



WSSC WATER Inspection Services - Virtual Inspection Process

Notice: This message supersedes all prior communications regarding Virtual Inspections.

WSSC Water Inspection Services staff may, at times, perform Virtual Inspections. Virtual Inspections utilize mobile devices and video chat applications which allow the Inspector to view site conditions and perform inspections remotely. At the Inspector's discretion, short-form and long-form permit inspections may be eligible for Virtual Inspections. Additionally, on a case-by-case, job-by-job basis, some residential in-home non-emergency inspections may be eligible for a Virtual Inspection.

Video Chat Applications & the Video Chat Operator

The preferred video chat application for Virtual Inspections is Microsoft Teams. As an alternative, WSSC Water Inspection Services Staff may also utilize FaceTime and Google Meet. The FaceTime App only works with iPhones and iPads; all WSSC Water Inspectors utilize iPhones. The use of additional applications may be coordinated with WSSC Water Inspections staff. Depending upon the inspection type, the video chat application may be managed and operated on the job site by the "Video Chat Operator". The Video Chat Operator shall be the individual responsible for providing the remote video feed to the WSSC Water Inspector.

Scheduling a Virtual Inspection

1. The Licensee shall schedule an inspection as normal.
2. The Licensee shall call the assigned Inspector on the morning of the scheduled inspection between the hours of 6:45 am and 7:30 am to discuss inspection details. During the discussion, a mutually agreeable virtual platform will be determined for the Virtual Inspection.

Preparing for Virtual Inspection

Mobile devices shall be fully charged.

Mobile device shall be connected to reliable WiFi or 4G/5G wireless service.

Turn off notifications on mobile device; notifications can disrupt video chat.

The Licensee shall have the following tools readily available:

- Tape measure
- Flashlight
- Ladder
- Level
- Any additional tools/equipment required by the Inspector for the inspection type.

During the Virtual Inspection, the Video Chat Operator shall verify all job site hazards that may present safety issues during the Virtual Inspection. The Video Chat Operator may need help with safely navigating the site while performing the Virtual Inspection, including holding a flashlight, carrying tools, or holding a ladder. The Video Chat Operator shall have assistance arranged and ready prior to start of inspection.



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Conducting the Virtual Inspection

- Be prepared for Virtual Inspections to take more time than a traditional in-person inspection.
- If the inspection requires a licensed plumber to be present, the WSSC Water Master or Journeyman Plumber/Gasfitter shall display their WSSC Water license along with a current photo ID to the Inspector for verification.
- Video shall be clear to Inspector, including proper lighting, move slowly, and hold camera steady. Videos that are difficult to decipher can be a reason to fail an inspection.
- The inspection shall start outside of the building with the street address clearly visible to the Inspector.
- It is the responsibility of the Video Chat Operator or Licensee to ensure their own safety during the Virtual Inspection Process.
- The Video Chat Operator shall walk the jobsite as instructed by the Inspector.
- If the job has stamped approved drawings, a WSSC Water licensed Journey or Master Plumber/Gasfitter must be present to perform the Virtual Inspection and shall have the approved drawings available for the Inspector to review as needed.
- At the end of the inspection, the Inspector will issue the appropriate digital sticker or tag.

Inspection Zones and Staff Contact Information:

Contact information for WSSC Water Inspection Services staff is available on our Internet site - [wsscwater.com](https://www.wsscwater.com). Visit this page for more info - <https://www.wsscwater.com/work-with-us/plumbing-and-inspections/inspections>

WSSC Water thanks you for your patience and cooperation.