WSSC STRATEGIC PLAN

MISSION

We are entrusted by our community to provide safe and reliable water, life's most precious resource, and return clean water to our environment, all in an ethical, sustainable, and financially responsible manner.

VISION

To be THE world-class water utility, where excellent products and services are always on tap.



CORE VALUES

Accountability

Transparency

Excellence

Environmental Stewardship Cost Effectiveness

GUIDING PRINCIPLES



Simplify

Focus

Connect





General Manager's Report

June 2018



Protect Our People, Infrastructure, Systems, and Resources





Protecting Our Source Water

National Drug Takeback Day

Collected 29 lbs. of drugs

Building Fish Habitats

Built by 50 middle-school students

Submerged in Patuxent River

Creates habitats for fish to thrive







Improve Infrastructure





Pings Protect Pipes

- Successful media event to announce:
 - WSSC has longest active Acoustic Fiber Optic system in country
 - 102 miles of large water mains now protected
 - Alerted WSSC 20 times to major breaks
 - \$21 million investment has saved customers more than \$42 million





Storing and Restoring

- New Water Tanks Operational
 - Camp Springs
 - Collington
- Colesville Road Project
 - Greater Silver Spring Chamber of Commerce meeting
 - Members of business community commend project manager





"We love our friends from WSSC – especially Curtis [Pinder]! He is very approachable, always in communication, keeps us ahead of what is going on."

- Downtown Silver Spring Rotary Club





Achieve Business Process Excellence and Maintain Financial Stability





Getting Down to Business

- Tap into Business
 - Combined outreach events
 - Nearly 300 attendees

"...it was truly a world-class event."

Antonio Jones, Delmock Technologies







- P2P Goes Live
 - One stop shop for procurement process
 - From ordering to paying





Counties Approve FY19 Budget

- County Councils approve FY19 budget
 - \$1.4 billion Operating and Capital budget focuses on replacing aging infrastructure
 - \$205.3 million for water and sewer
 - \$40.3 million for Bio-Energy
- Combined 4.5 percent water and sewer rate increase
 - +\$2.04 per month (\$6.12 per quarter) to the average residential customer bill







ACE 2018

AWWA annual conference ACE18

Several WSSC members attended and participated on panels

WSSC Water Treatment Plants received the President's Award from the Partnership for Safe Water

 Tapping team represented Chesapeake section





Enhance Customer Experience and Community Engagement





Informative & Innovative

WSSC In Your Neighborhood Open Houses

April 10 & 24 and May 8



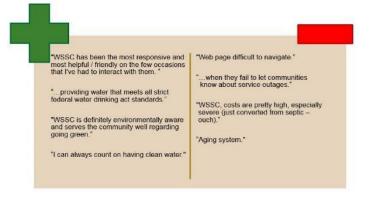


Earning Public Trust

- Customer Feedback Community Utility Ranking Exercise
 - WSSC #1 among local utilities in all 4 areas
 - 51 CFC respondents









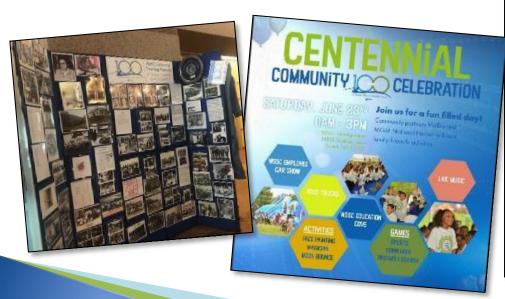


Innovative and Celebrating

Water Symposium: A Century of Innovation

Centennial Celebration

This weekend!









