



# **General Manager's Report**

**March 16, 2016**

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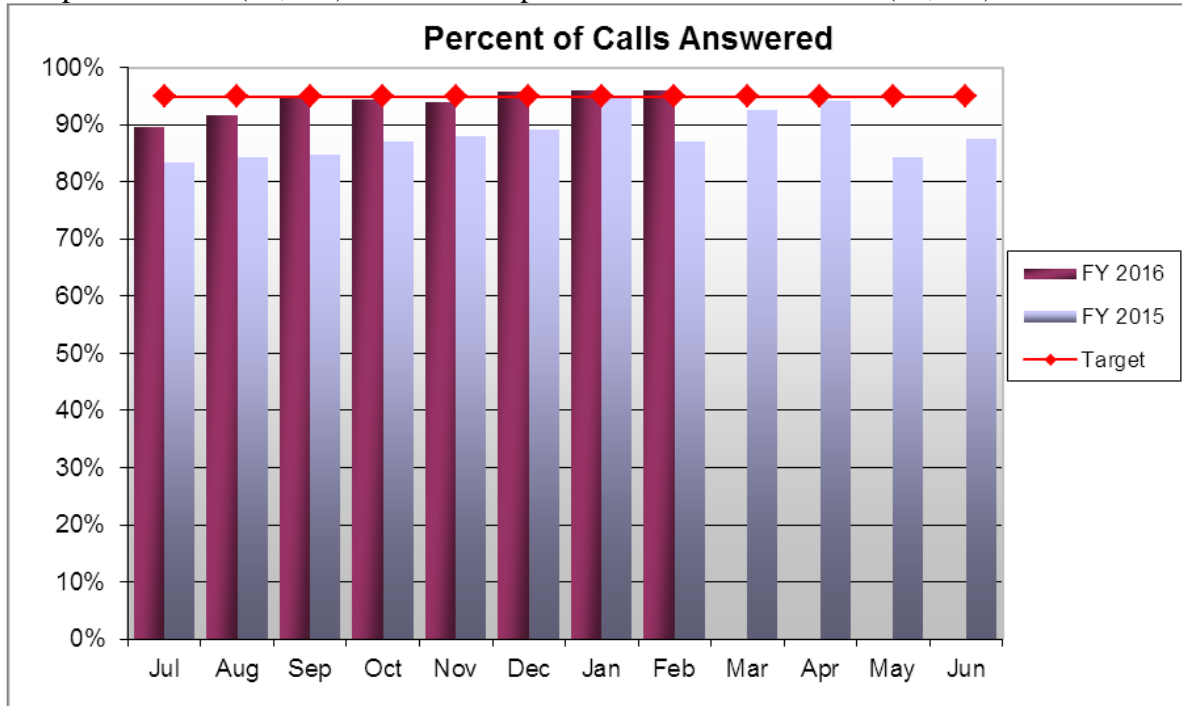
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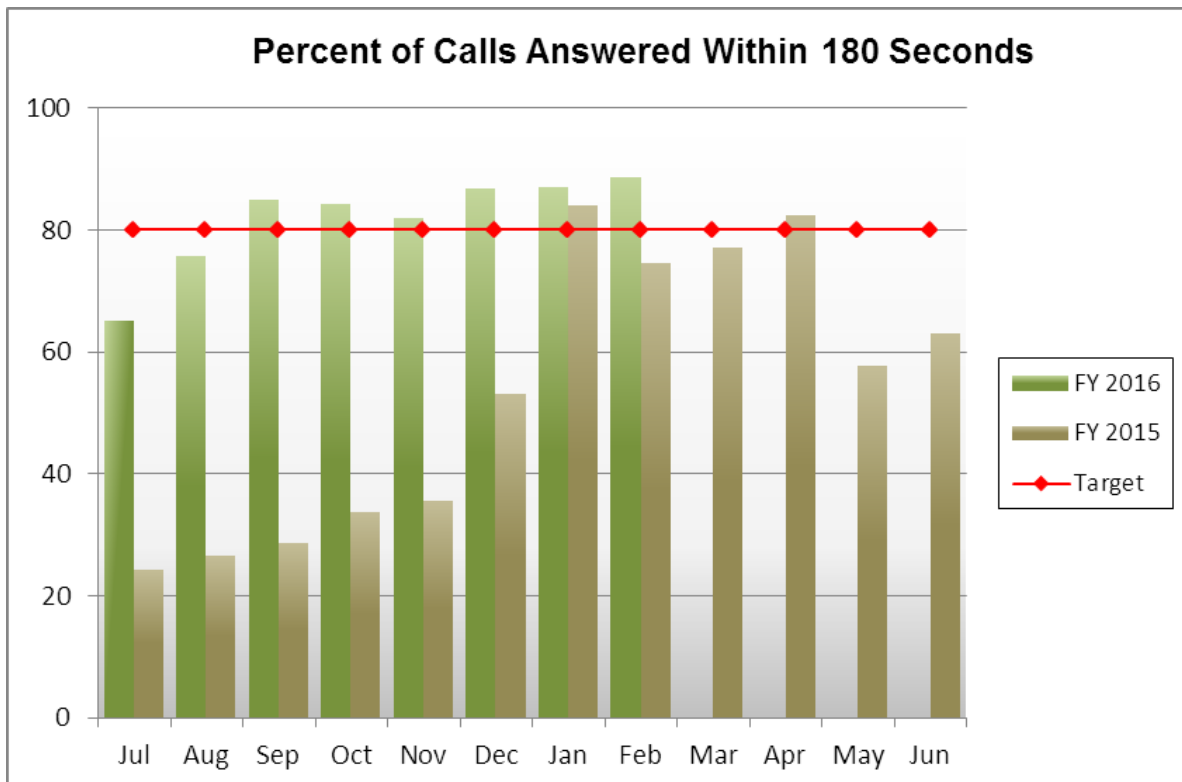
## Products and Services

### Contact Center Operations

In February 2016, the Contact Center answered 96% (55,153) of the 57,436 calls received. The average monthly answer rate to-date this fiscal year is 94% (54,362 calls answered). This compares to 87% (53,658) for the same period in FY 2015 and 87% (52,218) in FY 2014.



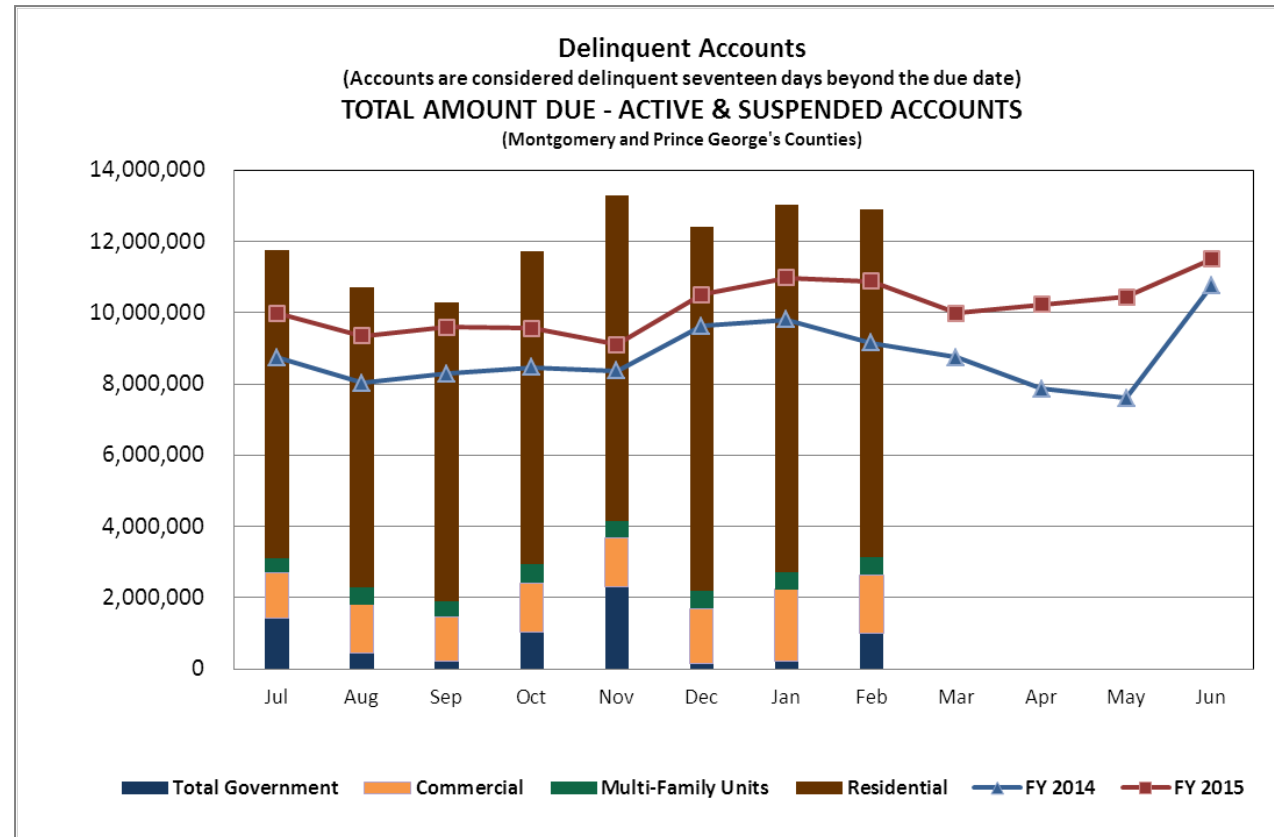
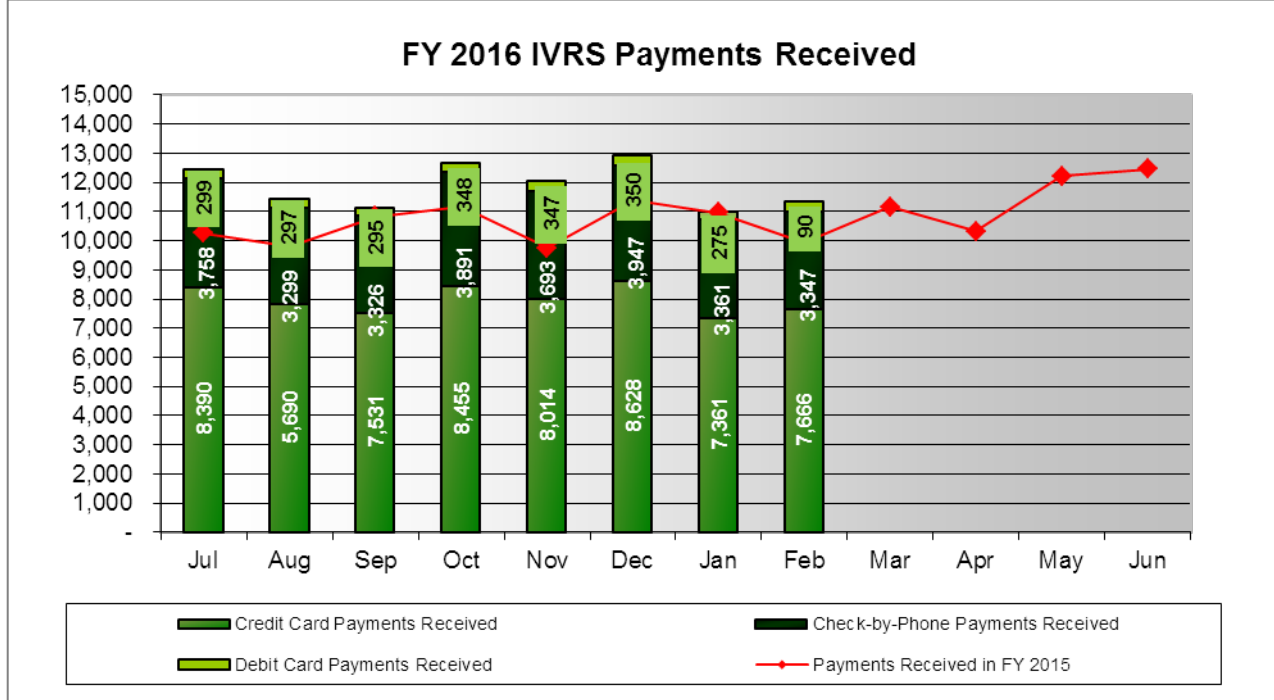
The Service Level Percent chart reports the percent of calls answered within 180 seconds. The goal is to answer 80% of incoming calls within 180 seconds (80/180). In February 2016, the Service Level was 88.7/180.



## Products and Services

### Interactive Voice Response System (IVRS)

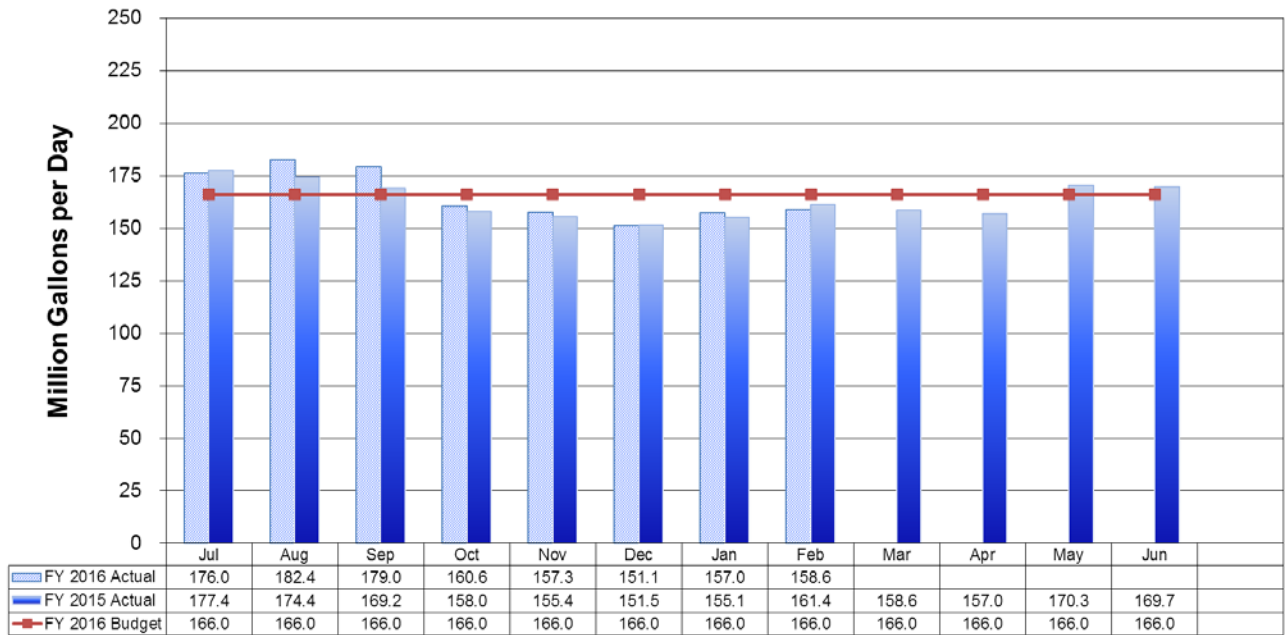
In February 2016, the IVRS processed 11,376 payments, for a total of \$2,481,704, compared to 9,938 payments in February 2015.



