

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.

STRATEGIC PRIORITIES



CORE VALUES

Accountability

Transparency

Excellence

Environmental
Stewardship

Cost
Effectiveness

GUIDING PRINCIPLES

Simplify

Focus

Connect



Advocating for infrastructure investment

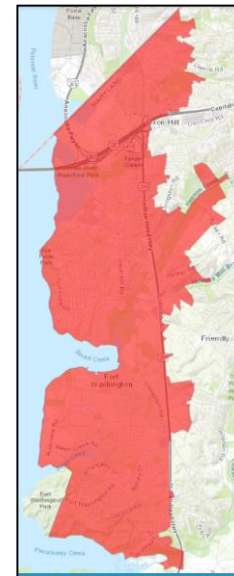
General Manager's Report

April 2019

Protect Our People, Infrastructure, Systems, and Resources

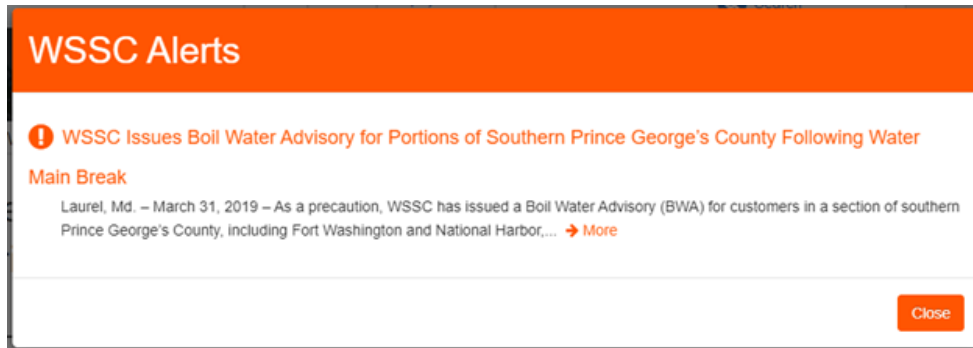
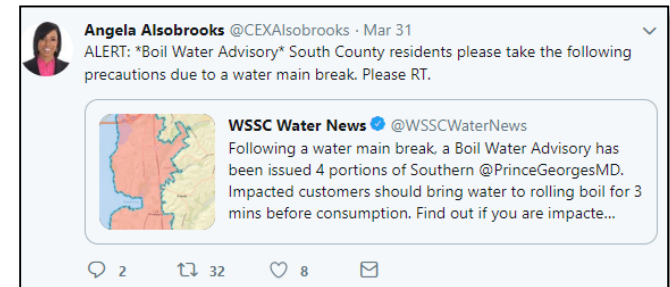
Abundance of Caution

- ▶ Broken 36" water main in southern Prince George's County
- ▶ Boil Water Advisory
 - Issued Sunday night
 - Lifted Tuesday morning
 - Affected 23,000 customers



Advising our Customers

- ▶ Prince George's County Emergency Alert System
- ▶ Customer Notification System (CNS)
- ▶ Social and traditional media
- ▶ More than 12,000 hits to wsscwater.com

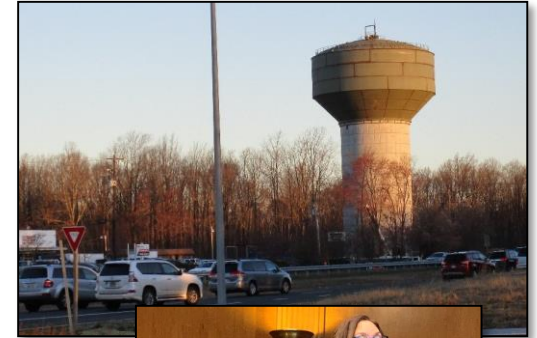


Improve Infrastructure

From Source to Resource

- ▶ Brandywine elevated water storage tank
 - Part of 385B Clinton Pressure Improvement Project
 - Improves water pressure, reliability
 - \$6.5 million investment