Environmental "Unsung Hero"

- WSSC Environmental Education Coordinator Named PGCPS "Unsung Hero"
- Facilitated 15 PGCPS "Sunfish and Students" programs
- School programs reach thousands!
 - 1500 PGCPS
 - 1300 MCPS





A Model of Engineering Marvel

- Tool for education on water distribution designed by
 - Engineering
 - Process Control
 - Community Outreach
 - Trade Shop
- Inaugural use for this week's H₂OEngineers program
- Will be stored at RGH for internal training and demonstrations

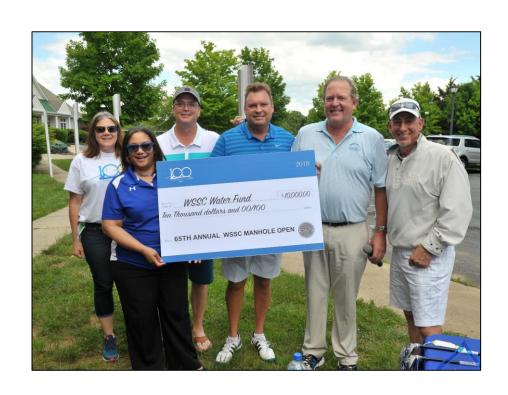






Hole in One for the Water Fund!

- WSSC's 65th Annual Manhole Open Gold Tournament in June
- Employees, retirees and friends raised \$10,000 for WSSC Water Fund
- Water Fund created in 1994 to help those in need pay their water/sewer bill







Inspire Employee Engagement





Celebrate Good Times

- Happy Birthday WSSC
- Come in Unity Meetings
- Earth Month Azalea Garden Clean up





Celebrating our Birthday

Centennial Video Wins a "Telly"

 "A Century of Service: 100-Year-Old Retiree George Campbell Looks Back"







FY 2018 Commission Dashboard

June 2018

HomeServe

August 2016 – April 2018

Product	Monthly Cost	Contracts	Completed Repairs	HomeServe's Repair Cost/Customer Savings	HomeServe's Estimated Revenue
Water Service Line	\$3.99	72,414	1,351	\$2,179,442	\$4,249,881
Sewer/Septic Line	\$5.49	36,532	1,161	\$679,841	\$2,328,358
Bundle(WSL and SSL)	\$5.99	7,554	518	\$520,320	\$651,407
Interior Plumbing and Drainage	\$9.99	16,137	2,744	\$957,785	\$1,558,670
Total		132,637	5,774	\$4,337,388	\$8,788,315

94 New Customer Total Customer Accounts

1,707 Accounts



Total Compliments



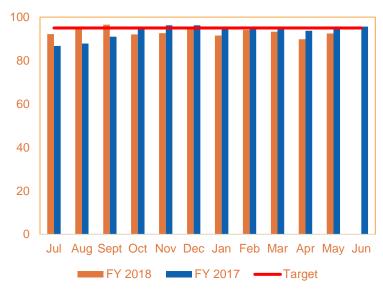
IssueTrakr May 2018

Concerns Closed

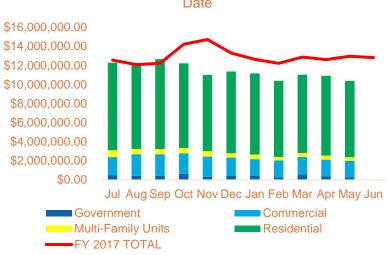
166 Concerns Opened







Delinquent Accounts Accts. Considered Delinquent 17 Days After Due Date



Achieve Business Process Excellence & Maintain Financial Stability

\$160,000,000 \$140,000,000 \$120,000,000 \$594,367,000 YTD \$100,000,000 \$80,000,000 \$60,000,000 \$40,000,000 \$20,000,000

