



It's all the way live!

General Manager's Report

July 2019

Protect Our Resources

Reduces Risk

- ▶ Customer to Meter (C2M) protects WSSC/customers from risks associated with using outdated system



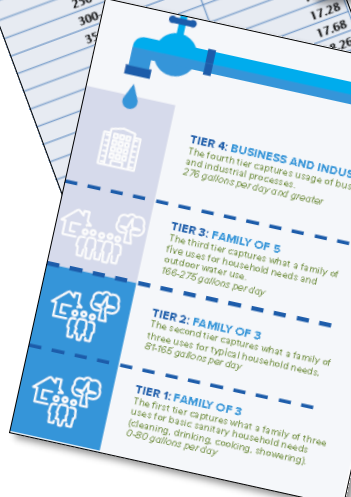
Optimize Infrastructure

Out With The Old – In With The New

- ▶ C2M replaces Customer Service Information System
- ▶ Allows us to replace 16-tier rate structure with simplified four-tier structure



Average Daily Consumption (ADC)		Combined Water & Sewer Rates Per 1,000 Gallons Effective July 1, 2017
Range		7.95
0-49		9.12
50-99		10.38
100-149		11.83
150-199		13.27
200-249		14.38
250-299		15.26
300		16.00
350		17.28
400		18.26



Customer Service Information System

```

CS00005E-1  CUSTOMER SERVICES INFORMATION SYSTEM  VTAM0055  10/25/18
INQUIRY MODE  GENERAL ACCOUNT INQUIRY  3192  11:34:01
TEXT: 03/13/12  STORE NO:  CREATE DT: 05/23/90  OLD ACCT: 6634966005
CUSTOMER INFORMATION  NO OF DECS: 03
ACCT NO: 3499654  XREF: 0000001097  PRMT: 0000001097  0000001097  0000015267
SERV ADDR: 5047  COLBURN TER  LIFE SUPPORT REQ'D:
CUST: JONES  AARON  RETURN DATE:
OWNER: JONES  AARON  RETURN DATE:
CNTY: F  GEO: 86  LOT/BLK: 63  PROP CO: 03  SUBD: CHILLUM HILLS
STAT: ACT/REG  MTR ID: 03786000  0  BILLING INFO:
SERV TYPE: MS  MTR SIZE: 81  C  DAC INFO:
IDC/FG: N  STATUS: A  DIAL 1:  DIAL 2:
HLD CD/DT:  TOR: R  DIAL 3:  COMP/R: 0000115
ARRANGMT: N  CAP:  USE: 00  SPEC BILL CD: 00
CORRESPND: N  MAINT: 01  BILLING CVC: 4
ADMJNT: N  SUBS: 00  TYPE RD: 101  ACT RC/RD:
BLK PA-CH:  TRACE: 0  PAY AMT/DT: 165.22  09/28/18
FLD SERV: N  BILL-TO DT: 09/27/18  ACTI BAL: 165.22  10/09/18
PENALIZE: Y  RD CVC: 57 30074933 024  ACT NOTICE: 0
FILE DATE: 06/27/98  PAGE: 5409  GRID: 807  200-FT: 207HEB1  RND UP: 0.08
ENT=CON F2=CE F3=PPIS F4=CAP F5=TXT F7=PRE F8=XMT F9=QW F10=E8I 12=REF CLR=RTN
    
```

Customer to Meter

C2M TRND Oracle Utilities Customer To Meter

Home | Menu | Admin | History | Control Central | Account Information | Search Alerts | Help

Control Central

Alerts: 0

Main | Account Information | Customer Information | Account Type | Premise Type | Payment Type | Pay Plan Type

Customer Information (Map Zone)

Account ID: 4283020000
Main Customer: Haynes, Andrew
Account Relationship Type: Property Owner
Set Up Date: 05-27-2018
CIS Division: WSSC
Customer Class: Residential
Bill Cycle: Quarterly Day 47
Next Credit Review Date: 10-03-2018

Current Contact

Person: Haynes, Andrew
Account ID: 4283020000 4 Haynes, Andrew, Residential, 139.24
Current Balance: 139.24
Premise: 1234 Blarion Court, GREENBELT, MD, 20770-0000

Customer Information

Account ID: 4283020000
Main: Haynes, Andrew
Customer: Set Up Date: 05-27-2018
CIS Division: WSSC
Customer Class: Residential
Bill Cycle: Quarterly Day 47
Current Credit Rating: 1000
Next Credit Review Date: 10-03-2018
Refund: documentaton #f00pashdofy000

