

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

Collaboration

Environmental Stewardship

Excellence

Innovation

GUIDING PRINCIPLES

Simplify

Focus

Connect

Journey to World Class



First Summer Camp at WSSC

General Manager's Report

August 2019

Protect Our Resources

Water Quality Exercise

- ▶ US EPA supported three-day exercise
- ▶ Build relationship with response partners:
 - MDE, County Health, Environment & Emergency Management offices
- ▶ Improve collaboration on drinking water contamination response
- ▶ Enhance procedures to respond & report incidents



National Night Out



- ▶ Enhance relationship between police and communities
- ▶ WSSC Police and Community Relations supported the event at multiple locations:
 - Olney Police Station, Supplee Rec Center in West Laurel, New Carrollton, Fort Washington and Oxon Hill



Brassie Way Update

- ▶ Completed first phase to replace 350 feet of eight-inch diameter water main
- ▶ Second phase underway to replace 100 feet of three-inch main
- ▶ WSSC Customer Advocate Brandon Stewart providing regular updates



Optimize Infrastructure

Utility of the Future Award

- ▶ Award looks at big picture:
 - Efficient operations
 - Enhanced productivity
 - Long-term sustainability
- ▶ Four major water industry sector organizations involved



Major Broad Creek Project Milestone

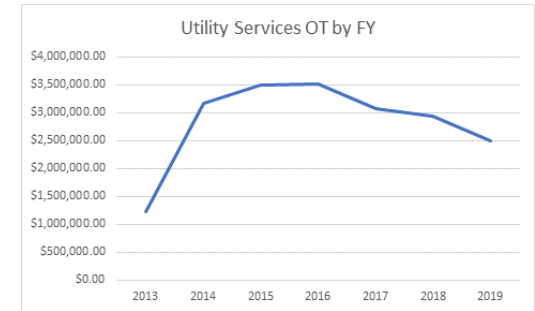
- ▶ Completed tie-in of 36-inch main from the Broad Creek Pumping Station to new 48-inch main
- ▶ Major milestone! Installation of final 3 of 6 pumps in December 2019
- ▶ Restoration/clean-up complete by April 2020... And that's a wrap!



Spend Customer Dollars Wisely

Saving Money

- ▶ Strategic Sourcing identified nearly \$100M in cost savings/avoidance through FY19
- ▶ Group insurance plan changes saved \$4.3M in FY17 – FY19
- ▶ Overtime changes saved \$3.4M since FY16
- ▶ Maintain AAA rating



Enhance Customer Experience

Water Works Camp

- ▶ First-ever WSSC full-week camp
 - Partnership with MdBio Foundation-Learning Undeclared & Housing Opportunities Commission (HOC) of Montgomery County
- ▶ 22 underprivileged youth from 6th to 9th grade who live in households receiving HOC support
- ▶ Goal: learn about our clean water mission and gain an understanding of STEM principles



Update on Flushing Pilot Project

- ▶ Initiated 1 year ago to address discolored water hot spot in Gaithersburg
- ▶ Zero calls for DW complaints since installed
- ▶ Device allows for remote control and very low maintenance
- ▶ Second device pilot later this month in Bethesda; Two more locations TBD



Customer Kudos!

“Thank you, Melinda, for your outstanding customer service in response to my sewer back up.

You have been responsive with immediate follow up calls even after coming off vacation.

Thanks for caring.”

Cynthia Rattley
Montgomery Village



Transform Employee Engagement

WSSC Education Fair

- ▶ Event held to “Upskill/Reskill” employees to take career to next level
- ▶ More than 300 employees attended with dozens of vendor tables
- ▶ Fantastic feedback:
“engaging...well organized... thought provoking and a true benefit to anyone who attended.”



That's a Wrap - Interns

- ▶ 50 interns participated in this year's program
 - Students from as far away as Texas
- ▶ Since 2011, 365 interns have participated
- ▶ Hope to see many back again next year!