	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Total Government	\$ 1,433,484.96	\$ 1,251,277.89	\$ 1,254,913.80	\$ 1,280,542.39	\$ 2,209,070.53	\$ 1,280,089.77	\$ 1,280,089.77	\$ 1,280,089.77	\$ 1,280,089.77	\$ 1,280,089.77	\$ 1,280,089.77	\$ 1,280,089.77
Commercial	\$ 1,274,825.11	\$ 1,354,482.74	\$ 1,280,089.77	\$ 1,272,800.09	\$ 1,575,800.09	\$ 1,272,800.09	\$ 1,272,800.09	\$ 1,272,800.09	\$ 1,272,800.09	\$ 1,272,800.09	\$ 1,272,800.09	\$ 1,272,800.09
Multi-Family Units	\$ 290,025.17	\$ 434,439.75	\$ 484,503.26	\$ 2,010,828.40	\$ 2,010,828.40	\$ 2,010,828.40	\$ 2,010,828.40	\$ 2,010,828.40	\$ 2,010,828.40	\$ 2,010,828.40	\$ 2,010,828.40	\$ 2,010,828.40
Residential	\$ 8,007,451.52	\$ 6,792,045.44	\$ 6,149,054.81	\$ 6,158,141.00	\$ 6,158,141.00	\$ 6,158,141.00	\$ 6,158,141.00	\$ 6,158,141.00	\$ 6,158,141.00	\$ 6,158,141.00	\$ 6,158,141.00	\$ 6,158,141.00
TOTAL	\$ 11,788,196.60	\$ 10,596,900.99	\$ 10,597,827.07	\$ 11,726,211.44	\$ 13,204,997.99	\$ 12,477,299.19	\$ 13,094,239.11	\$ 12,918,482.19	\$ 12,918,482.19	\$ 12,918,482.19	\$ 12,918,482.19	\$ 12,918,482.19
FY 2014	\$ 8,798,386.80	\$ 8,832,245.82	\$ 8,168,561.64	\$ 8,168,561.64	\$ 8,168,561.64	\$ 8,168,561.64	\$ 8,168,561.64	\$ 8,168,561.64	\$ 8,168,561.64	\$ 8,168,561.64	\$ 8,168,561.64	\$ 8,168,561.64
FY 2015	\$ 9,938,323.50	\$ 9,286,311.36	\$ 9,589,571.52	\$ 9,589,571.52	\$ 9,114,403.73	\$ 10,577,513.64	\$ 10,969,294.04	\$ 10,890,359.19	\$ 9,982,353.71	\$ 10,239,542.18	\$ 10,442,070.18	\$ 11,499,519.90

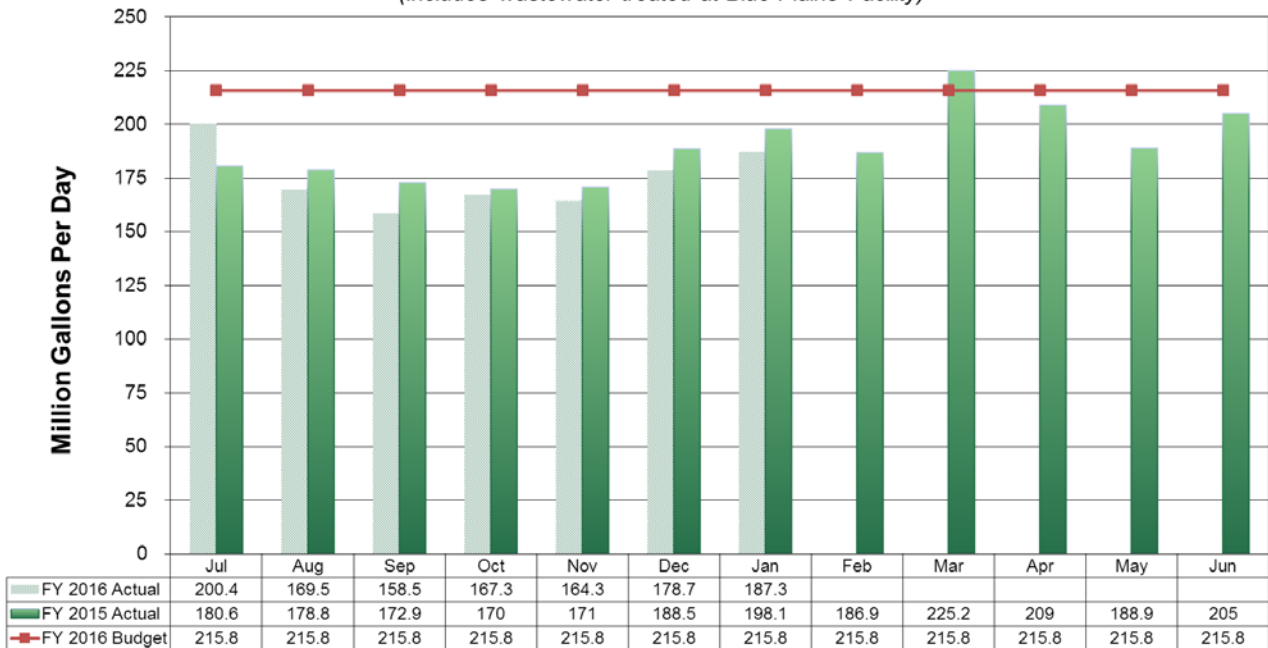
## Products and Services

### Water Production



### Wastewater Treatment

*(Includes wastewater treated at Blue Plains Facility)*



### **Water & Wastewater Permit Compliance**

In the month of February there were zero violations for both drinking water quality permits and wastewater effluent permits.

### **Severe Storm Impacts WSSC Facilities**

On February 24, 2016, severe thunderstorms hit the WSSC service area knocking out power to the Potomac Water Filtration Plant (WFP) for approximately two hours. Power was fully restored to the plant at 9:16 pm.

The heavy rains from the storm brought high flows resulting in increased loading rates that exceeded Potomac's capacity to remove incoming solids, initiating a sequential basin discharge to the Potomac River. High flows also contributed to a Sanitary Sewer Overflow (SSO) at Broad Creek WWPS, estimated at 982,000 gallons; and a plant spill of approximately 70 gallons of partially treated wastewater at Western Branch WWTP. Influent flows at Anacostia II WWPS increased from 95 to > 200 mgd in just 30 minutes. Approximately 1.1 MG were diverted to the Anacostia Storage Facility and later released, thus avoiding an SSO.

### **MDE Annual Inspections**

On February 17 and 26, 2016, the Maryland Department of the Environment (MDE) performed its annual sanitary surveys at the Seneca and Patuxent Plants respectively. Both Plants received satisfactory results with no outstanding items listed.

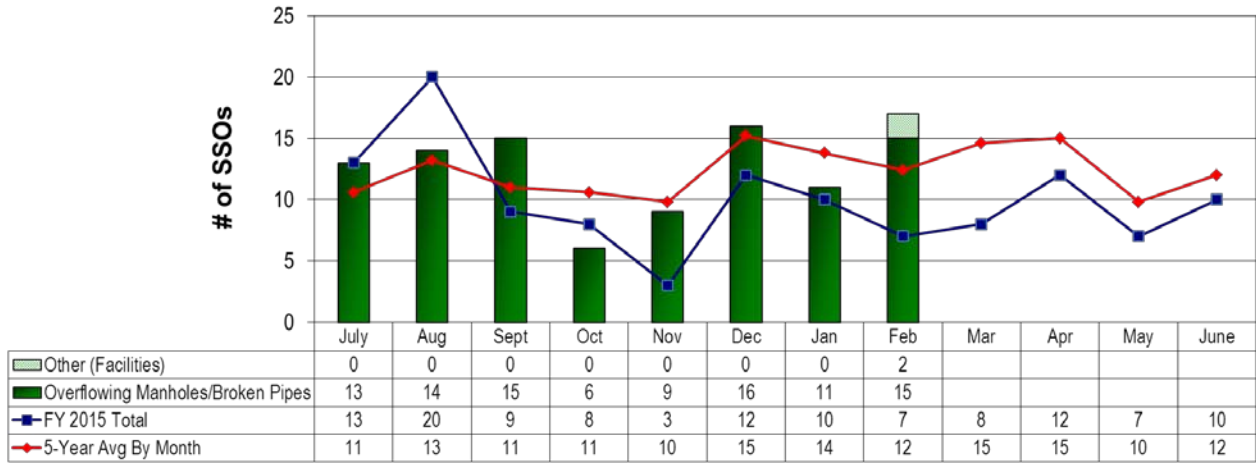
### **NPDES Permit Renewals**

The status of the National Pollutant Discharge Elimination System (NPDES) permit renewals are listed below:

- Damascus and Piscataway WWTPs – Draft Permit has been finalized and will be published for public comment in March.
- Parkway WWTP - Draft Language Finalized – not published yet.
- Seneca and Western Branch WWTPs - Renewal Application Submitted.

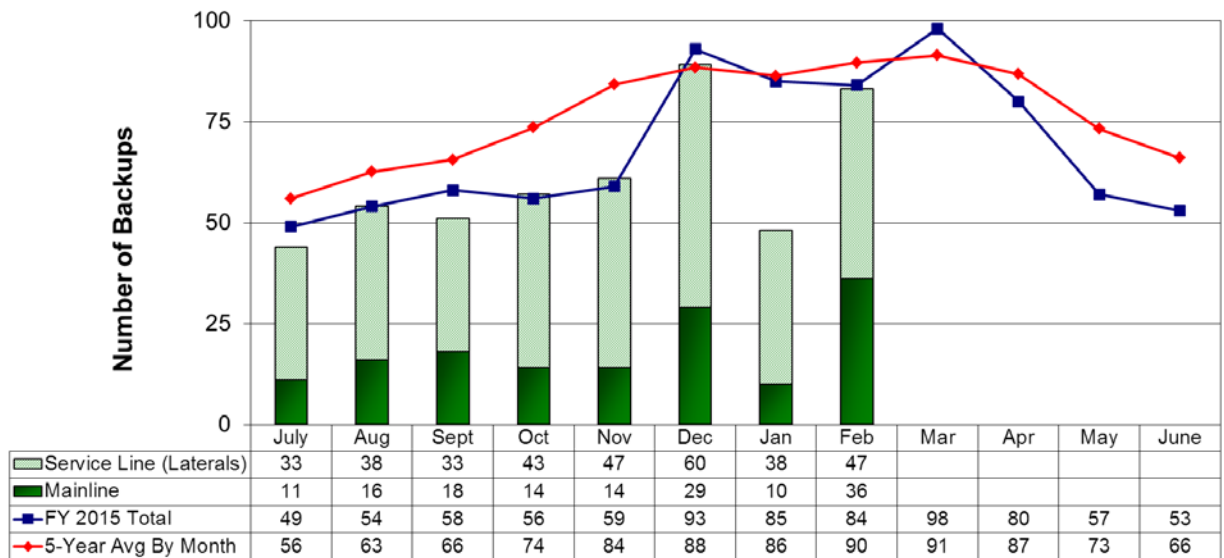
## Infrastructure Asset Management

### Sanitary Sewer Overflows

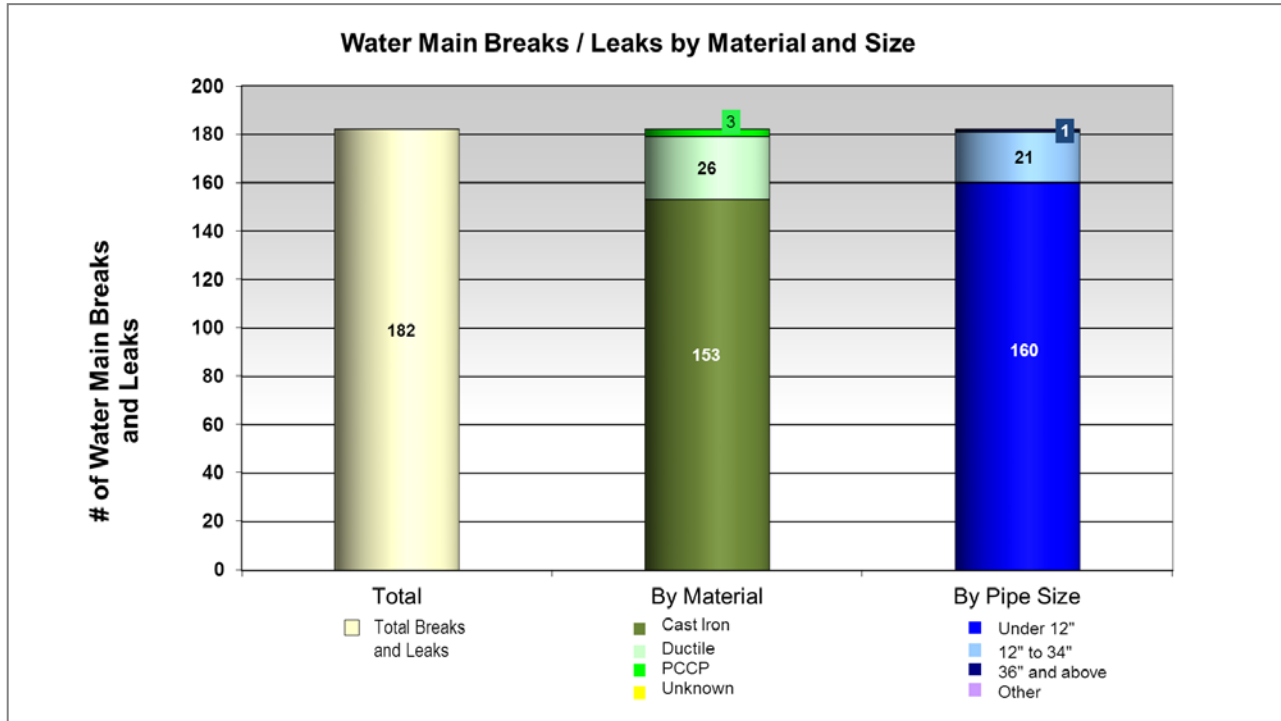


Please Note: "Other" includes clean outs, force mains, wastewater pumping station overflows, etc.