FY 2018 Actual

FY 2018 Total Operating Revenue

FY 2018 Net Operating Expenses



Improve Infrastructure

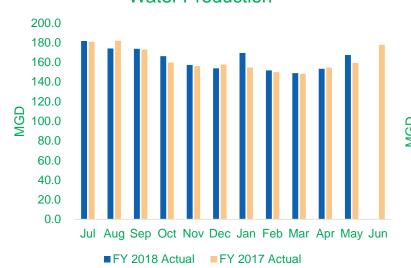




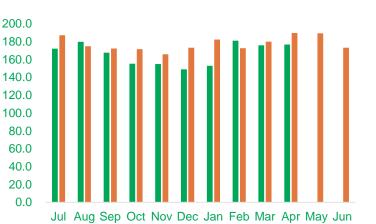
Sanitary Sewer Overflows



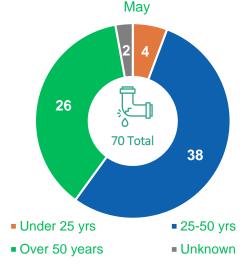
Water Production



Wastewater Treatment
Includes Wastewater Treated at Blue Plains



Water Main Breaks & Leaks by Pipe Age

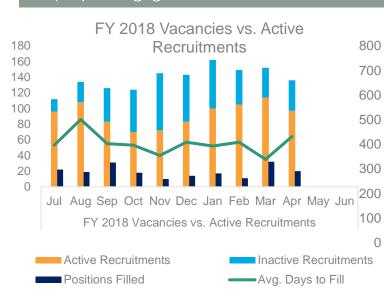


Permanent Paving Work Orders
Average Completion Time

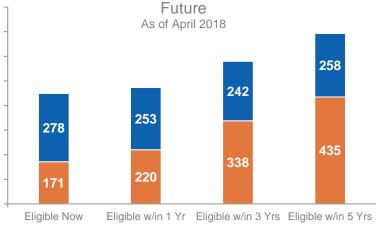
■FY 2018 ■FY 2017



Employee Engagement



FY 2018 Eligible Retirements - Current and



Full Retirement

Early Retirement



FY 2018 MONTHLY STATUS REPORT APRIL 2018



Interoffice Memorandum

TO:

CARLA A. REID

GENERAL MANAGER/CEO

FROM:

JOSEPH F. BEACH

CHIEF FINANCIAL OFFICER

DATE:

JUNE 8, 2018

SUBJECT: MONTHLY STATUS REPORT - APRIL 2018

Attached is the April 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 2018 (FY'18). At this time, we are not changing our FY'18 projected financial results.

Fiscal to date water production, at 163.2 MGD, is 1.1% ahead of the five-year average and 0.8% ahead of last year's pace over the same period. Water production for the month of April, at 153.3 MGD, was 2.2 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 point in the fiscal year, the average end-of-year combined water and sewer billing rate is projected to remain equal to the budgeted level of \$10.038 per thousand gallons produced.

Water production remains slightly above the five-year average. We will continue to monitor our water production rates in the coming months to see if this positive trend continues. The projected accumulated net revenue at year end is \$165.0 million (see page 2 of the report), of which \$68.4 million is restricted for our working capital reserve, \$11.6 million is planned for use in the FY2019 budget, and \$36.3 million is projected to be used in the FY2020 through FY2024 budgets and to maintain the targeted 10% operating reserve.

CARLA A. REID MONTHLY STATUS REPORT – APRIL JUNE 8, 2018 PAGE 2

Other highlights of the April 2018 report are as follows:

Revenues

- Total operating revenues through April are \$611.2 million, or 83% of the total budgeted.
- Total operating revenues (all funds) are projected to be \$736.8 million; equal to budgeted.

Expenses

- Total net operating expenses through April are \$579.2 million, or 79% of the total budgeted.
- Total net operating expenses (all funds) are projected to be \$733.5 million; equal to budgeted.

Water Production

• Water production through April averaged 163.2 MGD (page 4).

Workyears

• Cumulative workyears through the end of April were 1,624 (page 5).

System Development Charge

• The System Development Charge available account balance through April was (\$0.9) million due to an \$8.0 million reserve for MOU related reimbursements. We expect to end the year with a positive balance. 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)

	FY'17	FY'18 APPROVED	FY'17 ACTUAL THRU	FY'18 ACTUAL THRU	PROJECTED THRU
DEVENUE	ACTUAL	BUDGET	4/30/17	4/30/18	6/30/18
REVENUES	ATOO 100	4000 000			
Water Consumption and Sewer Use Charges	\$599,466	\$600,902	\$4 96,101	\$501,071	\$600,902
All Other Revenues	151,683_	135,858_	105,396	110,154	135,858
TOTAL REVENUES	751,149	736,760	601,497	611,225	736,760
EXPENSES					
Operating Expenses	433,121	470,020	340,214	362,135	470,020
Debt Service Expense	250,745	271,216	205,152	225,484	271,216
Debt Octated Expense	200,140	271,210	200,102		211,210
GROSS EXPENSES	602.066	744 000	E4E 200	E07.040	744 000
GRUSS EXPENSES	683,866	741,236	545,366	587,619	741,236
Land Barantontina Balat Carrier Officet	(0.000)	(7.700)	(0.400)	(0.447)	(7.700)
Less: Reconstruction Debt Service Offset	(9,800)	(7,700)	(8,166)	(6,417)	(7,700)
Less: SDC Debt Service Offset	(2,609)	0	(1,888)	(1,997)	0
Working Capital Reserve Transfer	6,524_	0	0	0	0
NET EVDENCES	077 004	700 500	505.040	570.005	700 500
NET EXPENSES	677,981	733,536	535,312	579,205	733,536
NET REVENUE (LOSS) FOR YEAR	\$73,168	\$3,224	\$66,185	\$32,020	\$3,224
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COMBINED WATER AND SEWER OPERATING FUNDS

