

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



2019: A Look Ahead

General Manager's Report

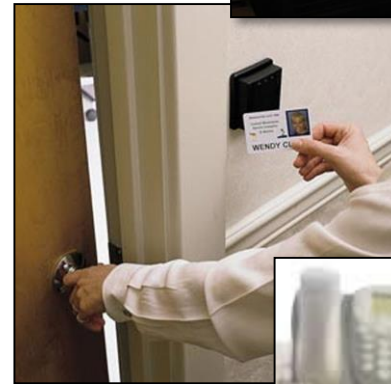
January 2019

Protect Our People, Infrastructure, Systems, and Resources

Protecting our Staff

- ▶ Security Upgrades
 - Completion of Electronic Security Upgrade Plan, Phase 3
 - Specific floor upgrades

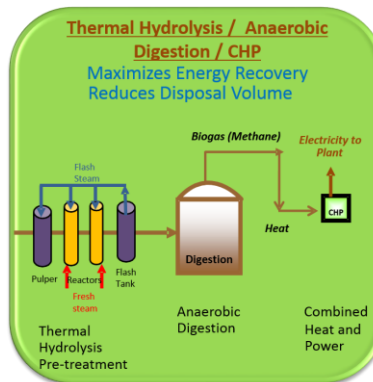
- ▶ A.L.I.C.E. Training



Improve Infrastructure

Improving with Innovation

► Piscataway BioEnergy

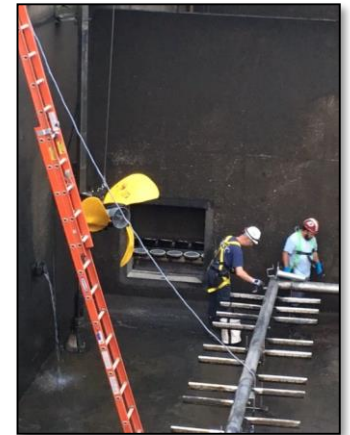
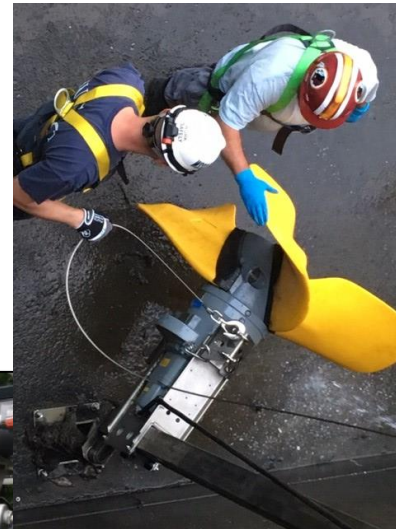


► Advance Metering Infrastructure



Improving with Innovation

- ▶ Enhanced Biological Phosphorus Removal process
- ▶ Reactor basin mixers
- ▶ Innovation Task Force continues



Achieve Business Process Excellence and Maintain Financial Stability

Planning for Our Business Future

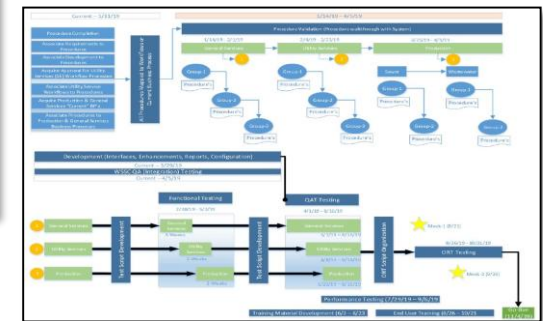
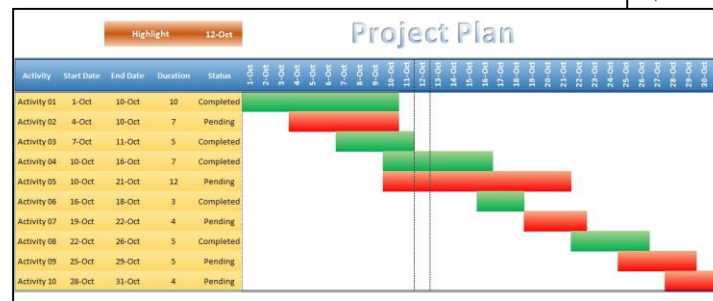
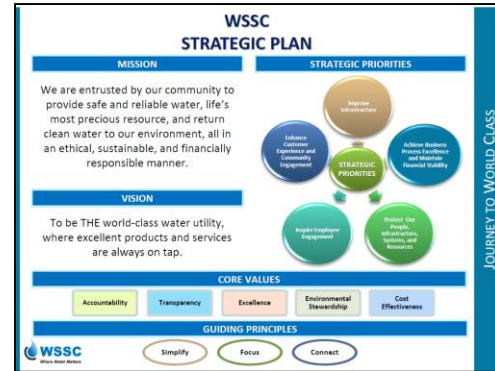
- ▶ Rate Structure
- ▶ Project Cornerstone
- ▶ Cost Savings
- ▶ Succession Planning
- ▶ Computer Upgrades



Strategy for Our Future

► Strategic Planning

- Objectives
- Trends
- Indicators
- Timelines



Enhance Customer Experience and Community Engagement

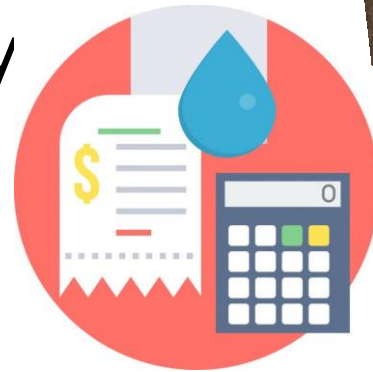
Customer Friendly Service

- ▶ Brighton Dam Visitor Center
- ▶ New Customer Website



Tools to Help Our Customers

- ▶ Online Code of Regulations
- ▶ Enhanced Affordability Programs
- ▶ New Bill Design
- ▶ Online Bill Calculator



Inspire Employee Engagement

Building an Engaged Workforce

- ▶ Come in Unity 2019
- ▶ Training Programs
- ▶ Internal Communications Review and Streamline
- ▶ Employee Picnic and Rodeo