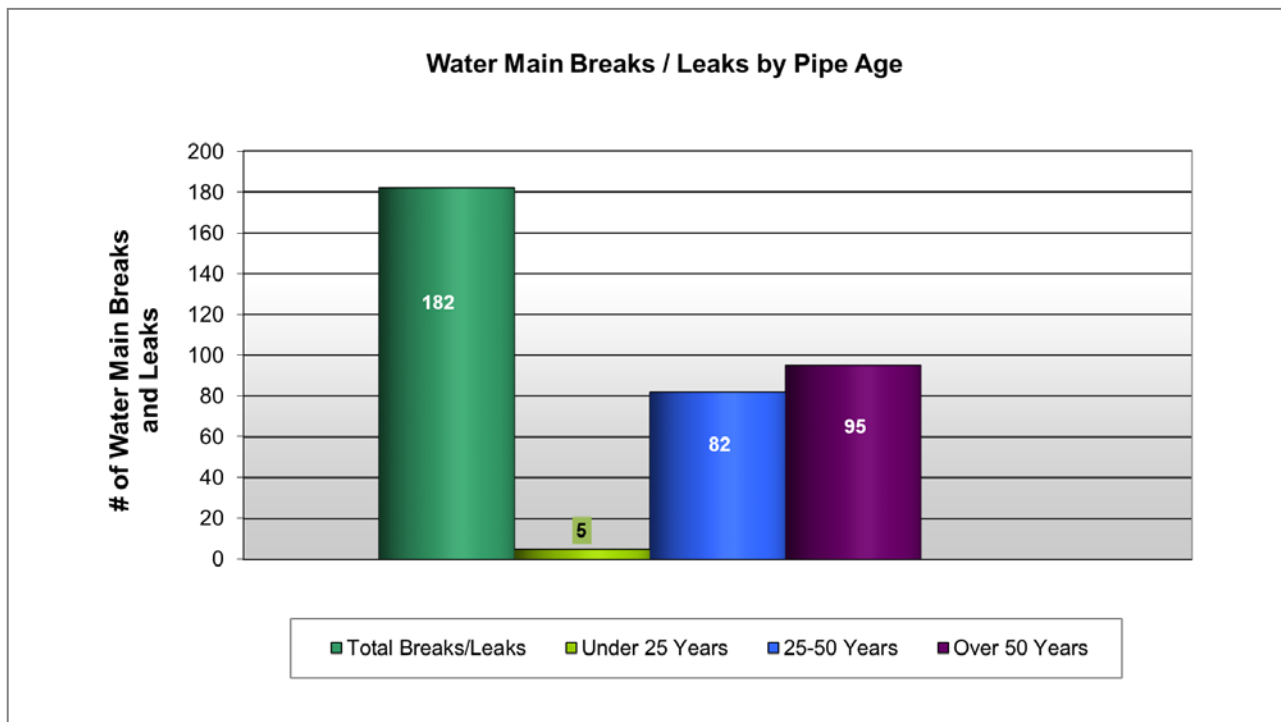
### Basement Backups



## Infrastructure Asset Management



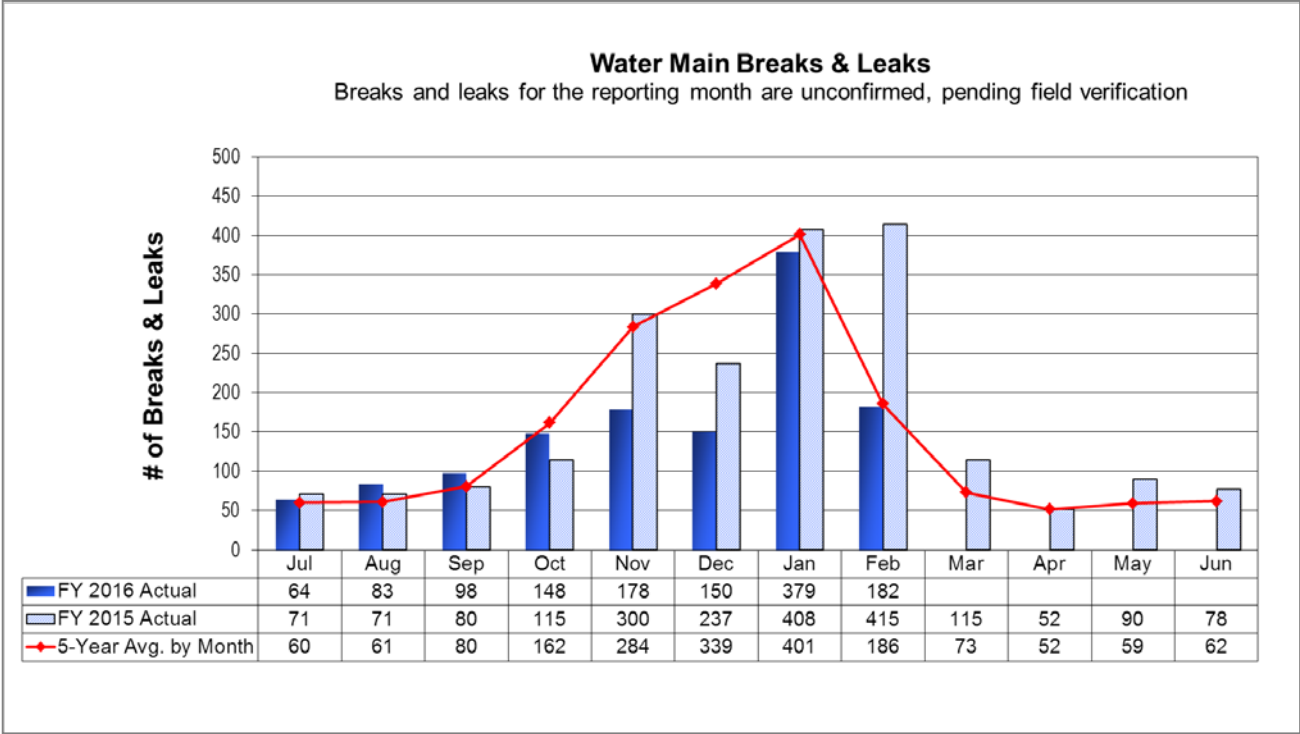
There were 182 breaks and leaks reported in the month of February. The data shows that 84 percent (153) of the breaks and leaks resulted from pipes made of cast iron material and 88 percent (160) of the pipes were less than 12 inches in diameter.



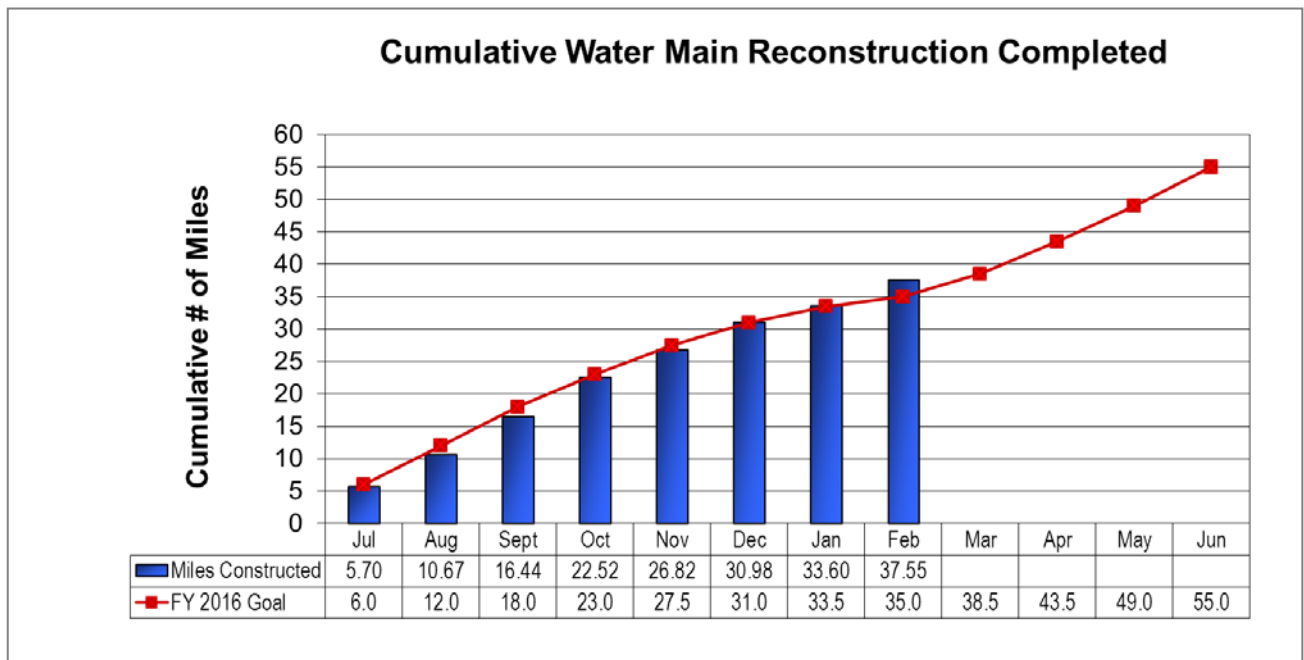
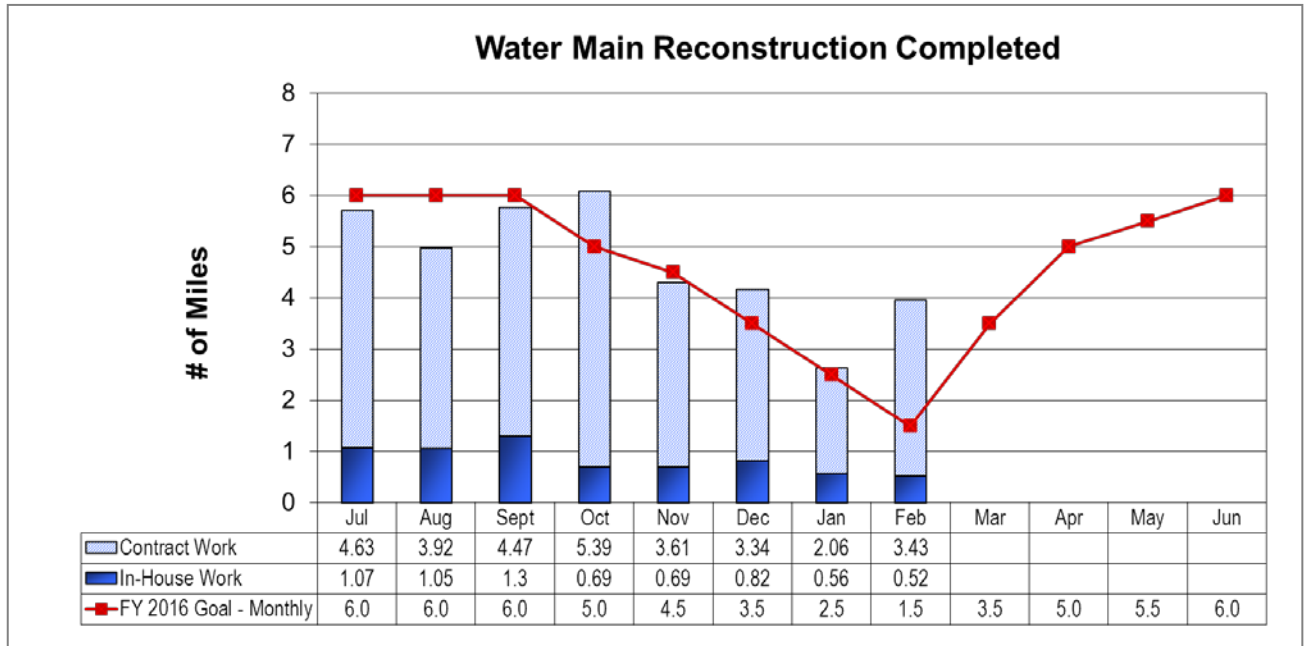
There were 182 breaks and leaks reported in the month of February. The data shows that 45 percent (82) of the breaks and leaks reported, occurred in pipes 25-50 years old.



