

T&E COMMITTEE #2
November 9, 2015

MEMORANDUM

November 5, 2015

TO: Transportation, Infrastructure, Energy and Environment Committee
GO
FROM: Glenn Orlin, Deputy Council Administrator
SUBJECT: Repair work by utilities in County roadways

Committee Chair Berliner has requested a discussion regarding the quality and timeliness of pavement restoration by the Washington Suburban Sanitary Commission and Washington Gas. This work is overseen by the Department of Permitting Services. The discussion will center on planned utility work—not the emergency situations that periodically occur.

The following will give brief presentations at this worksession:

Department of Permitting Services (DPS)

Diane Schwartz Jones, Director
Rick Brush, Chief, Land Development Division
Christina Contreras, Manager, Right-of-Way Inspection, Land Development Division
Atiq Panjshiri, Manager, Right-of-Way Plan Review, Land Development Division

Washington Suburban Sanitary Commission (WSSC)

Ross Beschner, Group Leader, Systems Inspection Group
Kevin Lethbridge, Construction Manager, Systems Inspection Group

Washington Gas (WGL)

Brendan Gamble, Construction Manager

DPS's presentation is on ©1-6. Examples of WGL's notifications to customers regarding roadway restoration are on ©7-9. WSSC may bring some materials to the worksession.

Possible discussion points:

- Can the frequency of inspections be increased, both to monitor the quality of the work and to note its completion?
- To what extent are the utilities now dividing their work into smaller portions so that pavement restoration in each portion can occur more quickly?
- Should there be a time limit on temporary patches, and should all patches—both temporary and permanent—be with hot-mix asphalt, using cold-mix only in extraordinary circumstances?
- In the past year DPS has begun to charge permit fees to WGL to cover the cost of inspecting its work. However, State law precludes DPS from charging WSSC the same fees. Should the State law be amended to allow WSSC to be charged?
- Should the utilities post signs on the street noting the start and finish of roadway work, with a phone number so that residents can report when work is continuing past the “finish” date (similar to the sidewalk closure notification now in effect)?
- Now that the Department of Transportation has published its multi-year resurfacing schedule, how have the utilities meshed their planned improvements with DOT’s schedule to reduce the number and duration of disruptions in residential neighborhoods?

https://mcgov-my.sharepoint.com/personal/orling_montgomerycountymd_gov/documents/151109te-utilities.doc

UTILITY WORK WITHIN THE PUBLIC ROW

Department of Permitting Services
Land Development Division

Discussion Items

- ▶ Regulatory Authority
- ▶ Number of Permits Issued
- ▶ What's Working
- ▶ Areas of Improvement

②



Authority

- ▶ **All Utilities Except WSSC - Chapter 49 Section 35 and 36 of County Code**
 - ▶ Permit with associated fee required
 - ▶ Construction and restoration standards required
 - ▶ Permit length of 18 months by Chapter 49
 - ▶ Enforcement standards including stop work orders, citations and abatement orders

- ▶ **WSSC - Maryland Public Utilities Article #27-102**
 - ▶ Permit for non-emergency work required, but no fee requirement
 - ▶ Construction and restoration standards required
 - ▶ Permit length 18 months by Chapter 49
 - ▶ Injunctive relief/abatement order, stop work

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Number of WGL and WSSC Permits Issued

▶ FY14

- ▶ Total Utility Permits - 2181
- ▶ WGL 1135
- ▶ WSSC 298
- ▶ Others 748

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▶ FY15

- ▶ Total Utility Permits - 1999
- ▶ WGL 1080
- ▶ WSSC 147
- ▶ Others 772

- ▶ The counts above do not include emergency work. Additionally the count for WSSC does not fully reflect single service house connections as they were exempt by policy prior to the July 2015 Utility Specification revision. WSSC counts primarily reflect main line replacement plans
- ▶ WSSC has approximately 23.10 miles of work proposed for WSSC in FY16. Previous fiscal water main replacement numbers are 17.20 for FY15 and 15.5 for FY13 and 14 respectively.

What's Working

- ▶ **Sharing of Data - APC (Agency Project Coordination) Tool**
 - ▶ WSSC and DOT currently participate
 - ▶ WGL and DPS to participate soon. DPS to incorporate into plan review.
- ▶ **eServices**
 - ▶ Electronic Application Process (ePermits)
 - ▶ Electronic Plan Review (ePlans)
- ▶ **Improvements by DOT and DPS to Traffic Management Plan Coordination**

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Areas for Improvement

▶ Prior to Permit Issuance

- ▶ Issue permits for WSSC after contractor secured, not prior to project bid process.
- ▶ Utilities taking responsibility for staging areas and minimizing community impacts.