- ▶ Advocating for infrastructure investment



From Resource to Recovery

- ▶ High flow reduction at Piscataway WRRF



- ▶ Behind the Scenes at Seneca and Parkway WRRFs



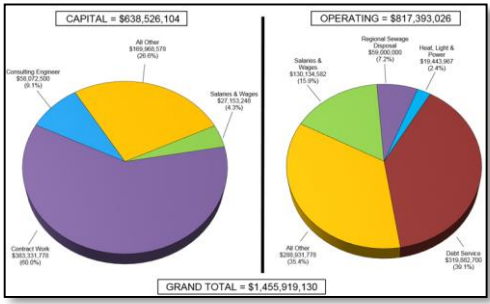
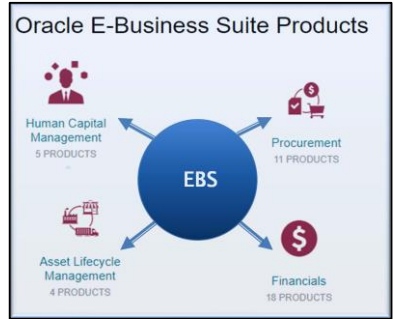
Achieve Business Process Excellence and Maintain Financial Stability



Moving Forward

- ▶ FY 2020 Budget presentation
 - Prince George's County Council TIEE committee meeting

- ▶ E-Business Suite (EBS) Stabilization Project



- ▶ Strategic Sourcing savings
 - Change in WRRF chemicals



Enhance Customer Experience and Community Engagement

Transparency and Collaboration

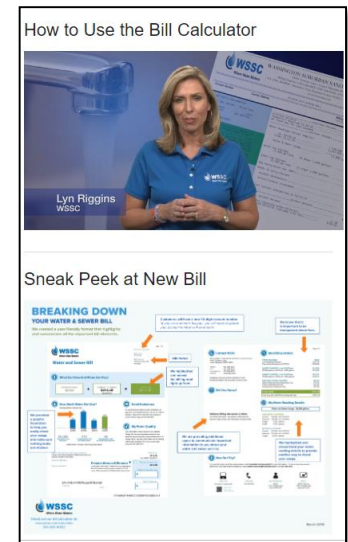
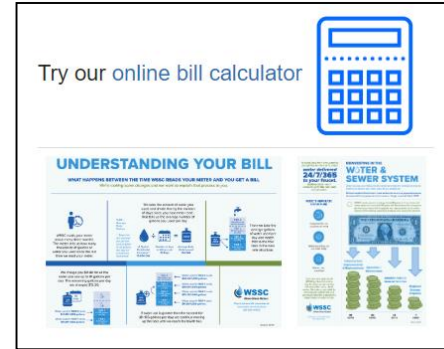
- ▶ Piscataway Bioenergy Project Open House
- ▶ Prince George's County Councilpersons' community support
 - District 3 Open House
 - District 2 Budget Listening Sessions
 - Council-at-Large Family and Friends Day
- ▶ Maryland Legislative Session SINE DIE



Education and Inspiration

▶ Rate Structure outreach

- Open house meetings
- Social media
- Web presence
- Online calculator



▶ Annual Water Quality Report



▶ Project Lead the Way STEM networking event



Inspire Employee Engagement

Engaging Through Knowledge

- ▶ Procurement Week
 - “Get to Know Us” events

March is Purchasing Month

LEARN HOW PROCUREMENT AND OSDI ARE EMPOWERING WSSC'S DOLLARS TO BRING VALUE TO OUR CUSTOMERS AND THE COMMUNITY WE SERVE!

Procurement Trivia
Oooh, your email and the internet for trivia questions and a chance to win an Amazon gift card! Winner announced March 29.

Coffee with Procurement
Monday, March 25 from 7:00 - 9:00am
Have a cup of coffee, juice, and donuts while getting your questions answered on the RGH Lake Level near the parking garage entrance.

Pastries with Procurement and OSDI
Wednesday, March 27 from 10:00 - 3:00pm
Join Procurement and OSDI in the RGH Lake Level atrium (95 side) to meet staff and learn more about processes & purchasing guidelines.



- ▶ Customer Service Rate Structure Information Session



- ▶ Micro-learning

HOW CAN YOU FIT TRAINING INTO YOUR BUSY SCHEDULE?

Try Sollah Interactive!
eLearning courses for busy employees in WSSC's LMS

sollah interactive, LLC