



Customer Service representatives explain WSSC's modern and simplified rate structure to customers

General Manager's Report

June 2019

Protect Our People, Infrastructure, Systems, and Resources

Brassie Way Break: Update

- ▶ Eight inch water main break on Brassie Way in Montgomery Village on 6/6
- ▶ Three homes impacted-one condemned
- ▶ Media coverage: NBC, CBS, FOX, WTOP, My MC Media, WDVM
- ▶ WSSC working closely with impacted customers
- ▶ Investigation of cause & neighborhood water mains under way



Sharing Insights to Protection

- ▶ MDEMA/Homeland Security Symposium

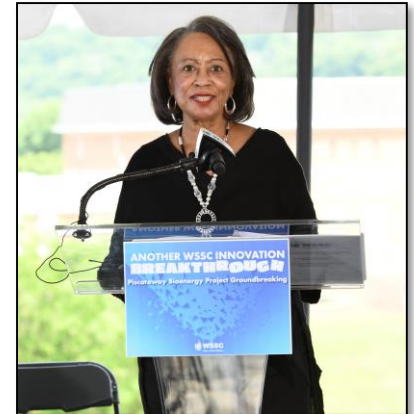


2019 SYMPOSIUM
MDEMA
HAZARD ROULETTE

Improve Infrastructure

Another WSSC Innovation Breakthrough

▶ Piscataway Bioenergy Project Groundbreaking



Achieve Business Process Excellence and Maintain Financial Stability

What is Possible

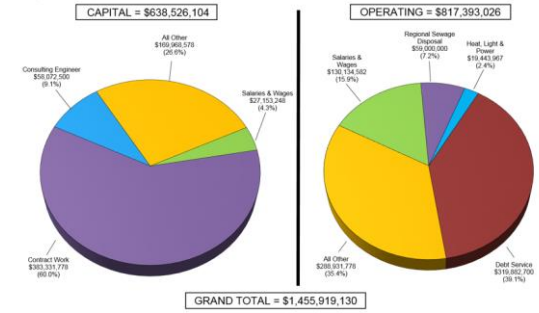


- ▶ Strategy and Innovation Office
 - Jaclyn Vincent, Chief Strategy and Innovation Officer
 - Keith Tyson, Director, Innovation and Research
 - Yvonne Carney, Director, Strategic Performance
 - FY 2020: Two additional offices under SIO
 - Transformation
 - Organizational Development and Learning



Total Trans\$parency

- ▶ FY2020 budget
 - Nearly \$1.5 billion budget focused on safe, clean water
- ▶ Nearly \$200 million to replace aging water/sewer mains
- ▶ Includes 5 percent average revenue increase
- ▶ Typical household = \$4 quarterly bill increase



REINVESTING IN THE WATER & SEWER SYSTEM

When you pay your WSSC bill, the money provided is being used to maintain and improve our water and sewer systems. To meet the needs of our customers, we must invest in our infrastructure. This investment includes the replacement of aging infrastructure and the purchase of new equipment. This investment is necessary to ensure the safety and reliability of our water and sewer systems. This investment is necessary to ensure the safety and reliability of our water and sewer systems.

WSSC's water system is aging, about 40 percent of our water and sewer pipes are over 50 years old. We need to invest in our infrastructure to ensure the safety and reliability of our water and sewer systems. This investment is necessary to ensure the safety and reliability of our water and sewer systems.

THE WATER & SEWER SYSTEM

Infrastructure & Replacements / Maintenance Operation / Maintenance Administrative & General Services Regional Sewage Disposal

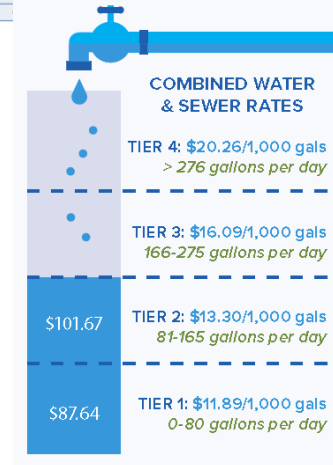
38 cents 34 cents 21 cents 7 cents

March 2019

Rate Structure Recap

- ▶ **June-Oct. 2016:** Bi-County Rate Structure Working Group develops alternatives
- ▶ **Nov. 2016-Jan. 2017:** Stakeholder Representative Group provides input
- ▶ **April 2017:** Cost of Service study complete
- ▶ **May 2017-July 2018:** Extensive & transparent public outreach on alternatives
- ▶ **July 2018:** Commissioners select four-tier inclining block rate structure
- ▶ **Jan. 2019-Present:** Extensive outreach continues
- ▶ **June 2019:** Commissioners adopt new modern and simplified rate structure
- ▶ **July 2019:** Rate structure expected to take effect

Average Daily Consumption (ADC) Range (Gallons Per Day)	Combined Water & Sewers Rates Per 1,000 Gallons Effective July 1, 2017
0-49	\$ 7.95
50-99	9.12
100-149	10.38
150-199	11.83
200-249	13.27
250-299	14.38
300-349	15.29
350-399	15.99
400-449	16.46
450-499	16.95
500-749	17.28
750-999	17.68
1,000-3,999	18.26
4,000-6,999	18.67
7,000-8,999	18.94



Enhance Customer Experience and Community Engagement

Engaging in Our Communities

- ▶ Rate Structure Open Houses
 - Nearly 1,000 customers attend three meetings
- ▶ Annual sunfish release



Inspire Employee Engagement

#H₂O People are ACEs

- ▶ Project Cornerstone Town Hall
- ▶ National Energy and Utility Assistance Conference
 - Karyn Riley presented on The Water Affordability Crisis
- ▶ Results from AWWA ACE