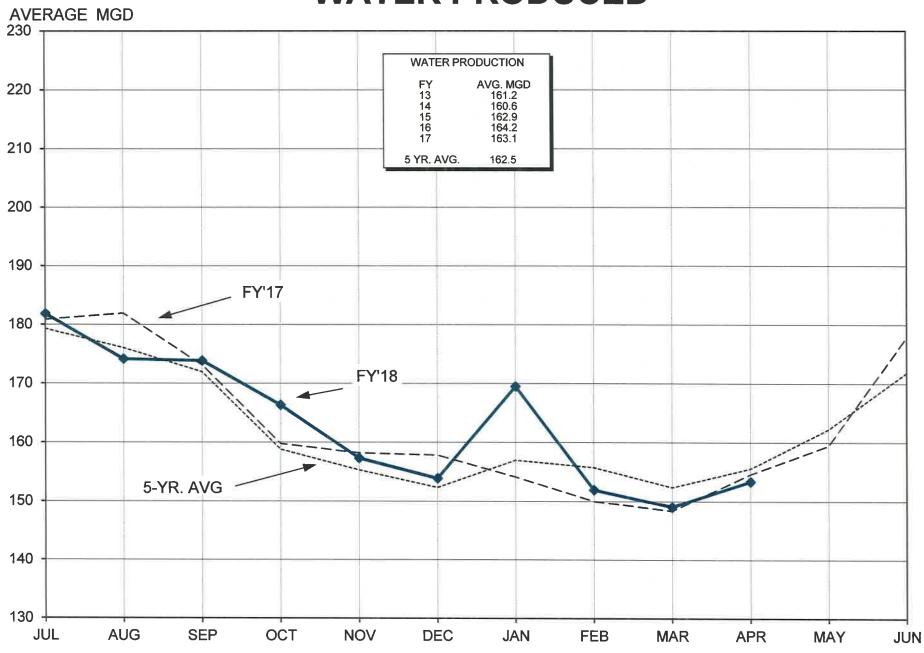
(In Thousands)

	FY'17 ACTUAL	FY'18 APPROVED BUDGET	FY'17 ACTUAL THRU 4/30/17	FY'18 ACTUAL THRU 4/30/18	PROJECTED THRU 6/30/18
REVENUES					
Water Consumption & Sewer Use Charges	\$599,466	\$600,902	\$496,101	\$501,071	\$600,902
Use of Accumulated Net Revenue All Other Revenues	24,450 104,517	11,580 105,166	0	0 226	11,580
All Other Revenues	104,517	103,100	86,459	93,296	105,166
TOTAL REVENUES	728,433	717,648	582,560	594,367	717,648
EXPENSES					
Operating Expenses	410,079	438,084	321,106	350,957	438,084
PAYGO	21,495	30,193	17,912	10,065	30,193
Debt Service Expense	236,735	257,071	193,642	211,085	257,071
GROSS EXPENSES	668,309	725,348	532,660	572,107	725,348
Less: Reconstruction Debt Service Offset	(9,800)	(7,700)	(8,166)	(6,417)	(7,700)
Less: SDC Debt Service Offset	(2,609)	0	(1,888)	(1,997)) o
Working Capital Reserve Transfer	6,524	0	0	0	0
NET EXPENSES	662,424	717,648	522,606	563,693	717,648
NET REVENUE (LOSS) FOR YEAR	\$66,009	\$0	\$59,954	\$30,674	\$0
ACCUMULATED NET REVENUE - BEGINNING OF YEAR	141,873				176,562
NET REVENUE (LOSS) FOR YEAR	66,009				0
USE OF ACCUMULATED NET REVENUE	(17,926)				(11,580)
ACCUMULATED NET REVENUE - END OF YEAR	\$189,956				\$164,982 *
WATER PRODUCED (MGD)	163.1	164.0	162.0	163.2	164.0

^{*} Includes Working Capital Reserve of \$68.4 million.