▶ After Permit Issuance

- ▶ Examine options to make contractors liable under permits whether permittee or contractor.
- ▶ Utilities need to ensure contractor accountability and responsiveness.
- ▶ Improved Community Outreach by Utility Companies and coordination with Regional Service Centers.
- ▶ Preconstruction meetings by utilities and DPS PRIOR to the start of construction.
- ▶ Utilities call for final inspection at construction completion.
- ▶ Reduction in scope of work for each permit to make them more manageable
 - ▶ Better sequence of construction and restoration (complete one area before starting next).
 - ▶ More efficient patching of trenches
- ▶ Coordination for selection of staging areas
- ▶ Consistent enforcement of permit conditions.

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October 1, 2015

Dear Neighbor,

In our ongoing effort to provide you with safe and reliable natural gas service and as part of our routine pipe replacement operations, Washington Gas will begin construction to replace gas main and service lines in your neighborhood. STRIDE (Strategic Infrastructure Development and Enhancement) was approved by the Maryland Public Service Commission and is part of our routine pipe replacement operations. Through the STRIDE program certain portions of our natural gas infrastructure will be replaced in the coming years.

Replacement work on your street will take place over the next several weeks and will be completed as quickly as possible. Construction schedules may be affected by weather and other unforeseen circumstances. Construction on or in front of individual properties will vary from a few days to longer periods, depending on conditions.

At some point during the replacement work, your gas service will need to be turned off for several hours while our contractor, Infracore, Inc., works on the gas line to your property. Infracore, Inc. will be on site to answer any questions you may have. **It may be necessary for you to be present as we perform this work, particularly if our meter is inside of your home or business. If we need access to your property, Infracore, Inc. will contact you in advance to coordinate this work. If your gas meter is outside, the replacement of your gas service line does not require you to be present. We will require access, at some point, to turn your gas back on and to relight your appliance(s).** If you are not present when Infracore, Inc. has completed the work, a contact information card will be left for you to schedule your appliances to be relit.

We will do our best to minimize disruptions to your neighborhood. In most cases, we will be performing work only during daylight hours. Our work crews will make temporary repairs to the street and sidewalk and will restore your property to an as-found condition. These temporary repairs will be maintained until the final and permanent hard surface restoration is performed. Permanent restorations will occur 30-45 days after all work is completed, in compliance with local regulations and as weather permits. Any traffic lane closures or parking restrictions will be managed through an approved traffic control plan.

If you have questions or need additional information regarding the STRIDE program, please visit: <http://www.washingtongas.com> or, contact one of the project team leaders listed below, Monday through Friday, from 7:30 a.m. to 4:00 p.m. **REFERENCE – BCA/Job#** _____

(Office)

(Mobile)

(Office)

(Mobile)

Thank you for your cooperation and patience as we continue our efforts to provide you with safe and reliable gas service.

Sincerely,

Brendan Gamble,
Washington Gas
Construction Manager



**Washington
Gas**
A WGL Company

System Replacement - Utility Operations
6801 Industrial Rd.
Springfield, VA 22151
www.washingtongas.com

October 1, 2015

Dear Neighbor,

Washington Gas will begin construction to replace gas main and service lines in your neighborhood in the near future. STRIDE (Strategic Infrastructure Development and Enhancement) is part of our accelerated pipe replacement program in Virginia. This important program was approved by the Virginia State Corporation Commission and augments our routine pipe replacement operations.

Washington Gas plans to perform and complete the work over the next several weeks, weather permitting. Please note that the time needed to complete construction taking place in front of individual properties will vary, but in general should not take longer than a few days depending on conditions.

We will do our best to minimize disruptions to your neighborhood. Our work crews will make temporary repairs to any excavations in the street and sidewalk. These temporary repairs will be maintained until the final and permanent hard surface restoration is performed. Permanent restorations will occur 30-45 days after all work is completed, in compliance with local regulations and as weather permits. Any traffic lane closures or parking restrictions will be managed through an approved traffic control plan.

For more information regarding the STRIDE program in Maryland, please visit: <http://www.washingtongas.com>. If you have questions or need additional information regarding our pipeline replacement activities in your neighborhood, you may call our Construction Department at 703-750-5100 or email us at construction@washgas.com.

Thank you for your cooperation and patience during our pipe replacement program.

Sincerely,

Brendan Gamble,
Washington Gas
Construction Manager

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DOOR HANGING

PROPERTY RESTORATION NOTICE



**Washington
Gas**
A WGL COMPANY

On _____ / _____ / _____,

We completed the underground portion of the natural gas service maintenance work on your property. Temporary restoration of the affected area will be completed within approximately five business days. We will make every effort to restore the area to its original condition.

If temporary restorations are not made to your satisfaction, please contact NPL, a third-party contractor working on behalf of Washington Gas, at:

- MDRestoration@GoNPL.com; or
- 301-322-8121

We also have made temporary repairs to any hard surface areas impacted by our work (i.e. driveway, sidewalk). Permanent restoration of hard surface areas will be completed approximately 30-45 days after all other natural-gas related work in the immediate area is completed and as weather permits.

For inquiries regarding permanent restoration of hard surface areas, please contact Washington Gas at:

- wgpaving@washgas.com; or
- 703-750-4524



Know what's below.
Call before you dig.