

Security & Integrity Division Update

May 6, 2026



Water & Sewerage
Department



Uniform Security

- Provides protection for DWSD employees, visitors, buildings and property
- Strategically stationed throughout DWSD properties



Continual & 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

Revenue Protection Unit

- **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.

Revenue Protection Unit

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

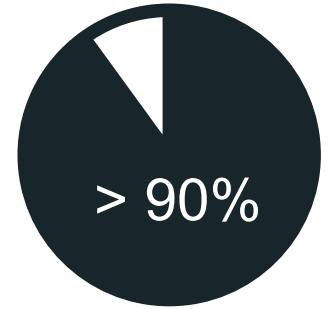
Assist DWSD Legal with investigative needs

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

Revenue Protection Unit Productivity

REVENUE IDENTIFIED FISCAL YEAR 2025/26	
Back Billed	\$2,599,757
Future 12 Months	\$2,687,620
Water Loss Revenue	\$6,173,024
TOTAL	\$11,460,401

REVENUE IDENTIFIED SINCE INCEPTION (8/14/2017 TO PRESENT)	
Back Billed	\$13,720,431
Future 12 Months	\$17,683,890
Water Loss Revenue	\$36,469,828
TOTAL	\$67,874,149



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

Revenue Protection Unit Productivity

SPECIAL PROJECTS

- Repair and replace nonfunctioning Security Cameras and DVRs at CSF
- Equipped all Security Officers with updated 800 MHz radios
- Trained 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)
- Train on **Critical Active Shooter Program** (Shoot/Don't Shoot)