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

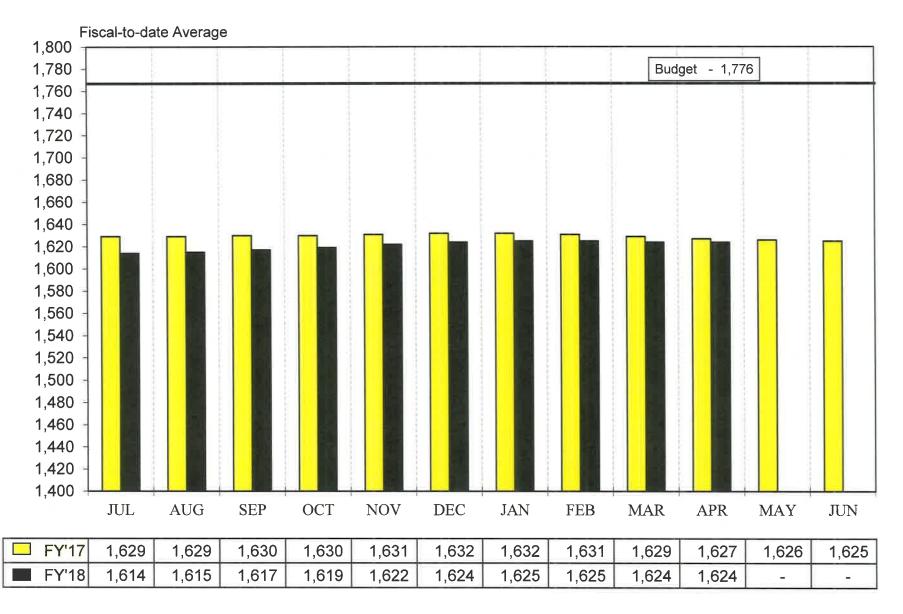
WATER PRODUCED



FY'18 WATER PRODUCED

<u>MONTH</u>	MONTHLY TOTAL (MG)	MONTHLY AVERAGE (MGD)	FY'18 CUMULATIVE AVERAGE (MGD)	FY'17 CUMULATIVE AVERAGE (MGD)
July	5,636.736	181.830	181.830	180.862
August	5,398.291	174.138	177.984	181.377
September	5,215.073	173.836	176.632	178.678
October	5,155.836	166.317	174.032	173.906
November	4,719.051	157.302	170.752	170.820
December	4,769.354	153.850	167.904	168.628
January	5,254.148	169.489	168.133	166.533
February	4,253.392	151.907	166.263	164.628
March	4,619.142	149.005	164.310	162.785
April May June	4,599.462	153.315	163.225	161.975 161.741 163.066

ACTUAL WORKYEARS



STATEMENT OF CAPITAL FUNDS INCOME AND EXPENDITURES CAPITAL FUNDS TOTAL

(In Thousands)

	FY'17 ACTUAL	FY'18 APPROVED BUDGET	FY'17 ACTUAL THRU 4/30/17	FY'18 ACTUAL THRU 4/30/18	PROJECTED THRU 6/30/18
GROSS FUNDS AVAILABLE	·		· 	0	·
Bonds Issued and Cash on Hand	\$534,035	\$614,459			
Anticipated Contributions:					
Federal & State Grants	12,976	10,780			
System Development Charge	36,766	32,189			
Other	35,158	28,081			
Available for Current Construction	618,935	685,509			
CAPITAL COSTS					
Salaries & Wages	\$30,229	\$30,009	\$25,074	\$23,651	\$30,009
Contract Work	328,614	453,397	261,892	175,367	453,397
Consulting Engineers	53,763	57,814	31,537	26,774	57,814
All Other	144,379	144,289	116,312	134,717	144,289
TOTAL COSTS	\$556,985	\$685,509	\$434,815	\$360,509	\$685,509

