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- Customer to Meter (C2M) protects WSSC/customers from risks associated with using outdated system.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

FAREWELL CSIS
HAPPY RETIREMENT
THANKS FOR THE MEMORIES!
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