# Infrastructure Asset Management

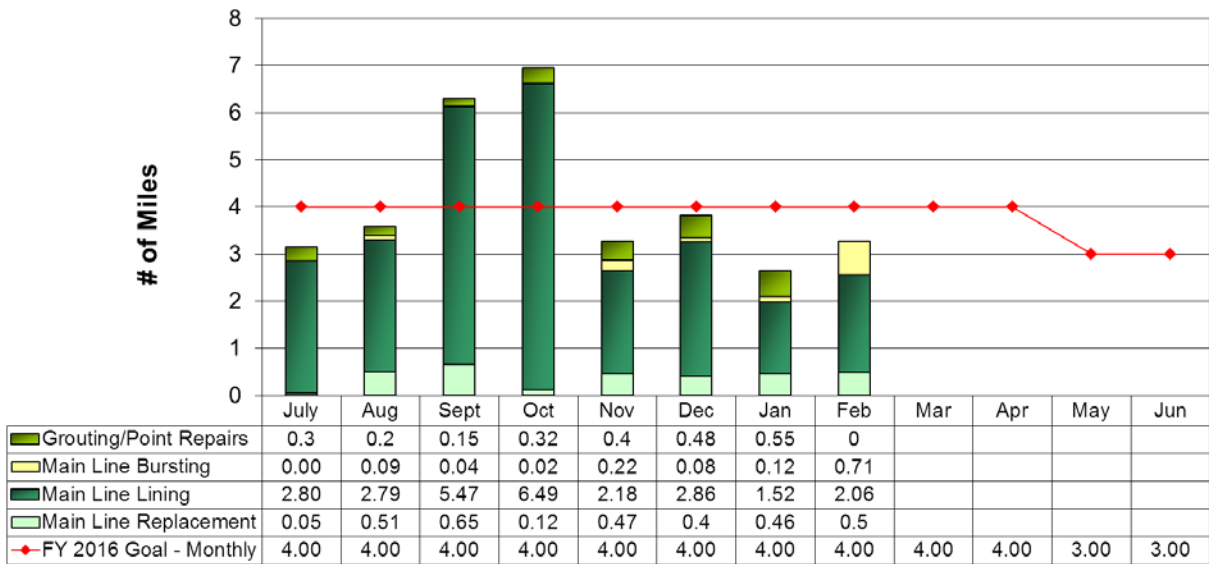


## Infrastructure Asset Management

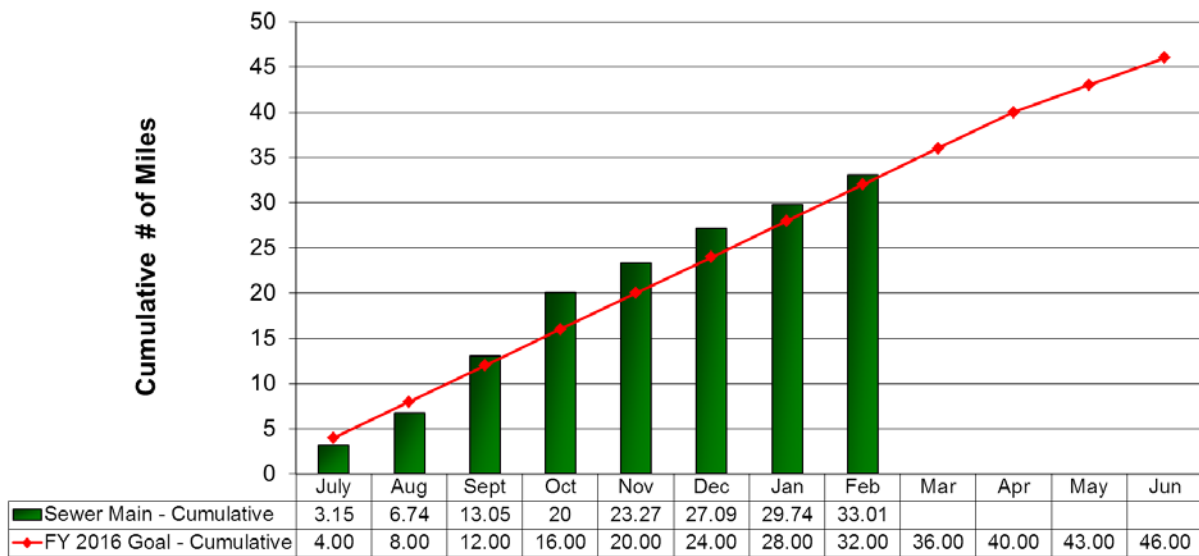


## Infrastructure Asset Management

### Sewer Main Repair & Replacement Completed

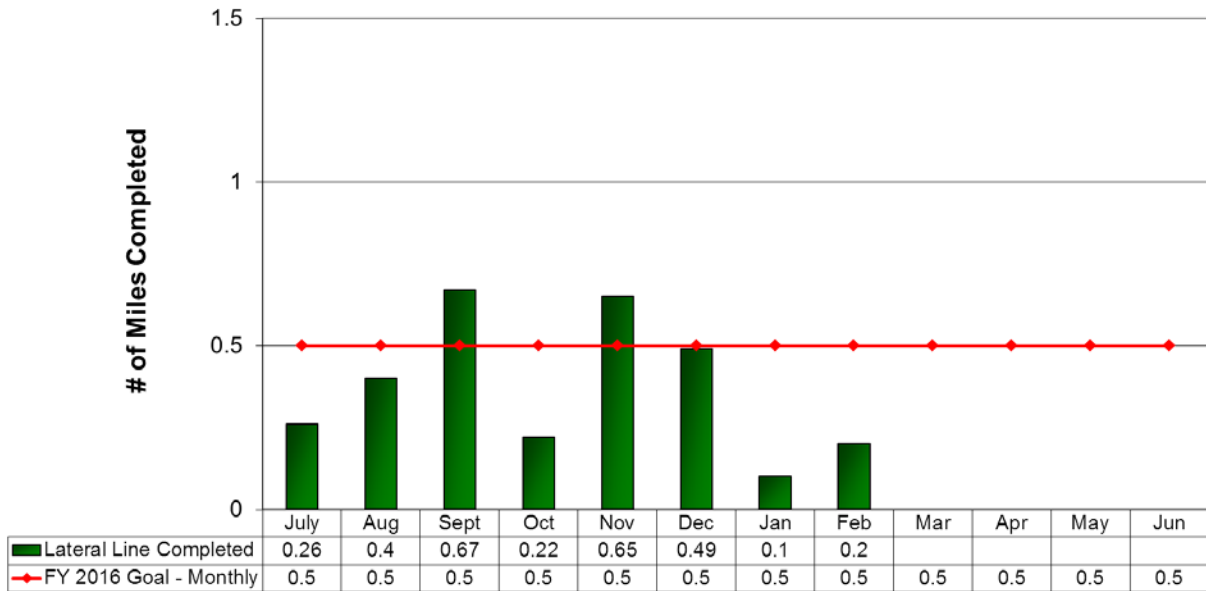


### Cumulative Sewer Repair & Replacement Completed

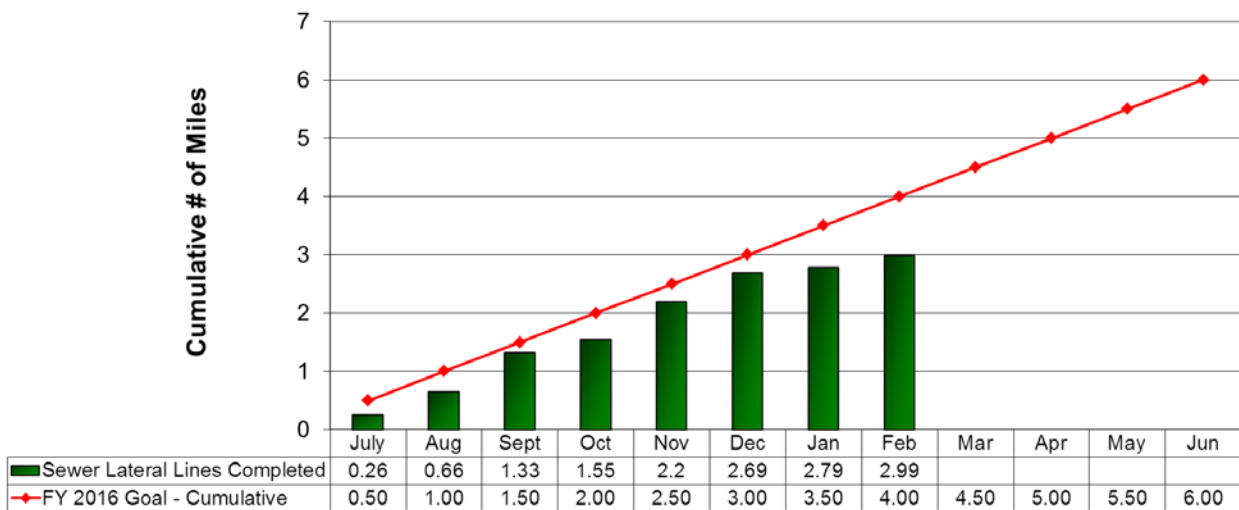


## Infrastructure Asset Management

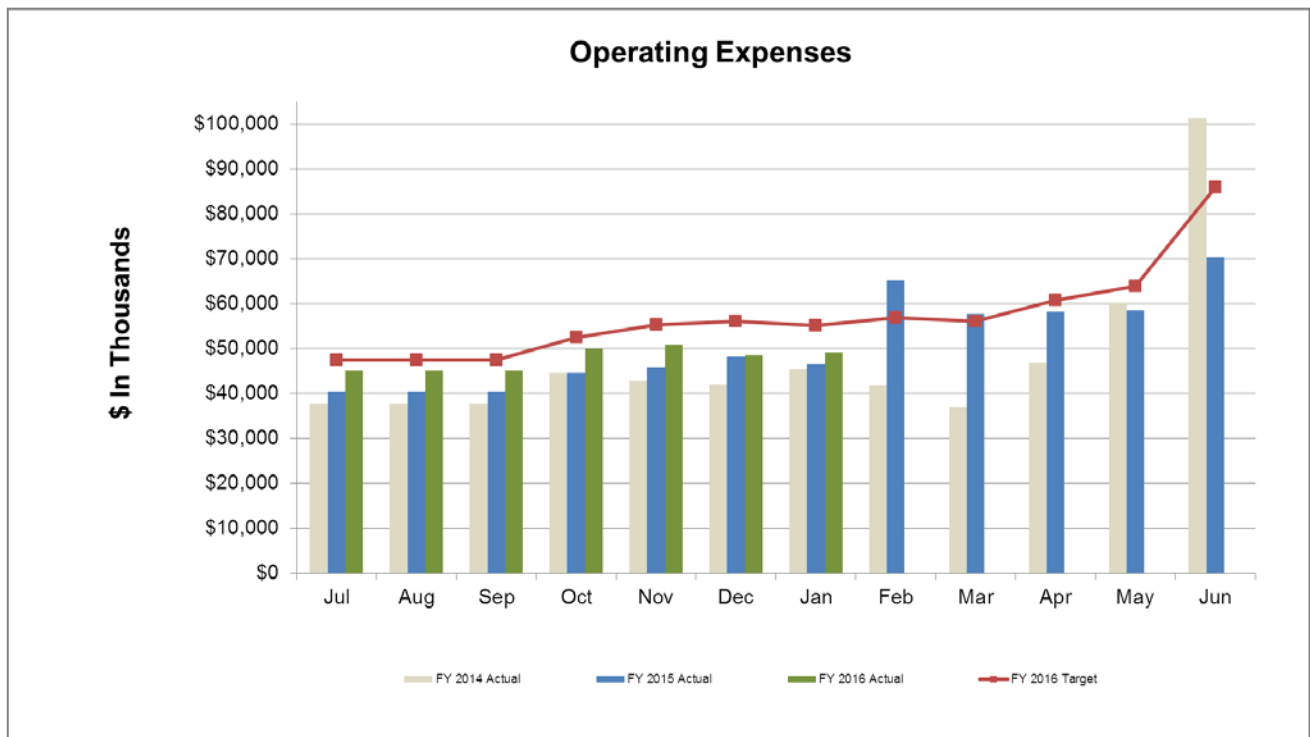
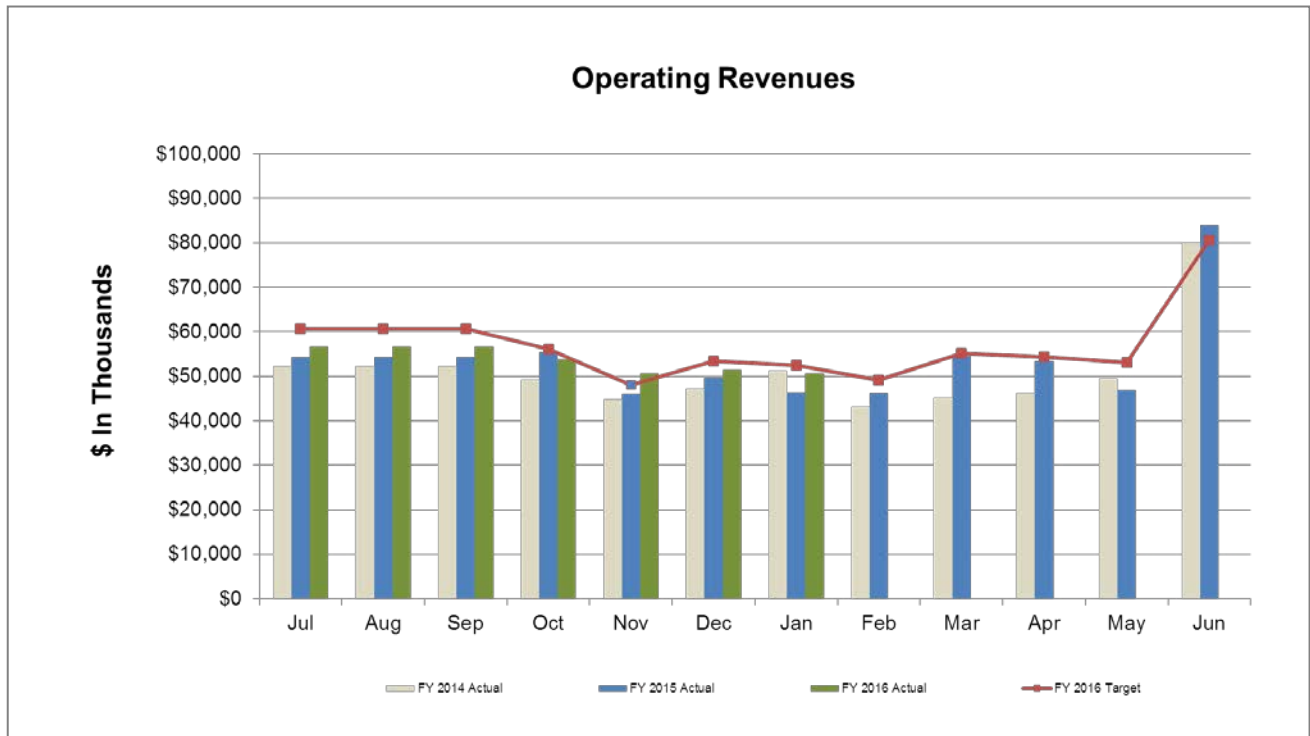
### Sewer Lateral Lines Completed



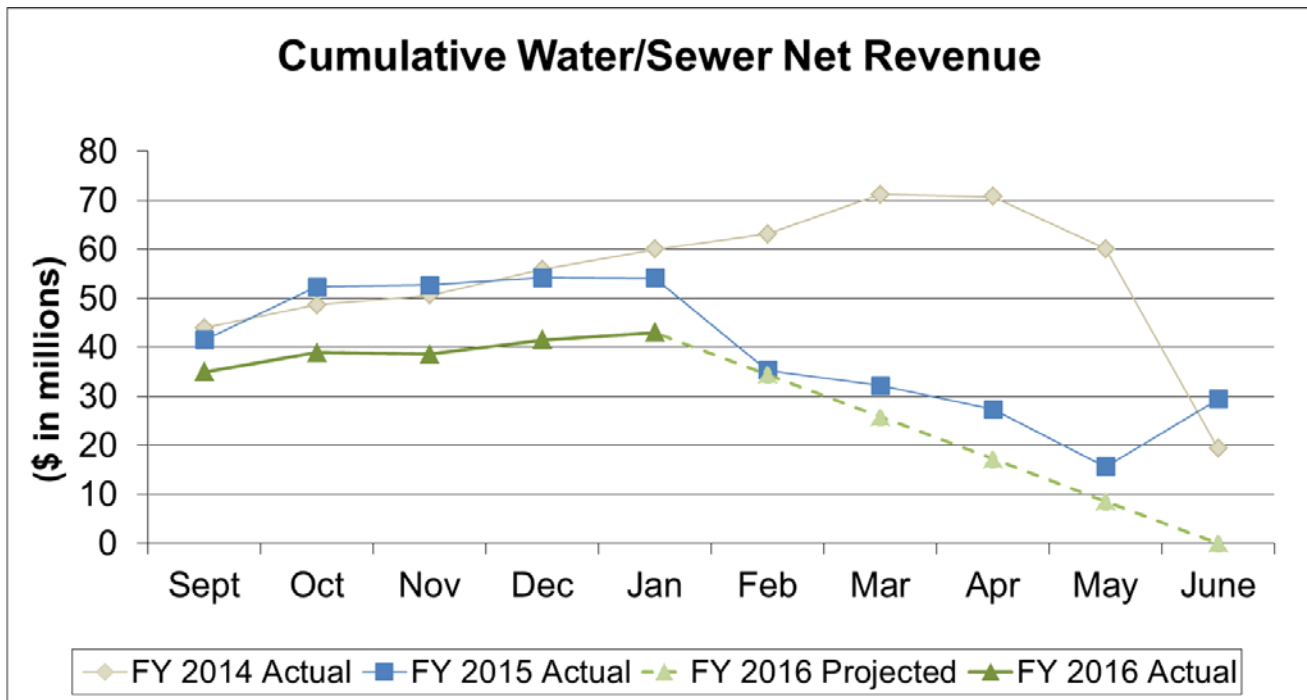
### Cumulative Sewer Lateral Lines Completed



## Budget Report



## Budget Report



### Monthly Status Report – January 2016

See attached report.

March 4, 2016

(See Attached Address List)

Dear:

The January 2016 Status Report is submitted delineating the Commission's current and projected financial status for Fiscal Year 2016. The Commission's staff is available to provide any assistance that you or your staff may require in evaluating our operation.

Sincerely,

Carla A. Reid  
General Manager/CEO

MAB/rrb

Enclosure

bcc: Commissioners  
Commission Office  
Internal Audit Office  
Intergovernmental Relations Office  
Communications and Community Relations Office  
Finance Office  
Budget Group

MONTHLY STATUS REPORT ADDRESS LIST  
LETTER DATED MARCH 4, 2016

The Honorable Isiah Leggett  
Montgomery County Executive  
Executive Office Building  
101 Monroe Street, 2<sup>nd</sup> Floor  
Rockville, MD 20850

cc: Mr. Matt Schaeffer, Management and Budget Specialist  
Montgomery County Office of Management and Budget  
  
Mr. David Lake, Special Assistant for Water and Wastewater Policy  
Montgomery County Department of Environmental Protection

The Honorable Nancy Floreen  
President  
Montgomery County Council  
Stella B. Werner Office Building  
100 Maryland Avenue  
Rockville, MD 20850

cc: Mr. Stephen Farber, Council Administrator  
Montgomery County Council  
  
Mr. Keith Levchenko, Legislative Analyst  
Montgomery County Council

The Honorable Rushern L. Baker, III  
Prince George's County Executive  
County Administration Building  
14741 Governor Oden Bowie Drive  
Upper Marlboro, MD 20772

cc: Mr. Brent Johnson, Budget Management Analyst  
Prince George's County Office of Management and Budget  
  
Ms. Dawn Hawkins-Nixon, Section Head for Regulatory Program  
Prince George's County Department of Environmental Resources

The Honorable Derrick Leon Davis  
Chair  
Prince George's County Council  
County Administration Building  
14741 Governor Oden Bowie Drive  
Upper Marlboro, MD 20772

cc: Mr. Robert Williams, Council Administrator  
Prince George's County Council  
  
Ms. Hawi Sanu, Committee Director  
Prince George's County Transportation, Housing, and The  
Environment Committee  
  
Mr. Patrick Pope, Legislative Auditor  
Prince George's County Office of Audits and Investigations





**WSSC**

***Where Water Matters***

**FY 2016  
MONTHLY STATUS REPORT**

**JANUARY 2016**



## Washington Suburban Sanitary Commission

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### Interoffice Memorandum

TO: CARLA A. REID  
GENERAL MANAGER/CEO

FROM: YVETTE DOWNS  
CHIEF FINANCIAL OFFICER *Reviewed C. Tower for Yvette Downs*

DATE: MARCH 4, 2016

SUBJECT: MONTHLY STATUS REPORT – JANUARY 2016

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Attached is the January 2016 Monthly Status Report on the budgetary and fiscal performance of the Commission. The report provides summary information delineating the Commission's current and projected financial status for Fiscal Year 2016 (FY'16). At this time we have not changed our FY'16 projected financial results. However, we are in the process of conducting a mid-year review and will provide updated projections at the next monthly Commission meeting.

Fiscal to date water production, at 166.2 MGD, is 0.5% below the five-year average but 2.2% ahead of last year's pace over the same period. Water production for the month of January, at 157.0 MGD, was 1.2 MGD below the five-year average for the month. Water and sewer revenue depends not only on the water produced and ultimately consumed, but also on the average billing rate. Historically, the average billing rate has represented the water and sewer revenue received per thousand gallons of water produced. Since WSSC's rate structure consists of 16 steps, changes in customer use patterns can also cause changes in the billing rate and thus in the total revenues derived. At this time, the average end-of-year combined water and sewer billing rate projection will remain equal to the budgeted level of \$9.602 per thousand gallons produced, pending our mid-year review.

Fiscal to date water production is approximately equal to the five-year average and monthly production rates continue to track higher than the same period last year. As we continue to monitor water production rates, we are also undertaking a more in-depth review of water consumption and sewer use revenue data in order to provide better forecasts going forward. At this time the projected accumulated net revenue at year end is \$125.1 million, (see page 2 of the report), of which

\$61.9 million is restricted for our working capital reserve, \$26.1 million is proposed for use in the FY2017 budget, and \$35.1 million is projected to be used in the FY2018 through FY2021 budgets to maintain the targeted 10% operating reserve.

Other highlights of the January 2015 report are as follows:

**Revenues**

- Total operating revenues through January are \$391.4 million, or 55% of total budgeted.
- Total operating revenues (all funds) are projected to be \$710.1 million, or equal to budget.

**Expenses**

- Total operating expenses through January are \$346.0 million, or 49% of total budgeted.
- Total operating expenses (all funds) are projected to be \$705.9 million, or equal to budget.

**Water Production**

- Water production through January averaged 166.2 MGD (page 4).

**Workyears**

- Cumulative workyears through the end of January were 1,569 (page 5).

**System Development Charge**

- The System Development Charge available account balance through January was \$1.1 million. The account balance is used during the year to fund water and sewer growth-related capital expenditures (page 13).

I recommend transmittal of the attached report to Prince George's and Montgomery Counties.