CONSOLIDATED STATEMENT OF OPERATING FUNDS, REVENUES AND EXPENDITURES (In Thousands)

	FY'17 ACTUAL	FY'18 APPROVED BUDGET	FY'17 ACTUAL THRU 4/30/17	FY'18 ACTUAL THRU 4/30/18	PROJECTED THRU 6/30/18
REVENUES				= X	
Water Consumption Charges	\$270,134	\$267,080	\$220,721	\$227,823	\$267,080
Sewer Use Charges	329,332	333,822	275,380	273,248	333,822
Account Maintenance Fees	32,508	32,118	27,192	27,136	32,118
Infrastructure Investment Fee	37,561	38,816	30,867	33,182	38,816
Front Foot Benefit & House Connection Assessments	22,039	18,852	18,344	15,966	18,852
Plumbing & Inspection Fees	11,178	11,300	9,217	9,769	11,300
Interest Income	1,923	720	1,470	4,444	720
Rockville Sewer Use	2,907	2,632	2,661	2,636	2,632
Use of Fund Balance	24,450	11,580	0	0	11,580
Miscellaneous	19,117_	19,840	15,645	17,021	19,840
TOTAL REVENUES	751,149	736,760	601,497	611,225	736,760
EXPENSES			=======================================	:;	
Salaries & Wages	109,747	120,919	91,071	97,434	120,919
Heat, Light & Power	22,099	22,029	18,187	16,643	22,029
Regional Sewage Disposal	53,946	53,617	48,853	47,383	53,617
All Other	225,834	243,262	164,191	190,610	243,262
PAYGO	21,495	30,193	17,912	10,065	30,193
Debt Service	250,745	271,216	205,152	225,484	271,216
GROSS EXPENSES	683,866	741,236	545,366	587,619	741,236
Less: Reconstruction Debt Service Offset	(9,800)	(7,700)	(8,166)	(6,417)	(7,700)
Less: SDC Debt Service Offset	(2,609)	0	(1,888)	(1,997)) O
Working Capital Reserve Transfer	6,524	0	0	0	0
NET EXPENSES	677,981	733,536	535,312	579,205	733,536
NET REVENUE (LOSS) FOR YEAR	73,168	\$3,224	\$66,185	\$32,020	3,224
ACCUMULATED NET REVENUE - JULY 1	199,353			70-,000	231,401
Use of Fund Balance	(27,726)				(19,280)
ACCUMULATED NET REVENUE - JUNE 30	\$244,795				\$215,345

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'17 ACTUAL	FY'18 APPROVED BUDGET	FY'17 ACTUAL THRU 4/30/17	FY'18 ACTUAL THRU 4/30/18	PROJECTED THRU 6/30/18
REVENUES				*	***************************************
Water Consumption Charges	\$270,134	\$267,080	\$220,721	\$227,823	\$267,080
Account Maintenance Fee	16,579	16,380	13,868	13,839	16,380
Infrastructure Investment Fee	19,156	19,797	15,742	16,923	19,797
Plumbing & Inspection Fees	6,518	6,560	5,366	5,684	6,560
Interest Income	130	100	67	455	100
Use of Fund Balance	9,362	0	0	0	0
Miscellaneous	10,199	11,100	8,127	8,772	11,100
TOTAL REVENUES	332,078	321,017	263,891	273,496	321,017
EXPENSES					
Salaries & Wages	60,383	64,169	50,307	54,100	64,169
Heat, Light & Power	12,733	11,761	10,651	10,002	11,761
All Other	116,446	125,604	88,774	99,782	125,604
PAYGO	9,107	13,163	7,589	4,388	13,163
Debt Service	98,830	106,320	80,445	88,893	106,320
			()	*************	
GROSS EXPENSES	297,499	321,017	237,766	257,165	321,017
Less: Reconstruction Debt Service Offset	(2,800)	0	(2,333)	0	0
Less: SDC Debt Service Offset	(446)	0	(343)	(202)	0
Working Capital Reserve Transfer	3,100	0	0		0
NET EXPENSES	297,353	321,017	235,090	256,963	321,017
NET REVENUE (LOSS)	34,725	\$0	\$28,801	\$16,533	0
ACCUMULATED NET REVENUE - JULY 1	12,447				35,506 *
Use of Fund Balance	(6,262)				0
ACCUMULATED NET REVENUE - JUNE 30	\$40,910				\$35,506
7011 <u>2</u> 00					Ψου,υυυ

^{*}Reflects a decrease in net revenues of \$5,404,000 resulting from prior year adjustments.

