

We Are WSSC Water Delivering the Essential

Commission Meeting
April 17, 2019

We Are Ready

- ▶ Build off Centennial milestone
 - New century, new challenges, new strategies
- ▶ Leverage major improvements
 - New modern, simplified rate structure
 - New customer-friendly bills
 - Enhanced affordability
 - Improved notification process
- ▶ Continue to build trust
 - Zero drinking water quality violations
 - We deliver the essential
 - Put the Water in WSSC

Our Brand Story

Water makes the essential possible.

You have a family to raise. A business to grow. A weekend to plan. You have laundry to load. And a thousand emails to answer by 10 am. These are your essentials – the small things you have to think about, and the big things at the heart of your life. But there is one essential that makes all the others possible. Clean water. Turn on the tap, pour, drink, wash, flush. It's so fundamental, you don't often think about it. Water, it makes your life work.

Your team at WSSC Water proudly goes to work every day with one aim: to make water work, so you can focus on your essentials. We are relentless about safety, with zero water quality violations in 100 years. We're investing in service across the board, so you can pay a bill, solve a problem, and find what you need with a click, a scroll, or a quick call. And we strive to create a satisfying experience with WSSC Water for everyone, every time. Because life is better with one less thing to worry about.

Delivering safe, seamless, and satisfying water services is a team effort. Your team at WSSC Water shares a vision of what a world-class water utility looks like, and we never stop pursuing it. We push each other to deliver our best because we know it's what our Montgomery and Prince George's County neighbors expect and deserve. Delivering our best gives you the freedom to focus on your essentials. Go for it. We're here to make the essentials possible.

We Are Proud

For our busy neighbors, we are the proud provider of essential water services, making life easier by improving every day.



WSSC Water Logos

- ▶ New logos based on:
 - Commissioner feedback
 - SLT members
 - Brand story
- ▶ Created by in-house Graphic Designers
- ▶ Three options
 - Leaf, W and Out-of-the-box

We Are Stewards

WSSC Water

Delivering the Essential



Treatments

Log In | Register Newsroom | Events

WSSC Water
Delivering the Essentials

Customer Service

Do you have Gas Appliances?
Stay safe and have them inspected... Learn More

Events

- January 21, 2019
Martin Luther King, Jr. Day - CLOSED
12:00 AM
- January 24, 2019
Watershed Defenders**
09:00 AM
- January 25, 2019
Watershed Defenders**
09:00 AM

[View all events](#)

January 17, 2019 | Alert
Emergency Water Main Repair - Greenbelt

January 15, 2019 | News Release
First Commission Meeting of 2019 Scheduled for Wednesday, January 16

January 14, 2019 | News Release
Emergency Water Main Repair - Accokeek

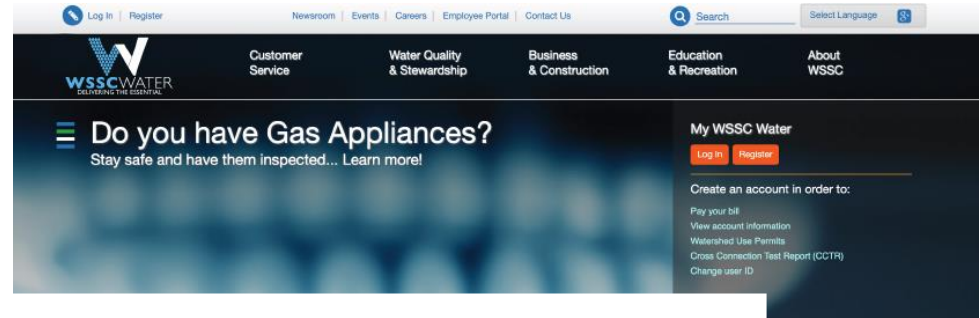
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- [Report a Problem/Contact Us](#)
- [Sign up in Supplier Portal](#)
- [Customer Notification System \(CNS\)](#)
- [Submit a Claim](#)
- [e-Permitting System](#)
- [Maryland Public Information Act](#)
- [Current Job Openings](#)
- [Finding and Verifying a Plumber/Gasfitter](#)
- [Sewer Service Alerts](#)

We Are Bold



Treatments



We Are Innovative



Treatments

The screenshot shows the WSSC Water website homepage. At the top, there is a navigation bar with links for 'Log In', 'Register', 'Newsroom', 'Events', 'Careers', 'Employee Portal', and 'Contact Us'. A search bar and 'Select Language' option are also present. Below the navigation bar is a main menu with categories: 'Customer Service', 'Water Quality & Stewardship', 'Business & Construction', 'Education & Recreation', and 'About WSSC'. The main content area features a large banner with the text 'Do you have Gas Appliances? Stay safe and have them inspected... Learn more!' and a 'My WSSC Water' section with 'Log In' and 'Register' buttons. Below the banner, there are sections for 'Events', 'News', 'Public Notices', and 'Quick Links'. The 'Events' section lists several dates and times for 'Watershed Defenders' events.

Log In | Register | Newsroom | Events | Careers | Employee Portal | Contact Us | Search | Select Language

WSSC water

Customer Service | Water Quality & Stewardship | Business & Construction | Education & Recreation | About WSSC

Do you have Gas Appliances?

Stay safe and have them inspected... Learn more!

My WSSC Water

Log In | Register

Create an account in order to:

- Pay your bill
- View account information
- Watershed Use Permits
- Cross Connection Test Report (CCTR)
- Change user ID

Events

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→ View all events

News | Public Notices

Quick Links



We Are the Heart & Soul



We Are WSSC Water!

