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# The Critical Role of Maintenance

In our Water and Sewer and Infrastructure



Harford County Division of Water and Sewer

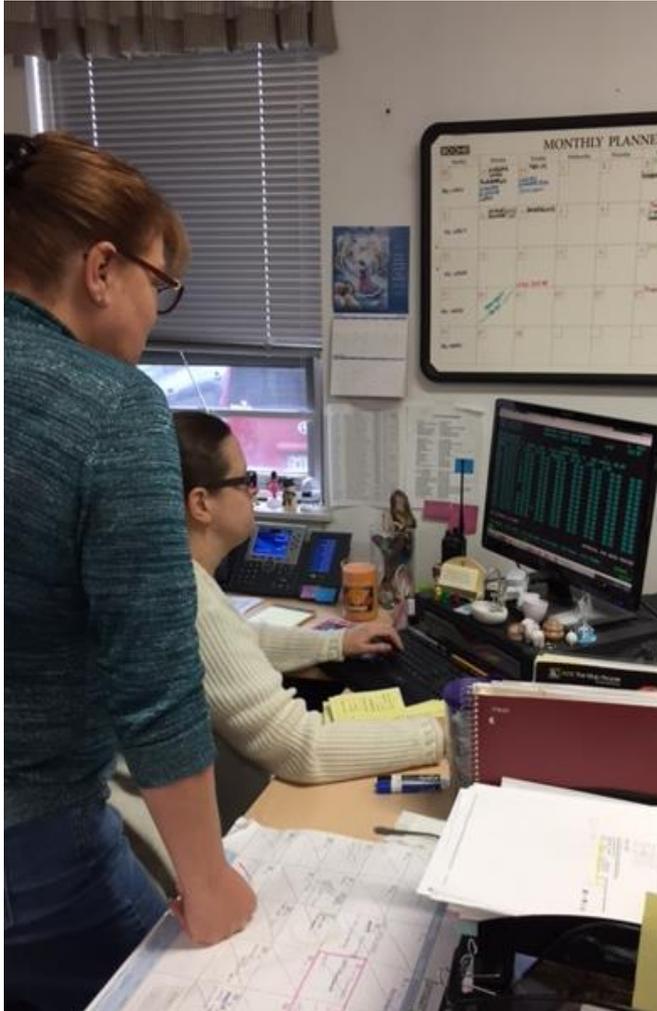
Once again, 2016 saw a banner year for Harford County Division of Water and Sewer. In every measurable category Harford County beat expectations and compared favorably against both state and federal utility standards. The fact that the Division of Water and Sewer achieves this level of excellence year over year is in large measure a result of the diligent and fine work of the maintenance crews. There are 5 primary departments within the maintenance framework, each tasked with an important and wide ranging number of duties.

- Administration
- Meters and Customer Relations
- Miss Utility and New Customer Service
- Line Maintenance
- Storeroom



## Administration

Our Administration staff receives all customer calls and inquiries, dispatching calls to the appropriate section, updating and maintaining our work order system, scheduling inspections for new connections, releasing certificates of occupancy and providing administrative support for the Maintenance section. It takes an in depth understanding of our systems and personnel to coordinate activities in the division with the skill and efficiency necessary to make it all work and that means experience and a customer first attitude are key attributes of our Administration staff.



Coordinating Activities and Providing Organization



## Meter/Customer Relations

The Meters/Customer Relations staff read approximately 44,000 meters each quarter, repairing and upgrading any meters that are not functioning or are out of date. Each new meter represents the latest in technology resulting in the most accurate and fair reading of usage on your water bill.



Cert of Occupancy – Inspecting a Meter Valve

Important to note that these new meters only allow for efficient readings and emit a signal no greater than that of a baby monitor. In addition, our crews respond to high consumption calls helping homeowners determine if there is a leak driving unexpected costs. When you move in to your new home this is the team ensuring that water gets turned on for you and they calibrate metering as required.



## Miss Utility and New Customer Service

The Miss Utility and New Customer Service staff responds to all water and sewer utility location requests in Harford County. This important section of Water and Sewer ensures compliance with Miss Utility per the Maryland Underground Facilities Damage Prevention Authority (Miss Utility law).