SEWER OPERATING

(In Thousands)

	FY'17 ACTUAL	FY'18 APPROVED BUDGET	FY'17 ACTUAL THRU 4/30/17	FY'18 ACTUAL THRU 4/30/18	PROJECTED THRU 6/30/18
REVENUES					
Sewer Use Charges	\$329,332	\$333,822	\$275,380	\$273,248	\$333,822
Account Maintenance Fee	15,929	15,738	13,324	13,297	15,738
Infrastructure Investment Fee	18,405	19,019	15,125	16,259	19,019
Rockville Sewer Use	2,907	2,632	2,661	2,636	2,632
Interest Income	1,410	600	1,092	3,336	600
Plumbing & Inspection Fees	4,660	4,740	3,851	4,085	4,740
Use of Fund Balance	15,088	11,580	0	0	11,580
Miscellaneous	8,624	8,500	7,236	8,010	8,500
TOTAL REVENUES	396,355	396,631	318,669	320,871	396,631
EXPENSES					
Salaries & Wages	48,676	56,106	40,184	42,744	56,106
Heat, Light & Power	9,366	10,255	7,536	6,632	10,255
Regional Sewage Disposal	53,946	53,617	48,853	47,383	53,617
All Other	108,529	116,572	74,801	90,314	116,572
PAYGO	12,388	17,030	10,323	5,677	17,030
Debt Service	137,905	150,751	113,197	122,192	150,751
GROSS EXPENSES	370,810	404,331	294,894	314,942	404,331
Less: Reconstruction Debt Service Offset	(7,000)	(7,700)	(5,833)	(6,417)	(7,700)
Less: SDC Debt Service Offset	(2,163)	0	(1,545)	(1,795)	0
Working Capital Reserve Transfer	3,424	0	0	0	0
NET EXPENSES	365,071_	396,631	287,516	306,730	396,631
NET REVENUE (LOSS)	31,284	\$0	\$31,153	\$14,141	0
ACCUMULATED NET REVENUE - JULY 1	129,426				141,056 *
Use of Fund Balance	(11,664)				(11,580)
ACCUMULATED NET REVENUE - JUNE 30	\$149,046				\$129,476

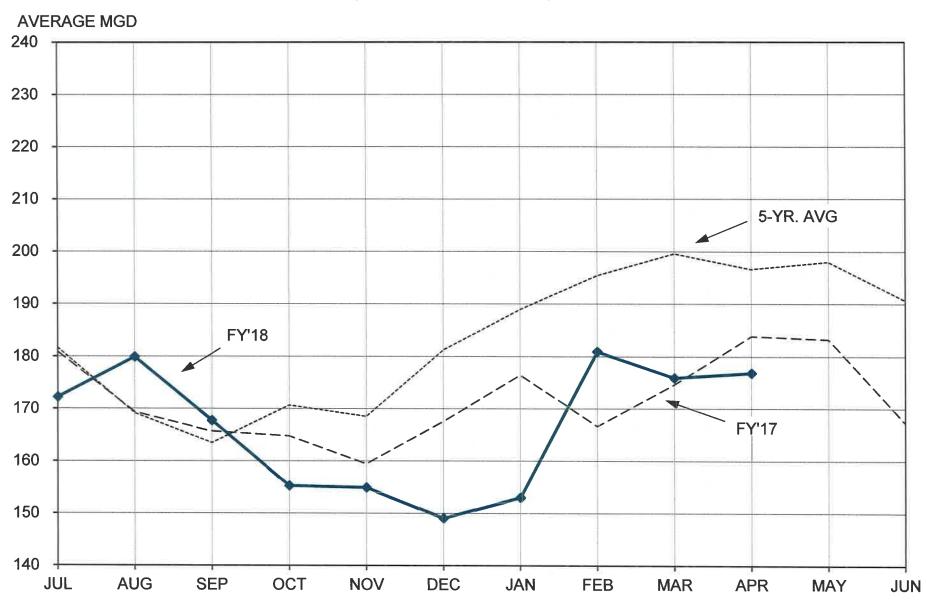
^{*}Reflects a decrease in net revenues of \$7,990,000 resulting from prior year adjustments.