**OPERATING FUNDS  
CONSOLIDATED STATEMENT OF REVENUES AND EXPENDITURES**

(In Thousands)

	<b>FY'15 ACTUAL</b>	<b>FY'16 APPROVED BUDGET</b>	<b>FY'15 ACTUAL THRU 1/31/15</b>	<b>FY'16 ACTUAL THRU 1/31/16</b>	<b>PROJECTED THRU 6/30/16</b>
<b><u>REVENUES</u></b>					
Water Consumption and Sewer Use Charges	\$562,355	\$583,375	\$330,439	\$330,488	\$583,375
All Other Revenues	113,379	126,717	49,751	60,883	126,717
<b>TOTAL REVENUES</b>	<b>675,734</b>	<b>710,092</b>	<b>380,190</b>	<b>391,371</b>	<b>710,092</b>
<b><u>EXPENSES</u></b>					
Operating Expenses	403,984	453,563	200,771	214,138	453,563
Debt Service Expense	248,022	255,310	127,651	137,190	255,310
<b>GROSS EXPENSES</b>	<b>652,006</b>	<b>708,873</b>	<b>328,422</b>	<b>351,328</b>	<b>708,873</b>
Less: Reconstruction Debt Service Offset	(10,000)	(8,500)	(5,834)	(4,958)	(8,500)
Less: SDC Debt Service Offset	(1,167)	(728)	(681)	(424)	(728)
Working Capital Reserve Transfer	2,300	6,300	0	0	6,300
<b>NET EXPENSES</b>	<b>643,139</b>	<b>705,945</b>	<b>321,907</b>	<b>345,946</b>	<b>705,945</b>
<b>NET REVENUE (LOSS) FOR YEAR</b>	<b>\$32,595</b>	<b>\$4,147</b>	<b>\$58,283</b>	<b>\$45,425</b>	<b>\$4,147</b>

## COMBINED WATER AND SEWER OPERATING FUNDS

(In Thousands)

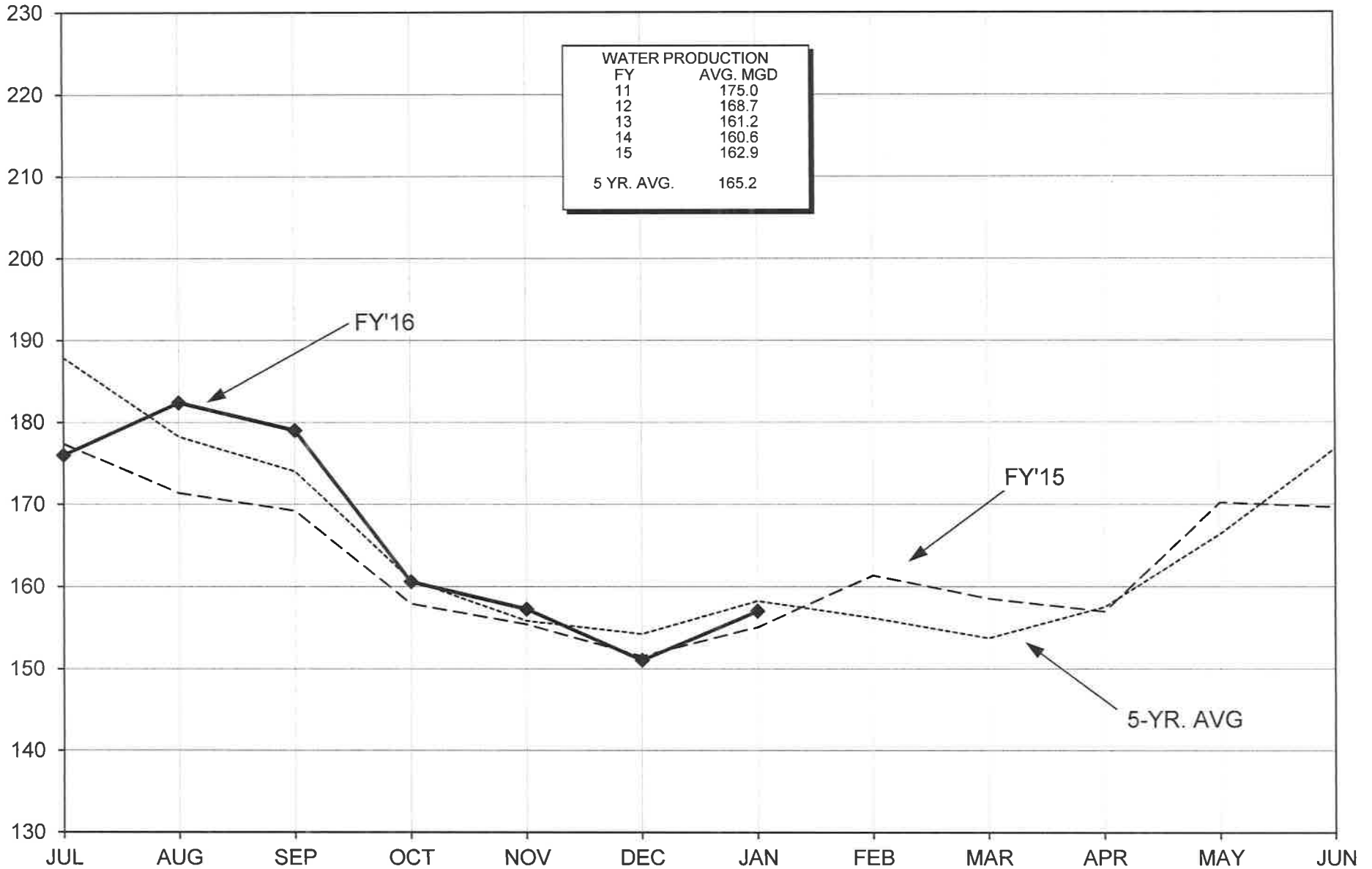
	<b>FY'15 ACTUAL</b>	<b>FY'16 APPROVED BUDGET</b>	<b>FY'15 ACTUAL THRU 1/31/15</b>	<b>FY'16 ACTUAL THRU 1/31/16</b>	<b>PROJECTED THRU 6/30/16</b>
<b><u>REVENUES</u></b>					
Water Consumption & Sewer Use Charges	\$562,355	\$583,375	\$330,439	\$330,488	\$583,375
Use of Accumulated Net Revenue	30,193	21,577	0	0	21,577
All Other Revenues	52,769	79,485	29,832	45,854	79,485
<b>TOTAL REVENUES</b>	<b>645,317</b>	<b>684,437</b>	<b>360,271</b>	<b>376,342</b>	<b>684,437</b>
<b><u>EXPENSES</u></b>					
Operating Expenses	382,766	432,114	200,195	202,646	432,114
PAYGO	19,996	19,677	0	10,605	19,677
Debt Service Expense	221,981	235,574	112,480	125,422	235,574
<b>GROSS EXPENSES</b>	<b>624,743</b>	<b>687,365</b>	<b>312,675</b>	<b>338,673</b>	<b>687,365</b>
Less: Reconstruction Debt Service Offset	(10,000)	(8,500)	(5,834)	(4,958)	(8,500)
Less: SDC Debt Service Offset	(1,167)	(728)	(681)	(424)	(728)
Working Capital Reserve Transfer	2,300	6,300	0	0	6,300
<b>NET EXPENSES</b>	<b>615,876</b>	<b>684,437</b>	<b>306,160</b>	<b>333,291</b>	<b>684,437</b>
<b>NET REVENUE (LOSS) FOR YEAR</b>	<b>\$29,441</b>	<b>\$0</b>	<b>\$54,111</b>	<b>\$43,051</b>	<b>\$0</b>
ACCUMULATED NET REVENUE - BEGINNING OF YEAR	137,932				140,400
NET REVENUE (LOSS) FOR YEAR	29,441				0
USE OF ACCUMULATED NET REVENUE	(27,893)				(15,277)
ACCUMULATED NET REVENUE - END OF YEAR	<b>\$139,480</b>				<b>\$125,123 *</b>
<b>WATER PRODUCED (MGD)</b>	<b>162.9</b>	<b>166.0</b>	<b>162.6</b>	<b>166.2</b>	<b>166.0</b>

\* Includes Working Capital Reserve of \$61.9 million.

NOTE: Refer to Pages 8 and 9 for details of Water and Sewer Operating Funds.

# WATER PRODUCED

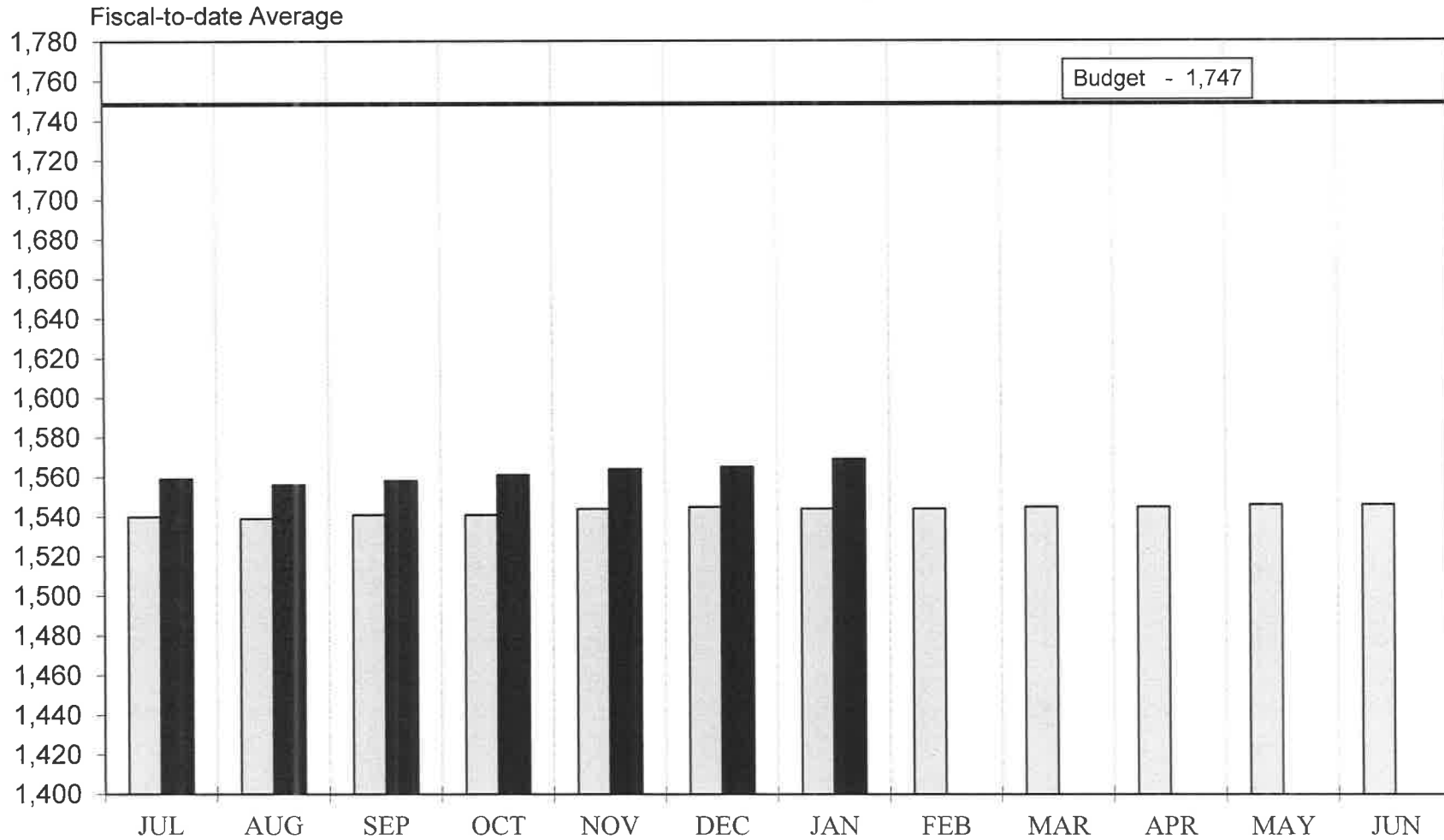
AVERAGE MGD



**FY'16  
WATER PRODUCED**

<b>MONTH</b>	<b>MONTHLY TOTAL (MG)</b>	<b>MONTHLY AVERAGE (MGD)</b>	<b>FY'16 CUMULATIVE AVERAGE (MGD)</b>	<b>FY'15 CUMULATIVE AVERAGE (MGD)</b>
July	5,456.834	176.027	176.027	177.385
August	5,653.666	182.376	179.202	174.382
September	5,370.471	179.016	179.141	172.704
October	4,978.770	160.605	174.469	168.987
November	4,718.456	157.282	171.099	166.328
December	4,682.717	151.055	167.722	163.834
January	4,868.132	157.037	166.182	162.578
February				162.443
March				162.006
April				161.512
May				162.321
June				162.928

# ACTUAL WORKYEARS



<span style="display:inline-block; width:10px; height:10px; background-color:lightgray; border:1px solid black;"></span> FY'15	1,540	1,539	1,541	1,541	1,544	1,545	1,544	1,544	1,545	1,545	1,546	1,546
<span style="display:inline-block; width:10px; height:10px; background-color:black; border:1px solid black;"></span> FY'16	1,559	1,556	1,558	1,561	1,564	1,565	1,569	-	-	-	-	-



**STATEMENT OF CAPITAL FUNDS INCOME AND EXPENDITURES**  
**CAPITAL FUNDS TOTAL**

(In Thousands)

	<b>FY'15 ACTUAL</b>	<b>FY'16 APPROVED BUDGET</b>	<b>FY'15 ACTUAL THRU 1/31/15</b>	<b>FY'16 ACTUAL THRU 1/31/16</b>	<b>PROJECTED THRU 6/30/16</b>
<b><u>GROSS FUNDS AVAILABLE</u></b>					
Bonds Issued and Cash on Hand	\$411,487	\$554,205			
Anticipated Contributions:					
Federal & State Grants	17,343	26,872			
System Development Charge	49,157	80,327			
Other	30,636	23,228			
Available for Current Construction	<u>508,623</u>	<u>684,632</u>			
<b><u>CAPITAL COSTS</u></b>					
Salaries & Wages	\$27,502	\$26,503	\$15,666	\$17,133	\$26,503
Contract Work	307,160	421,992	167,126	193,989	421,992
Consulting Engineers	45,246	57,912	16,499	18,156	57,912
All Other	175,467	178,225	123,746	114,536	178,225
<b>TOTAL COSTS</b>	<u><u>\$555,375</u></u>	<u><u>\$684,632</u></u>	<u><u>\$323,037</u></u>	<u><u>\$343,814</u></u>	<u><u>\$684,632</u></u>

# **CONSOLIDATED STATEMENT OF OPERATING FUNDS, REVENUES AND EXPENDITURES**

(In Thousands)

	<b>FY'15 ACTUAL</b>	<b>FY'16 APPROVED BUDGET</b>	<b>FY'15 ACTUAL THRU 1/31/15</b>	<b>FY'16 ACTUAL THRU 1/31/16</b>	<b>PROJECTED THRU 6/30/16</b>
<b>REVENUES</b>					
Water Consumption Charges	\$242,867	\$251,636	\$144,445	\$145,906	\$251,636
Sewer Use Charges	319,488	331,739	185,994	184,582	331,739
Account Maintenance Fees	22,753	32,374	13,119	16,751	32,374
Infrastructure Investment Fee	0	19,418	0	10,057	19,418
Front Foot Benefit & House Connection Assessments	29,971	24,620	19,615	14,726	24,620
Plumbing & Inspection Fees	9,129	7,920	4,773	5,872	7,920
Interest Income	594	1,585	340	412	1,585
Rockville Sewer Use	3,186	2,773	1,760	1,825	2,773
Use of Fund Balance	30,193	21,577	0	0	21,577
Miscellaneous	17,553	16,450	10,144	11,240	16,450
<b>TOTAL REVENUES</b>	<b>675,734</b>	<b>710,092</b>	<b>380,190</b>	<b>391,371</b>	<b>710,092</b>
<b>EXPENSES</b>					
Salaries & Wages	100,722	111,964	59,710	60,630	111,964
Heat, Light & Power	24,229	23,353	12,964	11,799	23,353
Regional Sewage Disposal	54,485	54,895	29,869	32,767	54,895
All Other	204,552	243,674	98,228	98,337	243,674
PAYGO	19,996	19,677	0	10,605	19,677
Debt Service	248,022	255,310	127,651	137,190	255,310
<b>GROSS EXPENSES</b>	<b>652,006</b>	<b>708,873</b>	<b>328,422</b>	<b>351,328</b>	<b>708,873</b>
Less: Reconstruction Debt Service Offset	(10,000)	(8,500)	(5,834)	(4,958)	(8,500)
Less: SDC Debt Service Offset	(1,167)	(728)	(681)	(424)	(728)
Working Capital Reserve Transfer	2,300	6,300	0	0	6,300
<b>NET EXPENSES</b>	<b>643,139</b>	<b>705,945</b>	<b>321,907</b>	<b>345,946</b>	<b>705,945</b>
NET REVENUE (LOSS) FOR YEAR	32,595	<u>\$4,147</u>	<u>\$58,283</u>	<u>\$45,425</u>	4,147
ACCUMULATED NET REVENUE - JULY 1	201,574				197,196
Use of Fund Balance	(37,893)				(23,777)
ACCUMULATED NET REVENUE - JUNE 30	<u>\$196,276</u>				<u>\$177,566</u>

Note: Details of the Water and Sewer Operating Funds and General Bond Debt Service Fund are on pages 8, 9 & 12, respectively.

