

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



Donate to the Water Fund!

Donate

WISA M C B

If you have questions regarding the Water Fund, please call an agent at 301-206-4001, 1-800-634-8400, or contact us online



WSSC is There for Our Neighbors in Need

General Manager's Report

March 2019

Protect Our People, Infrastructure, Systems, and Resources

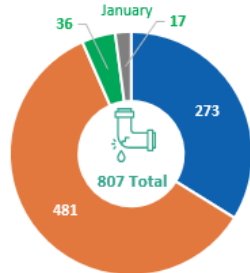
Safe and Warm

- ▶ Blue Light Station upgrades
- ▶ Winter weather



January 2018

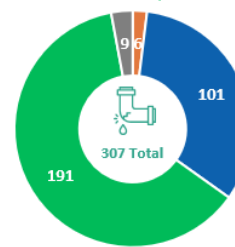
Water Main Breaks & Leaks by Pipe Age



■ 25 - 50 Years ■ Over 50 Years ■ Under 25 Years ■ Unknown

January 2019

Water Main Breaks & Leaks by Pipe Age

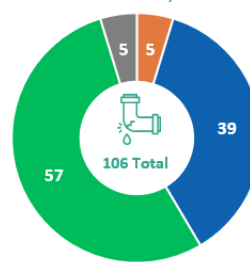


■ Under 25 yrs ■ 25-50 yrs ■ Over 50 years ■ Unknown

Total Jan/Feb 2018:
1114

February 2018

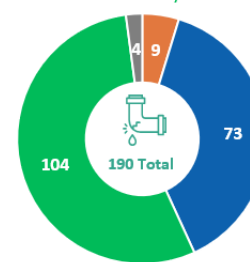
Water Main Breaks & Leaks by Pipe Age



■ Under 25 yrs ■ 25-50 yrs ■ Over 50 years ■ Unknown

February 2019

Water Main Breaks & Leaks by Pipe Age



■ Under 25 yrs ■ 25-50 yrs ■ Over 50 years ■ Unknown

Total Jan/Feb 2019:
296

Always On The Job

- ▶ Social Media
- ▶ H₂O People host NBC4's "Hand it to Handly"

WSSC Water News @WSSCWaterNews
4 days ago

BRRR! It's getting cold out here! There must be a #PolarVortex in the atmosphere! Xtreme cold lowers water temps in the Potomac River which can trigger an increase in water main breaks. Check out this graph. ow.ly/1p9c30nxa71

Potomac River Water Temperature vs. Water Main Breaks and Leaks 12/1/2018 - 1/1/2019

WSSC Water News @WSSCWaterNews
3 days ago

During the busy winter months our crews respond to about 1,200 water main breaks, sometimes many many more in a day than we have crews. We inspect and prioritize each break or leak based on a variety of factors, we'll repair each ASAP!

06 / 0:14

WSSC Water News @WSSCWaterNews
5 days ago

We hope it doesn't, but if a pipe inside your house freezes or breaks, make sure you have a plumber's number handy and know where your shutoff valve is located! #PolarVortex Tips

0:08 / 0:16

Jim Handly
January 31 at 5:45 PM

When the temps plummet these guys step up to fix broken water mains and valves. I layered up and got in the trenches today to see what it takes to get their job done. #HandItToHandly #WorkingHard4You WSSC Water Only going to get worse when we thaw.

42 8 Comments 607 Views

Like Comment Share

Patricia Brooks Thank you Jim Handly God Bless you and the WSSC
Like Reply 2w

Sandra Isemann Shout out to all those guys that do that every single day. Rain snow cold extreme heat. It's not a job I could do and I appreciate the ones that do.
Like Reply 2w

Kay Steppe Shout out to all those who work out in this frigid cold. thank you to all
Like Reply 2w

Marie Helm Kudos to the guys and gals who work outside in this freezing weather! Fire, Rescue, Water Main breaks! You name it! They will be there!
Like Reply 1w

Jim Handly They will
Like Reply 1w

Ellen Newdorf Oh wow, Jim. Hope you get hazard pay, that looks really tough.
Like Reply 2w

Kathleen Henman Wow! Jim you have so many layers rightfully so! If it were not for your voice would not recognize you. Those men & women are incredible!
Like Reply 2w

Jim Handly @JimHandly
5 days ago · Washington

Spent my day in the trenches with the folks who keep the h2o running when pipes break. When the temps go low they step up @WSSCWaterNews It's about to get really busy when we thaw. @nbcwashington #HandItToHandly #Working4You

