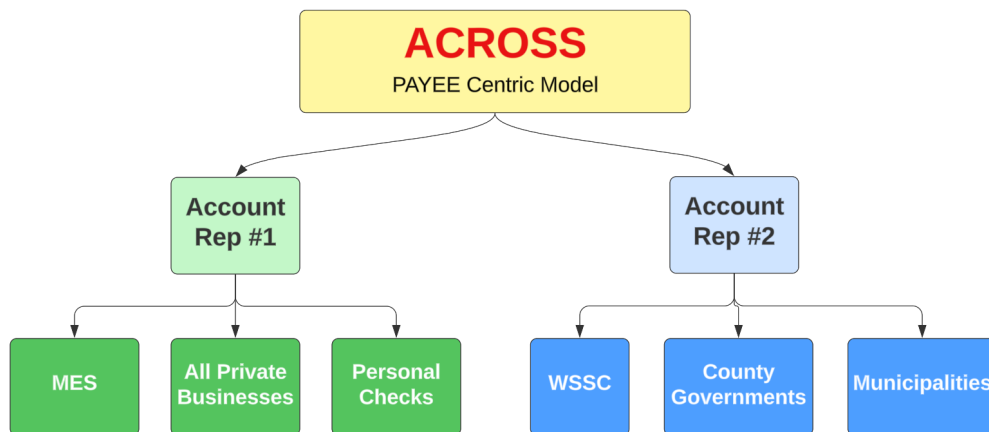


# Introducing **ACROSS**

To improve all licensing activities associated with **Board of Waterworks & Waste System Operators (WWSO)**, many of our process behind the scenes have changed.

## **Account Representative - One Stop Shop**



## Who do I contact?

For all inquiries moving forward, please determine origin of check payment from application.

If check originated from:

### Group 1

- MES
- Private Business
- Personal Check (*i.e., individual check, cashier's check, money orders, etc.*)

Contact **Victoria Arbaugh**

### Group 2

- WSSC
- County Governments
- Municipalities
  - (*i.e., Cities & Towns*)

Contact **Pam Franks**

## What is ACROSS?

**ACROSS** is an acronym for a simple concept...**one single point of contact**, who can assist with **ALL licensing activities**.

Originator of check payment for licensing & exam applications will determine Account Representative.

## Still have questions?

*Please contact our Board of WWSO Staff directly:*

### **Victoria Arbaugh**

#### **Account Rep #1**

- (410) 537-3898
- victoria.arbaugh@maryland.gov

### **Pam Franks**

#### **Account Rep #2**

- (410) 537-4026
- jacquettap.franks@maryland.gov

### **Martin Fuhr**

#### **Secretary – Board of WWSO**

- (410) 537-3588
- martin.fuhr@maryland.gov

### **General Information**

#### **Board of WWSO**

- (410) 537-3167
- wwso.board@maryland.gov

*Our intent is to provide the WWSO community with an update on all the latest improvements that affect licensing activities...More details to come!!*