FY'18 SEWAGE FLOWS

<u>MONTH</u>	WSSC PLANTS AVERAGE (MGD)	BLUE PLAINS AVERAGE (MGD)	FY'18 MONTHLY AVERAGE (MGD)	FY'17 MONTHLY AVERAGE (MGD)	FY'18 CUMULATIVE AVERAGE (MGD)
July	61.88	110.30	172.18	180.86	172.18
August	66.10	113.80	179.90	169.35	176.04
September	61.12	106.60	167.72	165.68	173.33
October	54.78	100.50	155.28	164.77	168.78
November	56.93	98.00	154.93	159.46	166.06
December	54.83	94.20	149.03	167.53	163.19
January	57.50	95.50	153.00	176.40	161.72
February	71.90	109.00	180.90	166.60	163.93
March	68.97	106.90	175.87	174.63	165.28
April May June	68.22	108.60	176.82	183.86 183.26 167.24	166.42

SEWAGE FLOWS

(INCLUDES BLUE PLAINS)



GENERAL BOND DEBT SERVICE FUND

(In Thousands)

	FY'17 ACTUAL	FY'18 APPROVED BUDGET	FY'17 ACTUAL THRU 4/30/17	FY'18 ACTUAL THRU 4/30/18	PROJECTED THRU 6/30/18
REVENUES			=======================================	:======	
Front Foot Benefit & House Connection					
Assessments	\$22,039	\$18,852	\$18,344	\$15,966	\$18,852
Interest Income	383	20	311	653	20
Miscellaneous	294	240	282	239	240
Use of Fund Balance	9,800	7,700	8,166	6,417	7,700
Reconstruction Debt Service Offset	(9,800)	(7,700)	(8,166)	(6,417)	(7,700)
TOTAL REVENUES	22,716	19,112	18,937	16,858	19,112
EXPENSES					
Salaries & Wages	688	644	580	590	644
Heat, Light & Power	0	13	0	9	13
All Other	859	1,086	616	514	1,086
Debt Service	14,010	14,145	11,510	14,399	14,145
GROSS EXPENSES	15,557	15,888	12,706	15,512	15,888
NET EXPENSES	15,557	15,888	12,706	15,512	15,888
NET REVENUE (LOSS)	7,159	\$3,224	\$6,231	\$1,346	3,224
ACCUMULATED NET REVENUE - JULY 1	57,480				54,839
Use of Fund Balance	(9,800)				(7,700) *
ACCUMULATED NET REVENUE - JUNE 30	\$54,839				\$50,363

^{*} Reflects the transfer of \$7,700,000 for Reconstruction Debt Service from General Bond Debt Service Fund to the Sewer Operating Fund.

SYSTEM DEVELOPMENT CHARGE ACCOUNT

(In Thousands)

ACCOUNT BALANCE, JULY 1, 2017	\$19,284
ACCOUNT ADDITIONS: SDC Revenues, Net Interest Income	24,041 134
FUNDS AVAILABLE	43,459
Less MOU Credit Reimbursement	(11,154)
TRANSFERRED TO OPERATING FUNDS:*	
Water Operating - Debt Service Sewer Operating - Debt Service	(202) (1,795)
TRANSFERRED TO BOND FUNDS:	
Water Supply Bond Sewer Disposal Bond	(13,400) (9,800)
Account Balance	7,108
Less Amounts Billed But Not Yet Collected	0
Less Reserve for MOU Related Reimbursements	(8,004)
AVAILABLE ACCOUNT BALANCE, APRIL 30, 2018	(\$896)

^{*}Transfers to operating funds service debt issued in FY'16 and are shown on pages 8 & 9 as SDC Debt Service Offset.