4 21

Improve Infrastructure

From Source to Resource

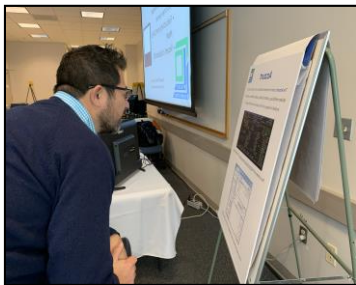
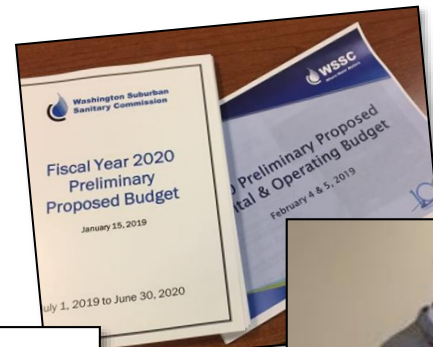
- ▶ Olney Water Tower
- ▶ Brighton Dam rehabilitation
- ▶ Biosolids storage



Achieve Business Process Excellence and Maintain Financial Stability

Full Steam Ahead

- ▶ FY 2020 Budget Hearing
- ▶ BIG Program
- ▶ CFO recognized for government financial management
- ▶ Project Cornerstone



Enhance Customer Experience and Community Engagement

Helping Hands

- ▶ Federal worker shutdown assistance
- ▶ Working with our utility partners
- ▶ Expanding Water Fund outreach
- ▶ A Veteran's "Thank You"



Ms. Denise Lamky
 Deputy Director
 WSSC
 14101 Harbor Lane
 Laurel, MD 20783-2800

Ms. Lamky:

This is a letter of appreciation for one of our WSSC Emergency Service Center employees, Ms. Marlene Wilson and Mr. Daniel Bradburn who a great need for our help and on January 31, 2019. Their diligence and professionalism with providing corrective actions and resolution in the water leak up your home was outstanding.

My husband, Mike, is a Disabled American Veteran with Parkinson's Disease. We are both senior citizens. There were many recommendations to our home for my husband's care. He usually stays with the Parkers' daughter. Being in need in our home would have meant going to hotel and that would have been catastrophic for Mike.

I reached for many years in executive positions in both the state and federal government level and through the struggle we often have with customer service and business urgency. My WSSC Emergency Service team in their response gave customer service and employee professional development.

Ms. Wilson and Mr. Bradburn were efficient at getting the right tools, making the installation of the support bar and making a schedule for installation to be back up. Both Ms. Wilson and Mr. Bradburn were respectful, professional, polite and knowledgeable. Their client's feedback within the WSSC portion of the service and arranged to schedule their up service.

The above are comments written from this meeting. I am proud as President George's Client number to have WSSC services. Your leadership made all of this happen by being the right people, making their best and using great customer practices.

Sincerely yours,

 Daniel Bradburn
 10101 River Ct, Suite 101
 8311 Fellingburg Hall Road
 Greenbelt, MD 20770
 Tel: 800-497-7229
 February 1, 2019

CC: Marlene Wilson
 Daniel Bradburn

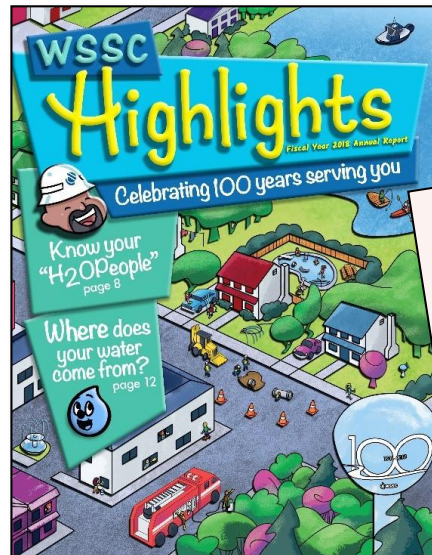
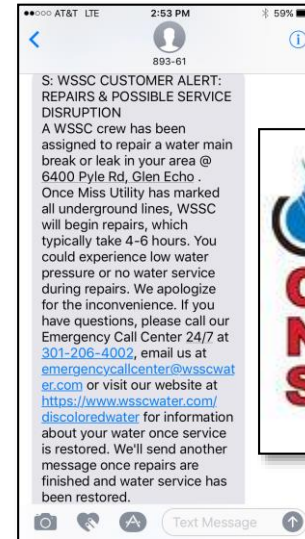
Making Connections

- ▶ National Engineers Week
- ▶ Legislative Luncheon



Reaching Out

- ▶ Improvements to Customer Notification System
- ▶ Annual Report “Highlights”



Recognizing Partners

- ▶ WSSC recognizes compliance with Pretreatment Awards



Inspire Employee Engagement

Lifting Up

- ▶ Hot Pots
- ▶ Relaxation Body & Mind
- ▶ Food Drive
- ▶ Black History Month
- ▶ Women's History Month



Embracing Our Path

► Strategic Planning Sessions

