

# 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



Donate to the Water Fund!

Donate

if you have questions regarding the Water Fund, please call an agent at 301-206-4001, 1-800-634-8400, or contact us online.



WSSC is There for our Neighbors in Need

# General Manager's Report

## February 2019

# Protect Our People, Infrastructure, Systems, and Resources

# Always On The Job

▶ Blue Light Station upgrades



▶ Winter weather

**WSSC Water News @WSSCWaterNews**  
4 days ago

BRR! It's getting cold out here! There must be a #PolarVortex in the atmosphere! Xtreme cold lowers water temps in the Potomac River which can trigger an increase in water main breaks. Check out this graph. [ow.ly/1p9c30nxa7l](https://ow.ly/1p9c30nxa7l)

**WSSC Water News @WSSCWaterNews**  
5 days ago

We hope it doesn't, but if a pipe inside your house freezes or breaks, make sure you have a plumber's number handy and know where your shutoff valve is located! #PolarVortex Tips

**Jim Handy**  
January 31 at 5:45 PM

When the temps plummet these guys step up to fix broken water mains and valves. I layered up and got in the trenches today to see what it takes to get their job done. #HandItToHandly #WorkingHard4You WSSC Water Only going to get worse when we thaw.

**WSSC Water News @WSSCWaterNews**  
3 days ago

During the busy winter months our crews respond to about 1,200 water main breaks, sometimes many many more in a day than we have crews. We inspect and prioritize each break or leak based on a variety of factors, we'll repair each ASAP!

# Improve Infrastructure

# From Source to Resource

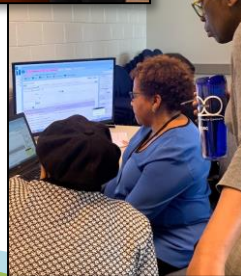
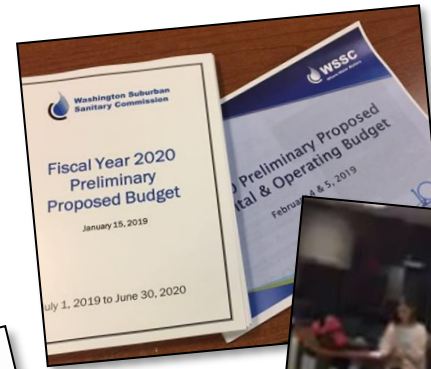
- ▶ Olney Water Tower
- ▶ Brighton Dam rehabilitation
- ▶ Biosolids storage



# Achieve Business Process Excellence and Maintain Financial Stability

# Full Steam Ahead

- ▶ FY 2020 Budget Hearing
- ▶ BIG Program
- ▶ Project Cornerstone

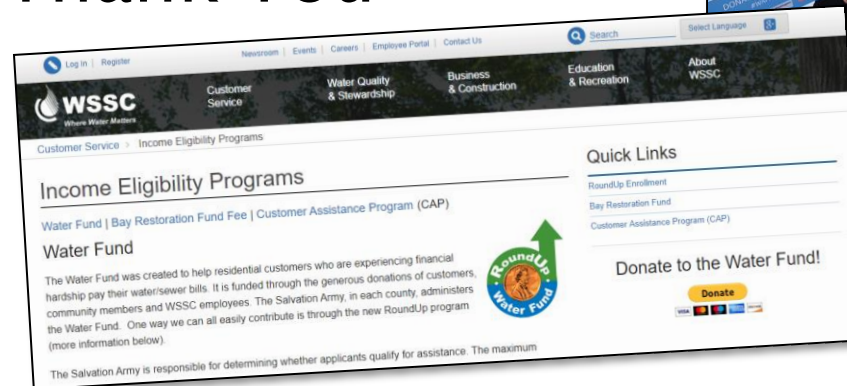




# Enhance Customer Experience and Community Engagement

# Helping Hands

- ▶ Federal worker shutdown assistance
- ▶ Working with our utility partners
- ▶ Expanding Water Fund outreach
- ▶ A Veteran's "Thank You"



# Reaching Out

- ▶ Improvements to Customer Notification System



- ▶ National Engineers Week



# Inspire Employee Engagement

# Lifting Up

- ▶ Employee Service Awards



- ▶ Hot Pots



- ▶ Relaxation Body & Mind



# Giving Back and Looking Forward

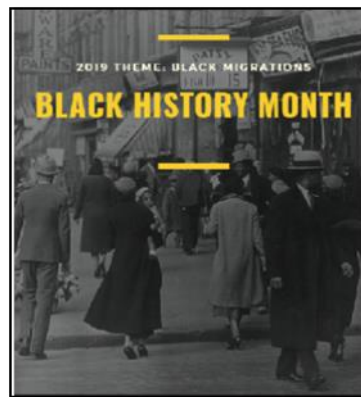
- ▶ Office of Inspector General at “Junior Achievement”



- ▶ Food Drive



- ▶ Black History Month



# Embracing Our Path

## ► Strategic Planning Sessions