## WATER OPERATING

(In Thousands)

	FY'15 ACTUAL	FY'16 APPROVED BUDGET	FY'15 ACTUAL THRU 1/31/15	FY'16 ACTUAL THRU 1/31/16	PROJECTED THRU 6/30/16
<b>REVENUES</b>					
Water Consumption Charges	\$242,867	\$251,636	\$144,445	\$145,906	\$251,636
Account Maintenance Fee	11,604	16,187	6,691	8,543	16,187
Infrastructure Investment Fee	0	9,709	0	5,129	9,709
Plumbing & Inspection Fees	5,316	3,960	2,784	3,392	3,960
Interest Income	24	200	13	21	200
Use of Fund Balance	15,399	10,958	0	0	10,958
Miscellaneous	9,591	9,300	5,396	5,993	9,300
<b>TOTAL REVENUES</b>	<b>284,801</b>	<b>301,950</b>	<b>159,329</b>	<b>168,984</b>	<b>301,950</b>
<b>EXPENSES</b>					
Salaries & Wages	54,749	58,752	32,165	33,385	58,752
Heat, Light & Power	14,240	13,042	7,969	7,451	13,042
All Other	105,261	112,477	49,081	53,273	112,477
PAYGO	9,982	9,244	-	4,517	9,244
Debt Service	103,870	106,435	50,005	52,504	106,435
<b>GROSS EXPENSES</b>	<b>288,102</b>	<b>299,950</b>	<b>139,220</b>	<b>151,130</b>	<b>299,950</b>
Less: Reconstruction Debt Service Offset	(5,000)	(1,000)	(2,917)	(583)	(1,000)
Less: SDC Debt Service Offset	(277)	(213)	(162)	(124)	(213)
Working Capital Reserve Transfer	1,173	3,213	0	0	3,213
<b>NET EXPENSES</b>	<b>283,998</b>	<b>301,950</b>	<b>136,141</b>	<b>150,423</b>	<b>301,950</b>
<b>NET REVENUE (LOSS)</b>	<b>803</b>	<b>\$0</b>	<b>\$23,188</b>	<b>\$18,561</b>	<b>0</b>
ACCUMULATED NET REVENUE - JULY 1	35,944				22,054 *
Use of Fund Balance	(14,226)				(7,745)
<b>ACCUMULATED NET REVENUE - JUNE 30</b>	<b>\$22,521</b>				<b>\$14,309</b>

\*Reflects a decrease in net revenues of \$467,000 resulting from prior year adjustments.

## SEWER OPERATING

(In Thousands)

	FY'15 ACTUAL	FY'16 APPROVED BUDGET	FY'15 ACTUAL THRU 1/31/15	FY'16 ACTUAL THRU 1/31/16	PROJECTED THRU 6/30/16
<b>REVENUES</b>					
Sewer Use Charges	\$319,488	\$331,739	\$185,994	\$184,582	\$331,739
Account Maintenance Fee	11,149	16,187	6,428	8,208	16,187
Infrastructure Investment Fee		9,709	0	4,928	9,709
Rockville Sewer Use	3,186	2,773	1,760	1,825	2,773
Interest Income	508	800	288	357	800
Plumbing & Inspection Fees	3,813	3,960	1,989	2,480	3,960
Use of Fund Balance	14,794	10,619	0	0	10,619
Miscellaneous	7,578	6,700	4,483	4,978	6,700
<b>TOTAL REVENUES</b>	<b>360,516</b>	<b>382,487</b>	<b>200,942</b>	<b>207,358</b>	<b>382,487</b>
<b>EXPENSES</b>					
Salaries & Wages	45,369	52,557	27,186	26,825	52,557
Heat, Light & Power	9,989	10,311	4,995	4,348	10,311
Regional Sewage Disposal	54,485	54,895	29,869	32,767	54,895
All Other	98,673	130,080	48,930	44,597	130,080
PAYGO	10,014	10,433	0	6,088	10,433
Debt Service	118,111	129,139	62,475	72,918	129,139
<b>GROSS EXPENSES</b>	<b>336,641</b>	<b>387,415</b>	<b>173,455</b>	<b>187,543</b>	<b>387,415</b>
Less: Reconstruction Debt Service Offset	(5,000)	(7,500)	(2,917)	(4,375)	(7,500)
Less: SDC Debt Service Offset	(890)	(515)	(519)	(300)	(515)
Working Capital Reserve Transfer	1,127	3,087	0	0	3,087
<b>NET EXPENSES</b>	<b>331,878</b>	<b>382,487</b>	<b>170,019</b>	<b>182,868</b>	<b>382,487</b>
<b>NET REVENUE (LOSS)</b>	<b>28,638</b>	<b>\$0</b>	<b>\$30,923</b>	<b>\$24,490</b>	<b>0</b>
ACCUMULATED NET REVENUE - JULY 1	101,988				118,346 *
Use of Fund Balance	(13,667)				(7,532)
<b>ACCUMULATED NET REVENUE - JUNE 30</b>	<b>\$116,959</b>				<b>\$110,814</b>

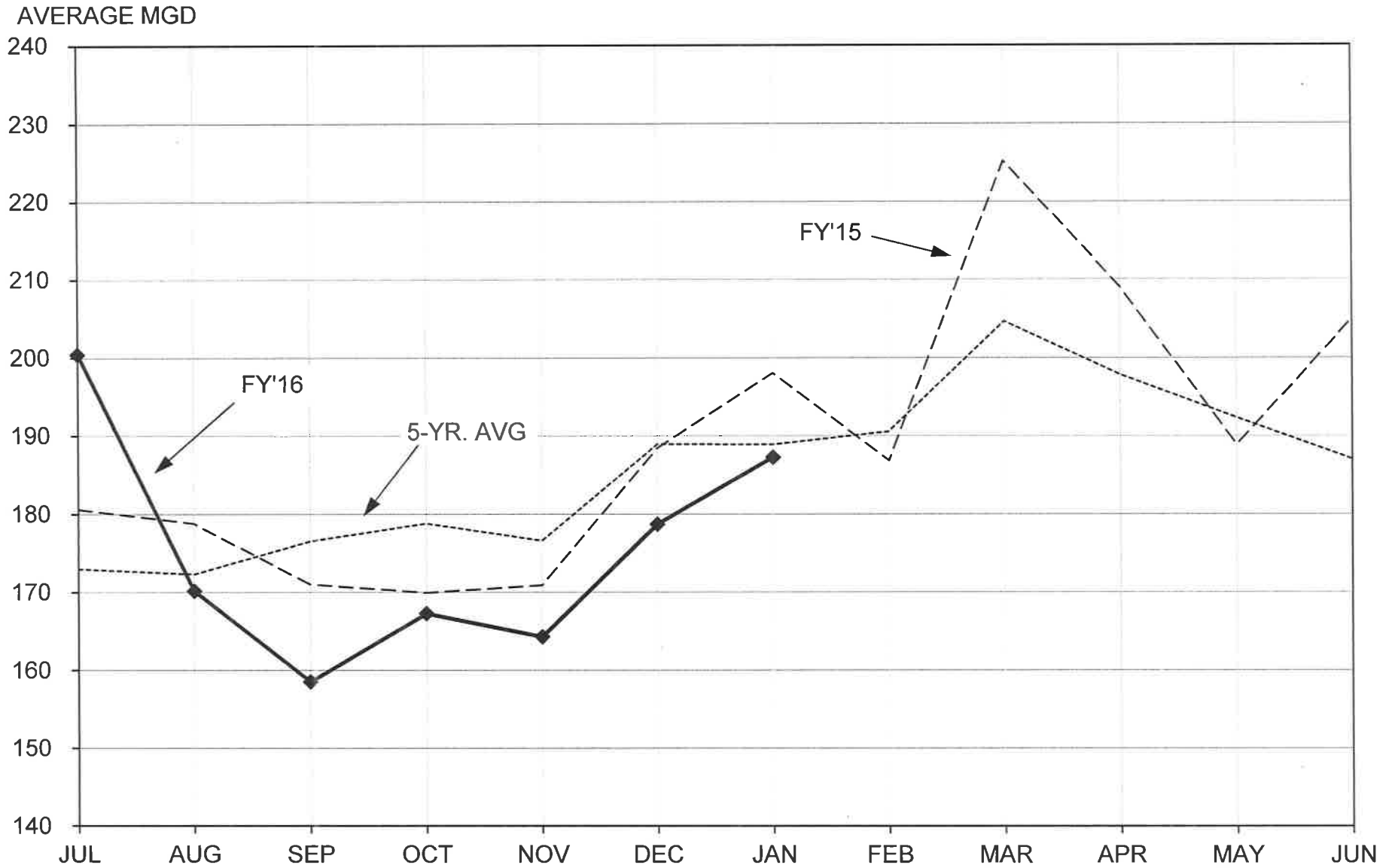
\*Reflects an increase in net revenues of \$1,387,000 resulting from prior years' Blue Plains audit adjustments and other prior year adjustments.

**FY'16  
SEWAGE FLOWS**

<b><u>MONTH</u></b>	<b><u>WSSC PLANTS AVERAGE (MGD)</u></b>	<b><u>BLUE PLAINS AVERAGE (MGD)</u></b>	<b><u>FY'16 MONTHLY AVERAGE (MGD)</u></b>	<b><u>FY'15 MONTHLY AVERAGE (MGD)</u></b>	<b><u>FY'16 CUMULATIVE AVERAGE (MGD)</u></b>
July	72.52	127.90	200.42	180.59	200.42
August	61.47	108.70	170.17	181.59	185.30
September	55.54	103.00	158.54	182.59	176.57
October	59.96	107.30	167.26	169.95	174.23
November	58.48	105.80	164.28	170.91	172.28
December	63.42	115.30	178.72	188.48	173.36
January	65.38	121.90	187.28	198.05	175.37
February				186.86	
March				225.24	
April				209.03	
May				188.89	
June				205.02	

# SEWAGE FLOWS

(INCLUDES BLUE PLAINS)



# GENERAL BOND DEBT SERVICE FUND

(In Thousands)

	<u>FY'15 ACTUAL</u>	<u>FY'16 APPROVED BUDGET</u>	<u>FY'15 ACTUAL THRU 1/31/15</u>	<u>FY'16 ACTUAL THRU 1/31/16</u>	<u>PROJECTED THRU 6/30/16</u>
<b>REVENUES</b>					
Front Foot Benefit & House Connection Assessments	\$29,971	\$24,620	\$19,615	\$14,726	\$24,620
Interest Income	62	585	39	34	585
Miscellaneous	384	450	265	269	450
Use of Fund Balance	10,000	8,500	5,834	4,958	8,500
Reconstruction Debt Service Offset	(10,000)	(8,500)	(5,834)	(4,958)	(8,500)
<b>TOTAL REVENUES</b>	<u>30,417</u>	<u>25,655</u>	<u>19,919</u>	<u>15,029</u>	<u>25,655</u>
<b>EXPENSES</b>					
Salaries & Wages	604	655	359	420	655
All Other	618	1,117	217	467	1,117
Debt Service	26,041	19,736	15,171	11,768	19,736
<b>GROSS EXPENSES</b>	<u>27,263</u>	<u>21,508</u>	<u>15,747</u>	<u>12,655</u>	<u>21,508</u>
<b>NET EXPENSES</b>	<u>27,263</u>	<u>21,508</u>	<u>15,747</u>	<u>12,655</u>	<u>21,508</u>
NET REVENUE (LOSS)	3,154	<u>\$4,147</u>	<u>\$4,172</u>	<u>\$2,374</u>	4,147
ACCUMULATED NET REVENUE - JULY 1	63,642				56,796
Use of Fund Balance	<u>(10,000)</u>				<u>(8,500)</u> *
ACCUMULATED NET REVENUE - JUNE 30	<u>\$56,796</u>				<u>\$52,443</u>

\* Reflects the transfer of \$8,500,000 for Reconstruction Debt Service from General Bond Debt Service Fund to Water & Sewer Operating Funds.

## SYSTEM DEVELOPMENT CHARGE ACCOUNT

(In Thousands)

ACCOUNT BALANCE, JULY 1, 2015	\$12,655
<u>ACCOUNT ADDITIONS:</u>	
SDC Revenues, Net	15,512
Interest Income	<u>7</u>
FUNDS AVAILABLE	28,174
Less MOU Credit Reimbursement	(72)
<u>TRANSFERRED TO OPERATING FUNDS:*</u>	
Water Operating - Debt Service	(124)
Sewer Operating - Debt Service	<u>(300)</u>
<u>TRANSFERRED TO BOND FUNDS:</u>	
Water Supply Bond	(4,200)
Sewer Disposal Bond	<u>(19,900)</u>
Account Balance	3,578
Less Amounts Billed But Not Yet Collected	(12)
Less Reserve for MOU Related Reimbursements	<u>(2,500)</u>
AVAILABLE ACCOUNT BALANCE, JANUARY 31, 2016	<u><u>\$1,066</u></u>

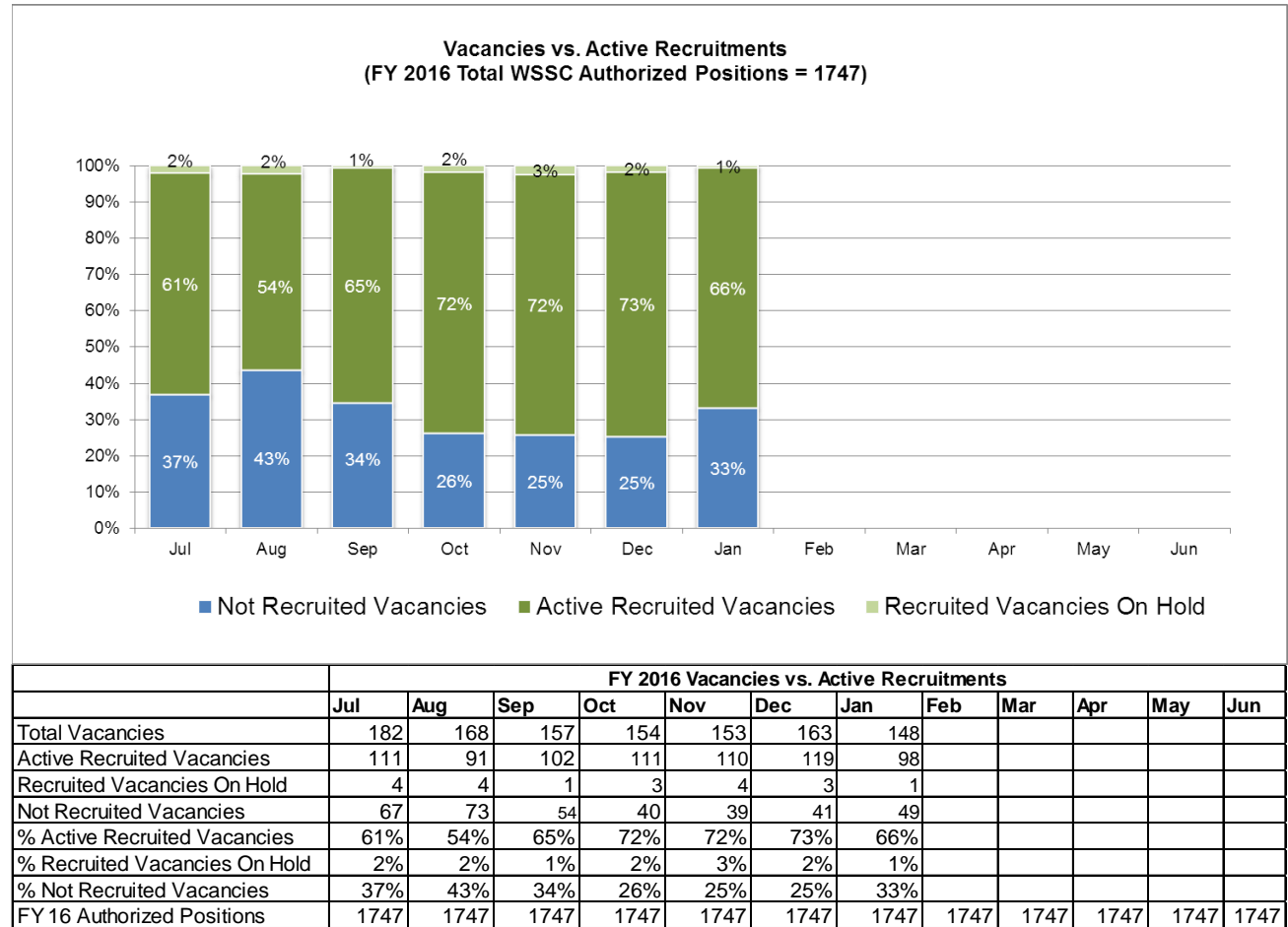
\*Transfers to operating funds service debt issued in FY'97 & FY'98 and are shown on pages 8 & 9 as SDC Debt Service Offset.



