

Monthly Project Cornerstone Update

Commission Meeting
July 17, 2019

Accomplishments

- ▶ On-boarded temporary billing analysts – June 24
- ▶ Team pep rally - June 27
- ▶ Customer to Meter (C2M) & Mobile Workforce Management (MWM) training complete – June 28
- ▶ Successful cut-over weekend complete – July 1
- ▶ **Release One go-live complete - July 2**



Key Project Updates

► Release One (R1) – C2M & MWM

- Highly successful cutover; maintained Green health status through the entire weekend
- On track to hit all post-cut over milestones
- Hypercare staffing plan for 24-hour coverage on business days has been activated
- Project consultants deployed to provide hands-on support to WSSC employees adapting to the new systems. Consultants deployed in both the Call Center and at the depots
- Technical and business issues are currently being experienced and triaged through the Hypercare processes

Key Project Updates

► Release Two (R2) – WAM & MWM

- Project rating = red for risk, budget, schedule and resources
- Executive Team reevaluating the project's budget and schedule due to:
 - Need to focus on Release 1 through stabilization;
 - Increased costs due to project delays;
 - Resources allocation; and
 - Limited availability of critical skill sets in the marketplace

Reminder: What to Expect After Go-Live

- ▶ Increase in customer calls/wait times
- ▶ Extended time to work out billing and other customer-related issues
- ▶ Increased resources for go-live and assessing the level of “bubble staffing” needed to support increased workload for post production
- ▶ Discussions with other utilities implementing these changes = post go-live is challenging
- ▶ Proactive & transparent communication plan
- ▶ Hypercare implemented to address issues



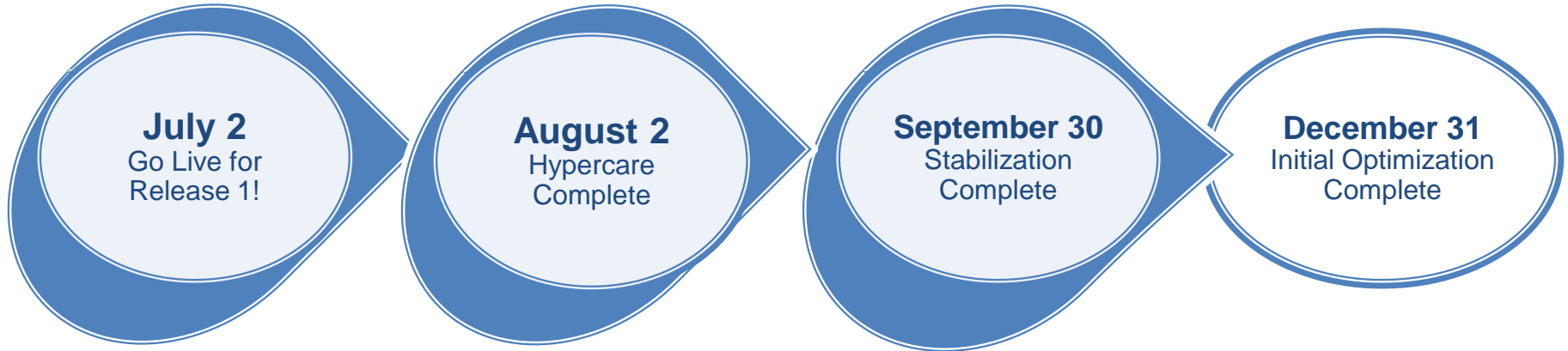
#LOSETHEWAIT

We're anticipating longer call wait times, try these other options:

- 1. Voice Response System**
301-206-4001
• Account information • Bill arrangements
• Bill payment • Meter readings
- 2. Got Questions?**
Skip the call, email us:
customer.service@wsscwater.com
- 3. Online**
wsscwater.com/papmybill
- 4. Visit Us**
14501 Switzer Lane, Laurel, MD 20707

WSSC
Where Water Matters

Important Milestones for Release 1





Questions?