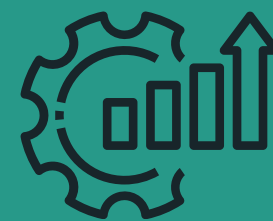
**DWSD SECURITY AND INTEGRITY**  
(Current Fiscal  
Year to Date)

# REVENUE PROTECTION UNIT PRODUCTIVITY



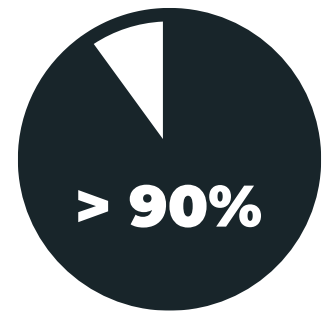
## REVENUE IDENTIFIED FISCAL YEAR 2024/25

Back Billed	\$2,025,255
Future 12 Months	\$3,049,517
Water Loss Revenue	\$7,401,765
<b>TOTAL</b>	<b>\$12,476,537</b>



## REVENUE IDENTIFIED SINCE INCEPTION (8/14/2017 TO PRESENT)

Back Billed	\$11,120,674
Future 12 Months	\$14,996,270
Water Loss Revenue	\$30,296,801
<b>TOTAL</b>	<b>\$56,413,745</b>



Collection Rate  
for Back-Billed  
Accounts  
from RPU's  
collaborative efforts  
remain above 90%



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## **SPECIAL PROJECTS DURING 1<sup>ST</sup> QUARTER OF 2025**

- Repair and replace nonfunctioning Security Cameras and DVRs at CSF
- Equip all Security Officers with updated 800 MHz radios
- Train all officers in enhanced de-escalation and communication (verbal Judo, conflict resolution, managing aggressive individuals, tactical communication)
- Re-train all officers on legal aspects of use of force (understanding reasonable force, use of force continuum, legal liability and ethics)
- Train all officers on trauma care and bleeding control (tourniquet application, wound packing and pressure dressings, shock management, fracture immobilization)