## Workforce Management

### Vacancies vs. Active Recruitments

There were 148 total vacancies across the Commission at the end of January 2016. Sixty-six percent (98) of these positions are actively being recruited.

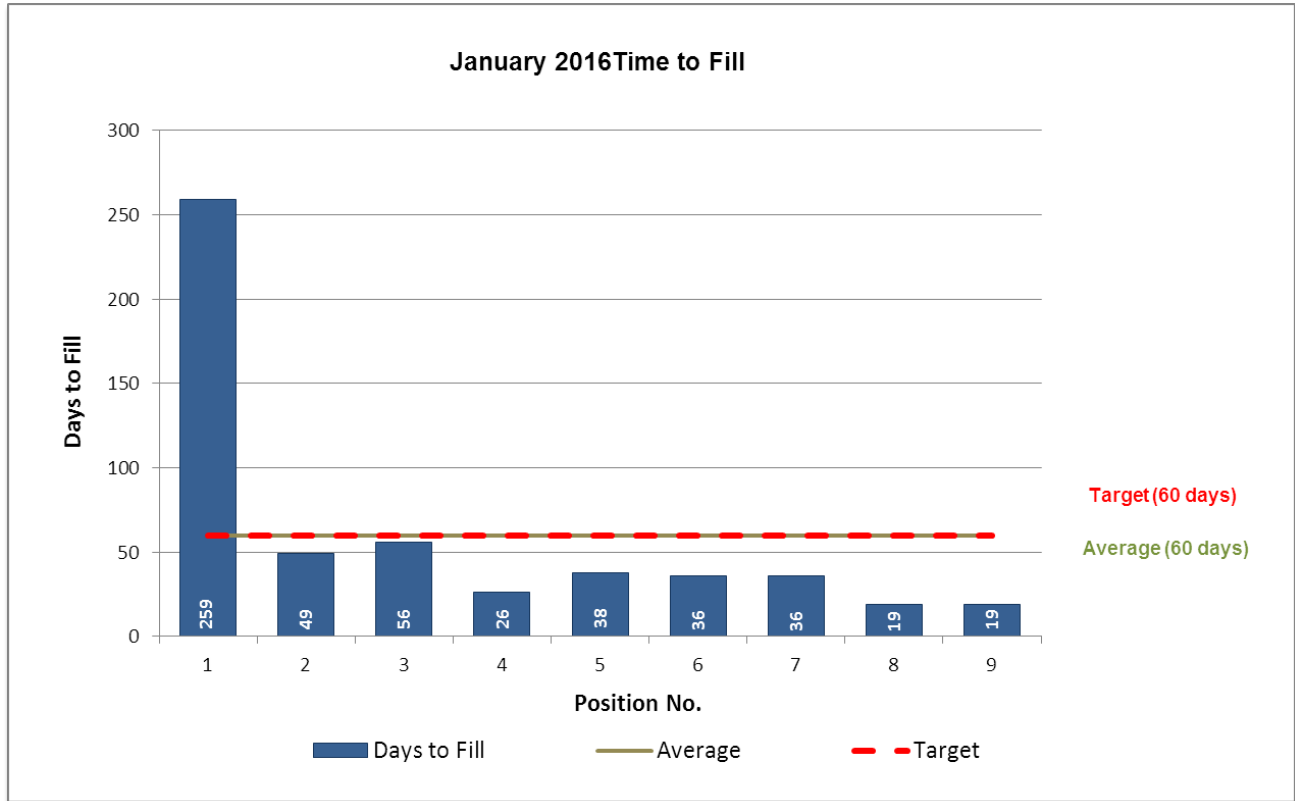


Note: The Human Resources Office places a position 'on hold,' with manager notification, for various reasons. Most often, positions are placed on hold due to inactivity. Hiring managers are given 30 days to act upon candidate lists provided for their jobs. The position is placed on hold until the hiring manager is ready to begin the process.

## Workforce Management

### Recruitment – January 2016 Average Time to Fill Vacancies

The average time to fill the nine positions below was 60 days, which includes an average of 58 days with hiring managers, an average of two days with HR, as well as the time it takes for an applicant to make a decision to accept or decline an offer.



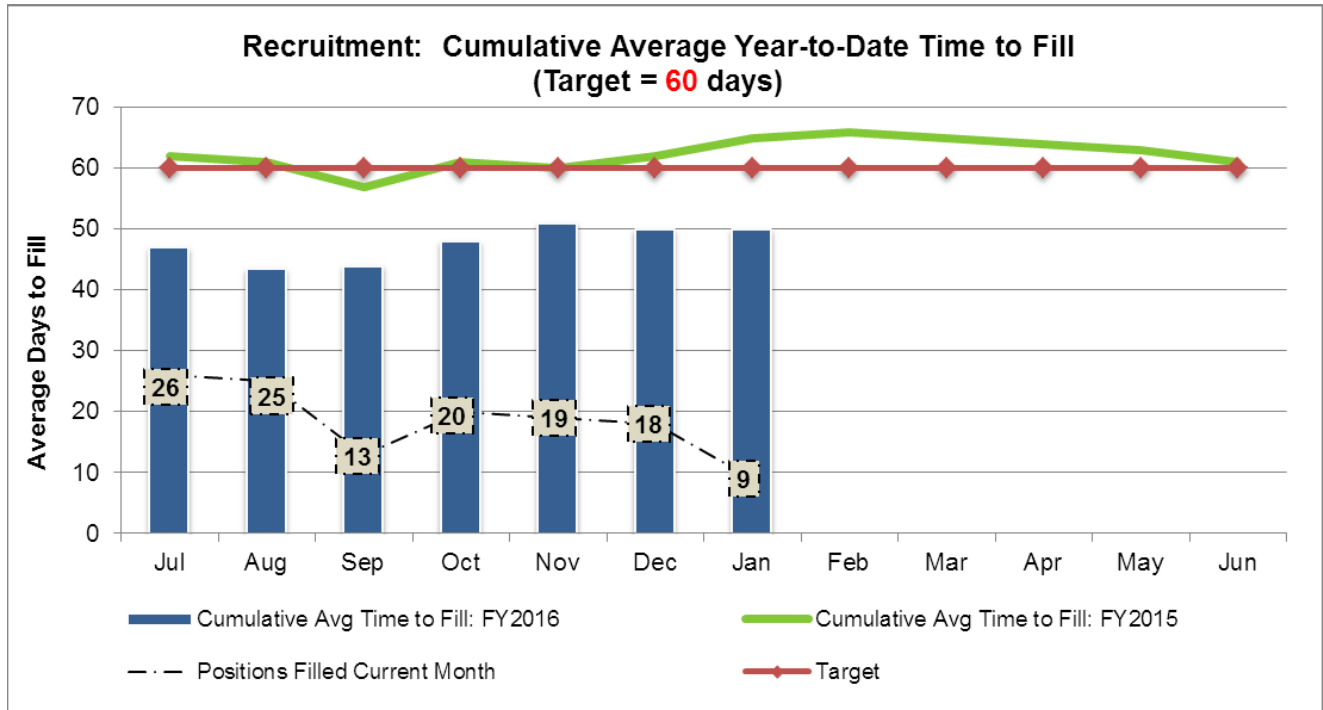
Below is a summary for the one position that took over 90 days to fill:

**Sr. Manager, Information Security & Compliance – TTF was 259 days.** It was difficult to identify qualified candidates that met the requirements during the initial phone screenings; and the candidates that were qualified were unable to attend an interview. Additionally, initial recruitment took place during a time period when there did not appear to be a very high level of interest.

## Workforce Management

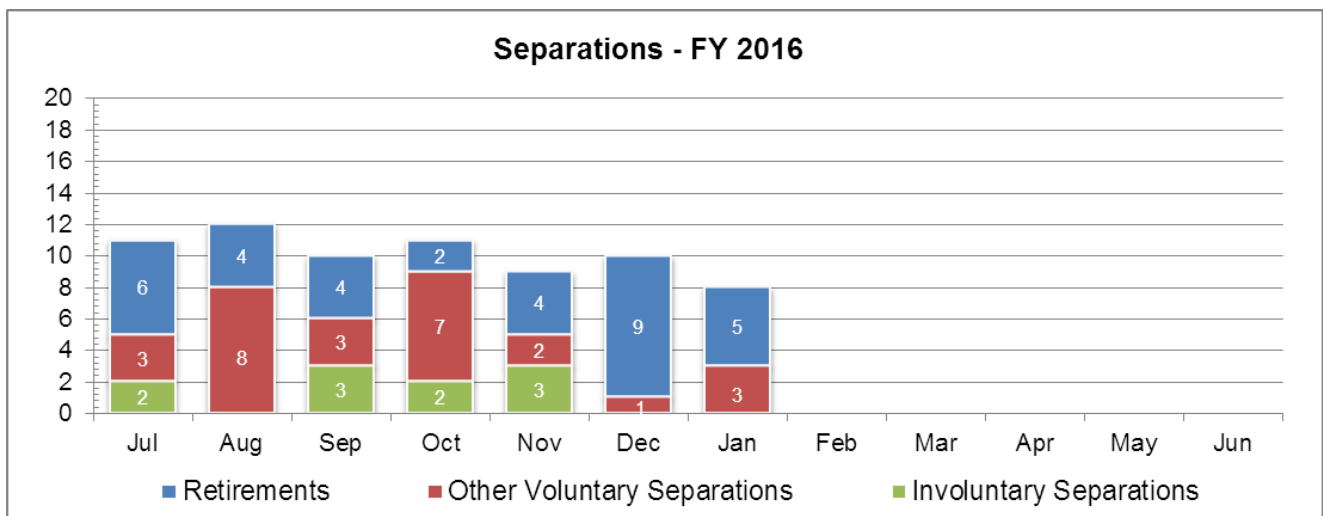
### Recruitment – Cumulative Average Year-to-Date Time to Fill Recruited Vacancies

Nine positions were filled in the month of January 2016. The cumulative average time-to-fill was 50 days.



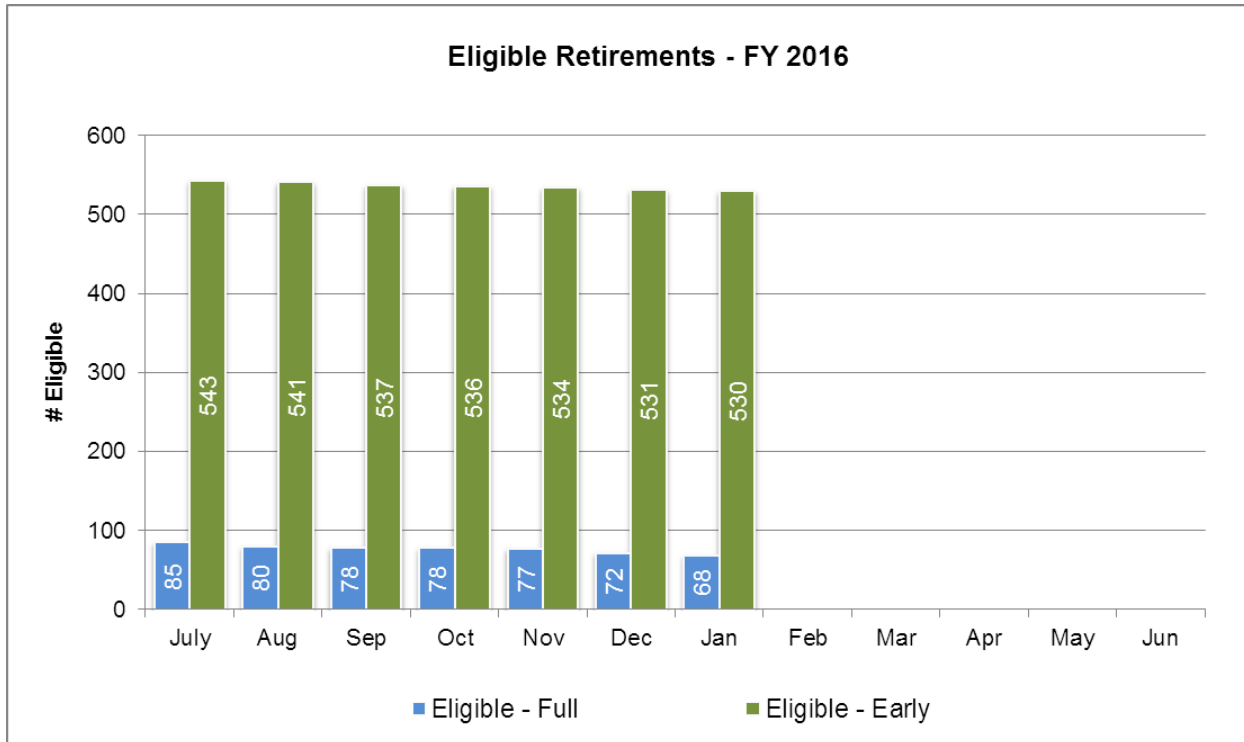
### Voluntary and Involuntary Separations

In January 2016, there were eight separations comprised of five retirements and three other voluntary separations.



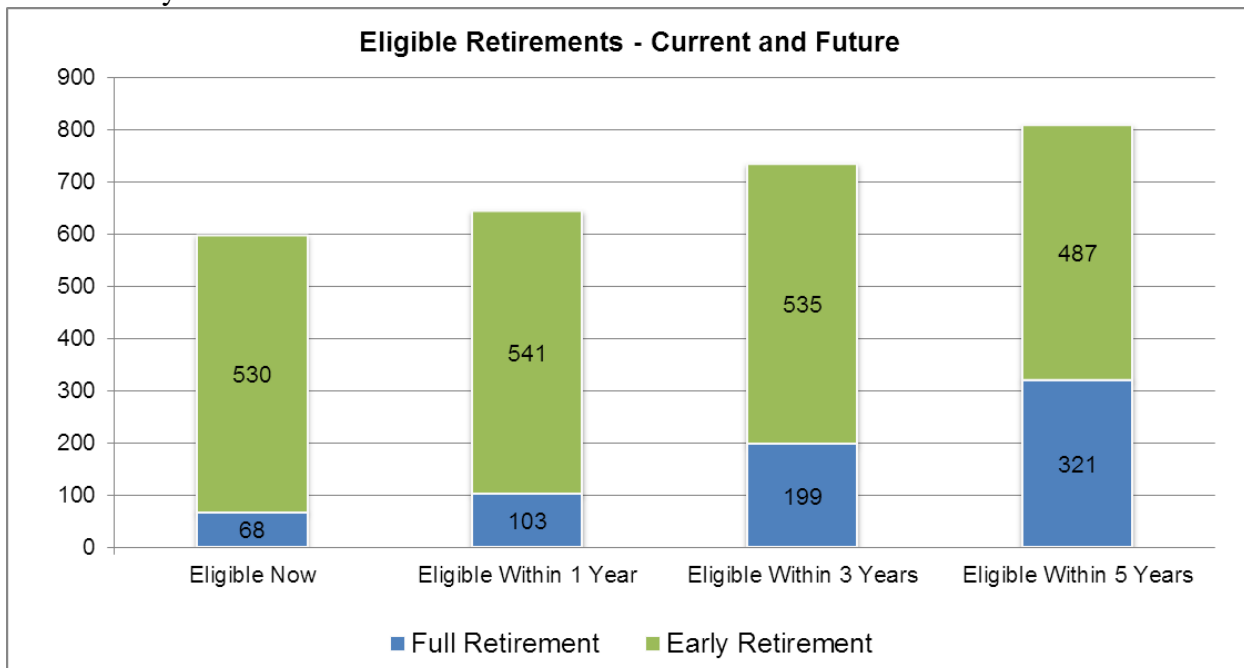
## Workforce Management

### Eligible Retirements



### Retirement Eligibility Projections

As of January 2016, almost 51% of WSSC employees are eligible to retire in five years, including full and early retirement.