<http://www.missutility.net/maryland/mdstatelaw.asp>



Marking Utility Lines Prior to a Dig

Remember when doing any digging whether a homeowner installing a shed foundation or a commercial contractor for a much larger job it's the law that Harford County Sewer and Water locate any sewer or water underground utility before you dig. Miss Utility will coordinate additional utility locations for you – electric, phone or gas lines. Call 811 at least 48 hours in advance of the work to ensure the safety of your jobsite, you and the protection of the utility. Our team also performs inspections for new residential and commercial connections, and tests water and sewer lines to ensure compliance with the County's specifications and current rules and regulations.



## Line Maintenance



Church Creek Water Main Rupture

The Line Maintenance staff is the largest section of water and sewer maintenance and works three full shifts each week including both evening and weekends responding to all water or sewer emergencies. They are available to you 24 hours a day, 7 days a week and 365 days a year regardless of the conditions or difficulty by simply calling 410-612-1612. They are tasked with repairing all water and sewer line breaks.

In addition, they perform maintenance and repairs to unclog and clear sewer lines, thereby preventing backups that may result in service interruptions or inconvenience to our valued customers (see SSO's and FOG's for additional detail). They perform all preventative maintenance on Harford County's 4,000 fire hydrants, 700 miles of sewer mains and laterals,



Cleanup After Storm – Route 95



Annual Fire Hydrant Flushing

and thousands of manholes and valves. Inspecting utilities and ensuring ready access to off road utilities found in wooded or otherwise unimproved areas is also part of the function of this critical team.

Harford County Division of Sewer and Water



## Storeroom

The Storeroom staff at Water and Sewer Maintenance order, stock, maintain, and issue all parts and tools required for the Maintenance section. As you can imagine the foundation of our success rests on having the right tools, on time and that suit the application.



Taking Inventory of Essential Parts and Tools

Delaying an important repair because our technicians can't access what they need to do the job right would be unacceptable and would potentially result in aggravating and unwanted conditions for our customers or worse than that, breaks in service. In addition to maintaining a ready inventory they coordinate all building and shop maintenance, track and maintain fleet vehicles and perform heavy equipment maintenance checks.



In 2016 our dedicated crews responded to 2,685 water emergency calls, 649 sewer emergency calls, upgraded 556 water meters and investigated nearly 1,000 high water consumption inquiries in addition to performing regular duties and maintenance/repairs unrelated to service or emergency calls. We are here to serve you and to practice excellence in the work done. Call us when you need us and we'll be there!

Call us: 410-612-1612



Harford County Division of Sewer and Water

## We're proud of the work we do and thank you for the thank you!

*"Due to a high water/sewer bill I requested someone come to my home to check for leaks. Mike arrived and found a significant leak from one of my toilets. Mike was friendly, courteous and took the time to answer all my questions as well as show me how to fix the leak – Thank You!"*  
- a customer in Overlook

*"I happened to call with a problem that was not water or sewer related and Charmane helped me solve the problem. Charmane has awesome customer service skills – Thank You!"*

- a customer in Ancon Court

*"The day after Christmas a water main broke in the West Riding subdivision. A customer called after all was repaired to express that he was impressed that even under the cold and wet conditions the crew worked hard and did not falter until the work was complete. He expressed his appreciation that the break was repaired and service restored so quickly. "*

- customer on Tavistock Court

*"I would like to extend a hearty thank you to the Division of Water and Sewer who responded to my call for foul smelling water coming from my faucets. A technician came out to flush the lines and this was completed within an hour or so and better yet, the smell is gone. Awesome customer service, awesome response time, and friendly helpful people. Thank you!"*

- a customer in Abingdon

*"Yesterday I noticed water bubbling up in the road in front of my house. I called the emergency line and was first pleasantly surprised to get an actual person immediately and then at the extremely fast responsiveness of your field team. They were out here within an hour to assess the problem. By the time they arrived the water had stopped and there wasn't anything for them to do. Your lead field engineer told me to call if I noticed anything else out of the ordinary. Later that evening all of the water in our home was dirty. The water was coming up from the streets again. I called the emergency line again and your phone staff had my information from the previous call immediately and said someone would be right out. Within an hour the field engineers from earlier were back out and working to assess the problem. They had heavy equipment and an additional crew out shortly after, then worked well into the night until about 3 am to fix our neighborhood water. I was extremely impressed by the professionalism and rapid responsiveness of this team. Thank you!"*

- a customer on MacIntosh Court

