

Security & Integrity Division Update

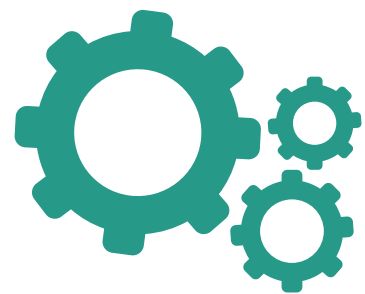
September 2024



Water & Sewerage
Department



Uniform Security



Provides protection for DWSD employees, visitors, buildings and property

Strategically stationed throughout DWSD properties

Continual and enhanced training received



- Biannual Firearms Qualifications Per State Standards
- Officer Response to Active Shooter
- Chain of Command (Organizational Structure of Reporting Incidents)
- CPR

Provides training for DWSD employees including

- Active Shooter
- Situational Awareness

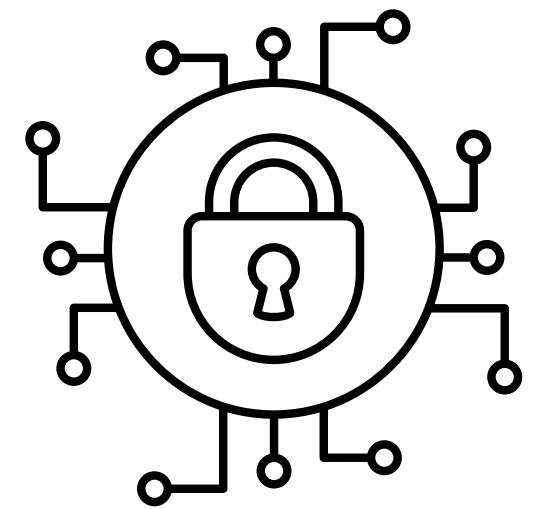


Small group of experienced public law enforcement detectives/investigators

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.

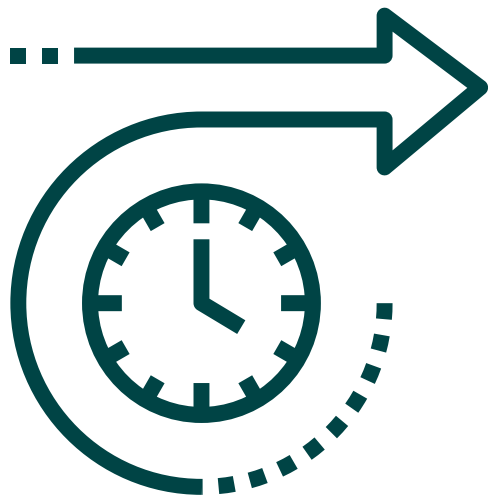


Perform site investigations to verify any loss of revenue and take action to correct all identified problems


- 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

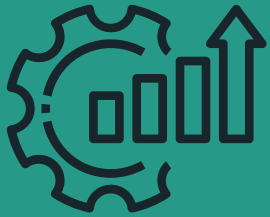
Assist DWSD Legal with investigative needs

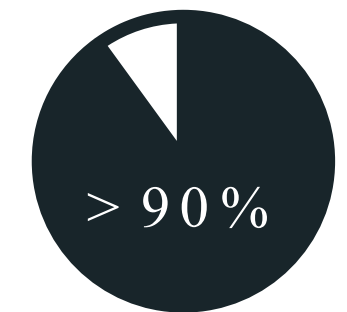
Respond to locations to prevent any breach of the peace at work sites when requested by Meter Operations



REVENUE PROTECTION UNIT PRODUCTIVITY

 REVENUE IDENTIFIED CURRENT FISCAL YEAR	
Back Billed	\$207,901
Future 12 Months	\$826,258
Water Loss Revenue	\$712,160
TOTAL	\$1,746,319

 REVENUE IDENTIFIED SINCE INCEPTION (8/14/2017 TO PRESENT)	
Back Billed	\$9,303,320
Future 12 Months	\$12,773,011
Water Loss Revenue	\$23,607,196
TOTAL	\$45,683,527



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