January 2016		Eligible Now	Eligible Within 1 Year	Eligible Within 3 Years	Eligible Within 5 Years
	Full Retirement	68	103	199	321
	Early Retirement	530	541	535	487
	Full Retirement %	4.3%	6.5%	12.5%	20.2%
	Early Retirement %	33.4%	34.0%	33.7%	30.6%
	Total WSSC Workforce	1589			

## **Small, Local and Minority Business Enterprise Office**

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### **Disparity Study Project**

The Disparity Study Executive Steering Committee met on February 27, 2016. MGT of America, the consultant, performing the study on behalf of WSSC, is scheduled to complete and deliver the Disparity Study by April 30, 2016. Currently, telephone interviews and surveys are being conducted within the business community in an effort to gather anecdotal information related to the Disparity Study. The business and vendor communities were notified about this activity via electronic mail and Press Release and encouraged to participate if they are contacted by MGT of America. The interviews and surveys will be concluded by March 31, 2016.

### **SLMBE Office Outreach Efforts**

WSSC's SLMBE Office was involved in the following outreach events in an effort to increase supplier/vendor participation in WSSC's contracting opportunities and processes:

- On February 5, 2016, the SLMBE Office attended the Baltimore Washington Chamber of Commerce (BWCC) Women in Business (WIB) event. The event featured a panel of successful women entrepreneurs and professionals discussing how they overcame the challenges of success in their professional and personal lives. There were approximately 30 attendees.
- On February 23, 2016, the SLMBE Office attended the Small Business Event: "Financing Options to Grow & Sustain Your Enterprise" hosted by Congresswoman Donna Edwards. The event featured a set of plenary sessions designed to help small businesses. The SLMBE Director served on the panel discussion entitled "Snagging a Spot on the Shelf," in which experts shared how small businesses can start and maintain relationships with companies. There were approximately 50 attendees.
- On February 23, 2016, the SLMBE Office attended the Women's President Education Organization (WPEO) Corporate Roundtable at the Hilton Worldwide in McLean, Virginia. The roundtable discussed best practices with Mentor-Protégé Programs. This event is held annually for corporate members to share best practices in the supplier diversity industry. There were approximately 30 corporate members in attendance.
- On February 23, 2016, the SLMBE Office hosted its monthly web-based compliance workshops to train internal and external stakeholders. The external stakeholders were trained on how to enter invoices and payments in WSSC's web-based compliance system. Internal stakeholders were trained on how to best utilize and operate the system to effectively monitor and track contract performance and payments. Ten trainees attended the training sessions.
- On February 25, 2016, the SLMBE Director received the Black History Month "Black History Hero" award from the Maryland Washington Minority Companies Association (MWMCA) at the 2016 Black History Month Celebration. A total of 14 Black History Heroes were honored at this event. Several WSSC employees were in attendance to support the SLMBE Director, including the WSSC General Manager/Chief Executive Officer and the Deputy General Manager for Strategic Partnerships. There were approximately 100 attendees.

## **Small, Local and Minority Business Enterprise Office**

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- On February 29, 2016, the SLMBE Office, in conjunction with the Strategic Sourcing Team (SST) for Fleet hosted the inaugural Fleet Event. The event provided suppliers/vendors with an opportunity to meet representatives from WSSC's Fleet and Logistics operations and other local organizations' Fleet contracting personnel in the greater Washington Metropolitan area, to discuss the procurement of fleet, fuel, tires, maintenance and equipment. The plenary included representation from the Greater Washington Region Clean Cities Coalition, the Maryland State Highway Administration, and the Montgomery County Division of Fleet Management Services, the City of Baltimore, and Bureau of Purchases, the Prince George's County Office of Central Services and the University of Maryland, Motor Transportation Services. The event also featured demonstrations of some of the WSSC's vehicles. There were approximately 40 attendees.

# WSSC SLMBE Dashboard

## FEBRUARY 2016

### MWBE TOTAL CONTRACT PAYMENT AND AWARD DATA

#### Summary - Total Contract Payments to MWBE Firms

Fiscal Year-To-Date

Contracting Area	M/WBE\$**	M/WBE%**	MBE \$	WBE \$	Majority \$	Total Contract Payments
A/E Services	\$ 11,946,355	37%	\$ 11,739,844	\$ 206,511	\$ 20,046,692	\$ 31,993,047
Construction Services	\$ 31,416,940	14%	\$ 31,251,187	\$ 165,753	\$ 188,253,883	\$ 219,670,823
Goods and Services	\$ 22,459,832	24%	\$ 15,576,370	\$ 6,883,462	\$ 69,907,199	\$ 92,367,031
Professional Services	\$ 13,817,636	38%	\$ 10,407,319	\$ 3,410,317	\$ 22,951,324	\$ 36,768,960
<b>Totals</b>	<b>\$ 79,640,763</b>	<b>21%</b>	<b>\$ 68,974,720</b>	<b>\$ 10,666,043</b>	<b>\$ 301,159,098</b>	<b>\$ 380,799,861</b>

Note: numbers are rounded to the nearest whole dollar

**FISCAL YTD M/WBE VALIDATED SUBCONTRACT PAYMENTS: \$4,191,266 in A&E Payments; \$3,121,093 in Construction Payments; \$2,298,393 in Goods and Services Payments; and \$1,445,325 in Professional Services Payments**

\*\*M/WBE includes Certified-MBE and WBE firms (displayed for reporting purposes only.)

The Total Contract Payments FYTD is \$380,799,861 of which \$11,056,077 is FYTD M/WBE validated Subcontract Payments. These validated M/WBE Subcontract Payments have been subtracted from the Majority Contract Payments and added to the M/WBE Prime Contract Payments (\$68,584,686) to ensure that they are not double counted. The Majority Contract Payments depicted in the table above have been adjusted to reflect the subtraction.

The following equation has been applied to the Total Contract Payments to determine the M/WBE percentage of Contract payments:

M/WBE\$ (excluding Subcontract Payments) + Majority\$ = Total Payments. The Total M/WBE\$/Total Payments = Total M/WBE%.

Note: M/WBE\$ (excluding Subcontract Payments) + Majority\$ = Total Payments. The Total M/WBE\$/Total Payments = Total M/WBE%

#### Summary - MWBE Total Contract Award Dollars\*

Fiscal Year-To-Date

Contracting Area	M/WBE\$**	MWBE%*	WBE \$	MBE \$	Majority \$	Total Contract Awards
A/E Services	\$ 15,020,384	21%	\$ -	\$ 15,020,384	\$ 56,576,424	\$ 71,596,808
Construction Services	\$ 26,912,596	22%	\$ -	\$ 26,912,596	\$ 96,228,651	\$ 123,141,247
Goods & Services	\$ 25,008,972	26%	\$ 4,977,724	\$ 20,031,248	\$ 69,411,717	\$ 94,420,689
Professional Services	\$ 17,390,361	47%	\$ 3,358,673	\$ 14,031,688	\$ 19,404,369	\$ 36,794,730
<b>Totals</b>	<b>\$ 84,332,313</b>	<b>26%</b>	<b>\$ 8,336,397</b>	<b>\$ 75,995,916</b>	<b>\$ 241,621,161</b>	<b>\$ 325,953,474</b>

Note: numbers are rounded to the nearest whole dollar

**MBE Subcontract Awards FYTD: A&E - \$13,832,400; Construction - \$9,452,050 Goods and Services - \$3,253,752 and Professional Services - \$761,896**

\*MBE and WBE Award Dollars include Prime and Subcontract Award Dollars. Majority Award Dollars are adjusted to exclude the amount proffered to Subcontractors.

Note: Majority Prime Award Dollars - Subcontract Award Dollars proffered to M/WBE = Majority\$. M/WBE Prime Award Dollars + Subcontract Award Dollars proffered to M/WBE = M/WBE\$

# WSSC SLMBE Dashboard FEBRUARY 2016

## SLBE TOTAL CONTRACT PAYMENT AND AWARD DATA

### Total Contract Payments to SLBE Firms

Fiscal Year-To-Date

Contracting Area	*Total MBE%	WBE \$	MBE \$	Majority \$	Total Contract Payments
A/E Services	100%	\$ -	\$ 205,792	\$ -	\$ 205,792
Construction Services	41%	\$ 4,631,262	\$ 1,229,909	\$ 8,365,862	\$ 14,227,033
Goods & Services	0%	\$ -	\$ -	\$ 1,068,732	\$ 1,068,732
Professional Services	7%	\$ -	\$ 73,715	\$ 910,208	\$ 983,924
<b>Totals</b>	<b>37%</b>	<b>\$ 4,631,262</b>	<b>\$ 1,509,416</b>	<b>\$ 10,344,803</b>	<b>\$ 16,485,481</b>

Note: numbers are rounded to the nearest whole dollar

**The Total Prime and Subcontract Payments to SLBE firms FYTD for February 2016 is \$16.4M**

\*Total MBE% and MBE\$ includes MBE and WBE Payments

Note: Majority refers to approved SLBEs that have not been identified as either a MBE or WBE. The SLBE Program is a race/gender neutral Program.

### Total Contract Awards to SLBE Firms

Fiscal Year-to-Date

Contracting Area	*Total MBE%	WBE \$	MBE \$	Majority \$	Total Contract Awards
A/E Services	100%	\$ -	\$ 5,138,401	\$ -	\$ 5,138,401
Construction Services	100%	\$ -	\$ 15,006,705	\$ -	\$ 15,006,705
Goods & Services	27%	\$ 48,000	\$ 385,994	\$ 1,157,711	\$ 1,591,705
Professional Services	76%	\$ -	\$ 1,200,000	\$ 384,040	\$ 1,584,040
<b>Totals</b>	<b>93%</b>	<b>\$ 48,000</b>	<b>\$ 21,731,100</b>	<b>\$ 1,541,751</b>	<b>\$ 23,320,851</b>

Note: numbers are rounded to the nearest whole dollar

**The Total Prime and Subcontract Awards to SLBE firms FYTD for February 2016 is \$23.3M**

\*Total MBE% and MBE\$ includes MBE and WBE Awards

Note: Majority refers to approved SLBEs that have not been identified as either a MBE or WBE. The SLBE Program is a race/gender neutral Program.

## WSSC SUPPLIER PORTAL SYSTEM (FORMALLY:CENTRALIZED BIDDER REGISTRATION (CBR)) SYSTEM

Registered Vendors	Jan-16	Feb-16	FYTD 2016	SLMBE % of YTD Registered
Total Vendors	5	12	290	100%
Total SLMBE Vendors	0	0	75	26%
Total MBE Only Vendors	0	0	75	26%
Total SLBE Only Vendors	0	0	0	0%
Total Combo MBE/SLBE Vendors	0	0	0	0%

**CBR vendor registration officially began on December 3, 2007. As of February 29, 2016, the total number of registered firms in the CBR were 3,181 and the total number of SLMBE firms registered in the CBR were 630. Effective November 1, 2015, WSSC launched the WSSC Supplier Portal System which will be the new Bidder Registration System.**

**PLEASE NOTE: The numbers reflected above are tentative and are subject to change**



## **Accomplishments and Community Outreach**

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### **Donation for Flint, Michigan**

On February 17, 2016, WSSC teamed up with WHUR radio to send a truckload of bottled water to the people of Flint, Michigan. Customer Advocates Dave Wilkins and Kevin Woolbright helped organize WSSC's involvement in this effort. Pipe Technicians from the Utility Enhancement Support Group Orlando Boone, James Troxler, Jonathan Bishop, Dalonte Harrison, Darius Vaughan and Derek Easton assisted with loading the water on the trucks. WHUR radio interviewed GM/CEO Carla Reid and offered praise for WSSC's assistance to Flint.

### **WSSC Engineering Academy**

On March 29, 2016, WSSC will host a group of high school students for Engineering Academy, one of WSSC's several STEM programs. The program helps encourage students to learn about STEM-related careers using hands-on activities like reading and testing water meters, using AutoCad for design, pressure testing water hydrants, repairing water mains and testing water quality.

### **Earth Month (April)**

WSSC is beginning to plan and organize Earth Month events, including watershed cleanup days along the Patuxent River, one of the major sources for our water. Activities throughout the month include partnerships with organizations like Patuxent Riverkeepers, Anacostia Watershed Society, Alice Ferguson Foundation and Rock Creek Conservatory. In addition to cleanup days, WSSC will host a tree planting and maintenance session in our Chestnut Tree orchard, facilitating educational programs and participating in several Earth Day events throughout Prince George's and Montgomery counties.

### **Annual Children's Water Festival**

Preparations and promotion for this year's Children's Water Festival are underway. WSSC has been using social media to encourage public and private schools in Montgomery and Prince George's counties to apply for their fourth grade students to have an opportunity to participate in this year's event. This is WSSC's signature educational event, where thousands of students have participated and have learned about water issues, the environment and the impacts our everyday habits have on the availability and the quality of our water. The event will take place during National Drinking Water Week on Wednesday, May 4, 2016 and Thursday, May 5, 2016, at Brighton Dam.

### **Recent Media Coverage: Water Main Breaks**

WSSC received significant media coverage the weekend of February 27 and 28, 2016 due to a water main break in Hyattsville that caused a large sinkhole. A crew from New Jersey was called in to help fix the 89-year old, 16-inch pipe because of the specialty equipment and procedures needed to stop the water flow and fix the broken section. Public Affairs was onsite managing the media and the Customer Advocates were onsite to provide water to an adjacent condominium building and an assisted living complex.

## Accomplishments and Community Outreach

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### Community Outreach Events

March 3, 2016	<i>Montgomery Parks Educators Evening</i>	Wheaton, MD
	WSSC participated in this evening sponsored by Montgomery Parks where local educators meet education providers to brainstorm ideas, discuss issues, develop relationships and build partnerships.	
March 4, 2016	<i>First Friday</i>	College Park, MD
	As a First Friday partner, WSSC spoke at this monthly community lunch and learn for students at the Center for Minorities in Science and Engineering (CMSE) at the University of Maryland. The discussion gave students in Science, Technology, Engineering and Mathematics (STEM) programs access to professionals in their fields of interest as well as a deeper understanding of careers in STEM industries.	
March 5, 2016	<i>Wonders of Water Girl Scout Journey Day</i>	Germantown, MD
	WSSC staff and volunteers assisted 75 Girl Scouts from the National Capital Chapter in achieving four badges within a water theme. Known as the “Wonders of Water Journey,” this day-long event focuses on environmentalism, the watershed and women in water careers. The girls learn about water use around the world, the water cycle, pollution sources and impacts on the watershed directly from women in the water industry.	
March 5, 2016	<i>Montgomery County H2O Summit</i>	Rockville, MD
	WSSC joined local community groups to learn how the county addresses water quality and how you can get involved. The agenda will focus on opportunities for county residents to help improve their local waterways. WSSC provided an overview and update of our work on the Consent Decree alongside programs led by Montgomery County government, Montgomery County Department of Environmental Protection, Montgomery Parks and more.	
March 12, 2016	<i>Montgomery Area Science Fair Association</i>	Silver Spring, MD
March 19, 2016	<i>Prince George’s Area Science Fair (PGASF)</i>	Springdale, MD
	WSSC staff served as judges for the county science fair for middle and high school students. As an event partner, WSSC gives out the WSSC Special Award for the best project related to water and/or wastewater.	