Credit and Collect Info

Account ID: 4283020000
Current Balance: 139.24
Last Payment: 09-20-2018, \$3.00
Last Invoice: 09-20-2018, \$132.24, Due Date: 09-03-2018
Next Bill Date: 12-11-2018

Financial Information

Account ID: 4283020000
Current Balance: 139.24
Last Payment: 09-20-2018, \$3.00
Last Invoice: 09-20-2018, \$132.24, Due Date: 09-03-2018
Next Bill Date: 12-11-2018

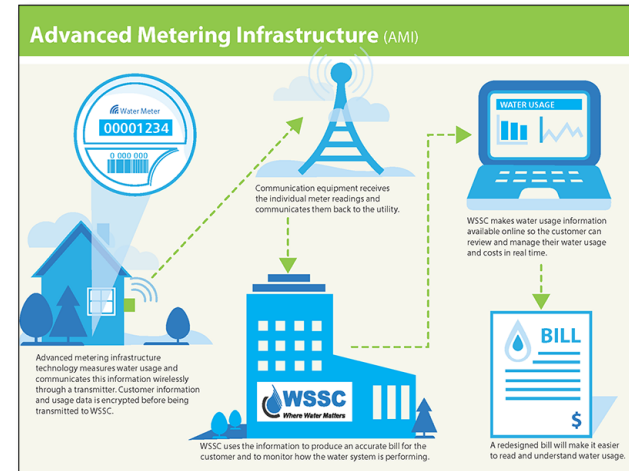
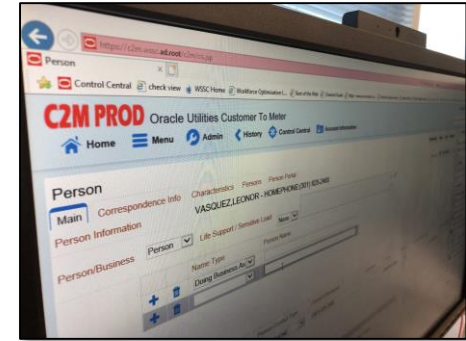
Current To Do

Customer Contact

Spend Customer Dollars Wisely

Attention to Detail

- ▶ Project Cornerstone makes WSSC more efficient
 - Drastically reduces the number of systems involved in reading meters & billing customers
 - Automates many processes – saving time and money
 - Lays the foundation for AMI
- ▶ FY19 Budget – tracked monthly
 - \$6.5M reduction in expenditures
 - \$4.1M reduction in revenue
 - \$2.4M net positive budget result



Enhance Customer Experience

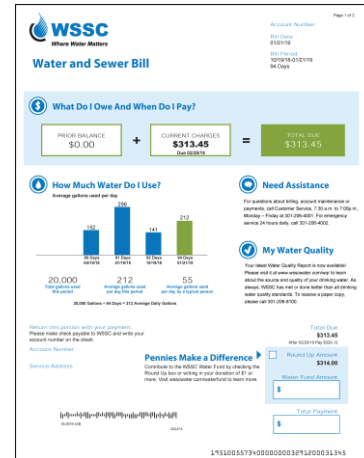
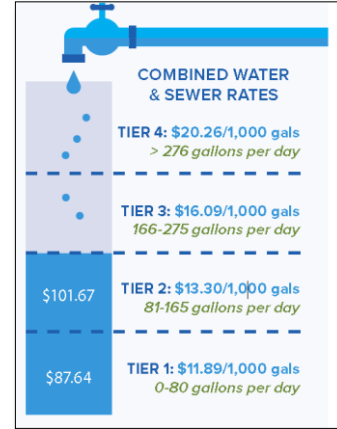
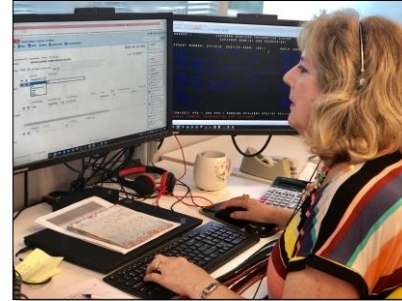
Improve Customer Service

- ▶ Modern rate structure
 - Based on 3 person household
 - Simplified to four tiers
 - Tiers reflect water use today
 - Promotes conservation

- ▶ Enhances storage/access to customer information

- ▶ User-friendly bills

- ▶ Enhanced affordability



Transform Employee Engagement

All Hands on Deck!

- ▶ Intensive training
- ▶ Highly supportive
- ▶ Recognition for hard work

