

Journey to World Class

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.



STRATEGIC PRIORITIES

GUIDING PRINCIPLES

CORE VALUES

- Accountability
- Collaboration
- Environmental Stewardship
- Excellence
- Innovation

- Enhance Customer Experience
- Optimize Infrastructure
- Spend Customer Dollars Wisely
- Transform Employee Engagement
- Protect Our Resources

- Simplify
- Focus
- Connect

VISION

To be THE world-class water utility, where excellent products and services are always on tap.



General Manager's Report

November 20, 2019

Protect Our Resources



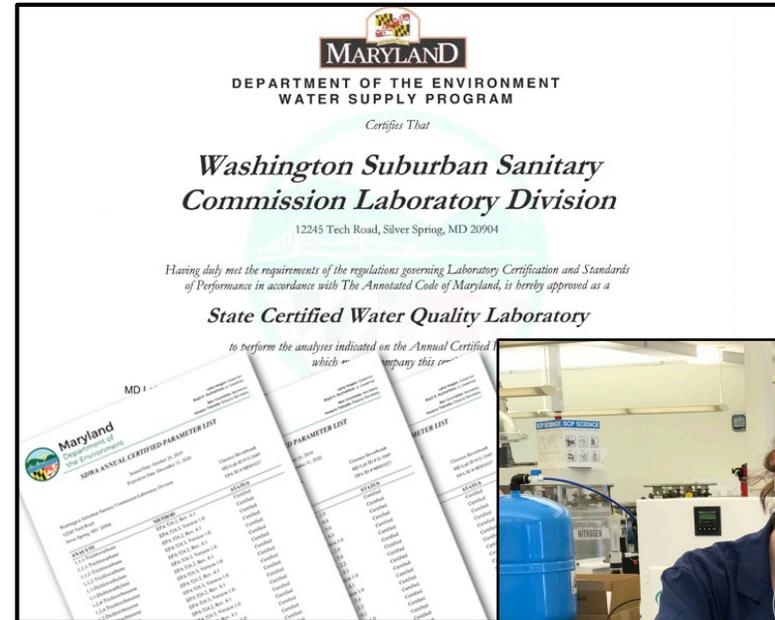
Protecting and Preparing

- 2nd Salt Summit
 - Inter-jurisdictional group: local, county and state agencies
 - Work to minimize salt impacts on water supplies
- Climate Change: The New Normal
 - WSSC Water part of Montgomery County's Climate Action Plan Workgroup
 - David McDonough on Adaptation/Sequestration technical workgroup
 - Focus: Building resilience to climate change impacts



Certificate of Excellence

- WSSC Water received State Certified Water Quality Laboratory for another year
- Critical in support of clean water mission: 101 years and counting without a single drinking water quality violation
 - Continue analyzing drinking water samples for compliance of Safe Drinking Water Act



Optimize Infrastructure

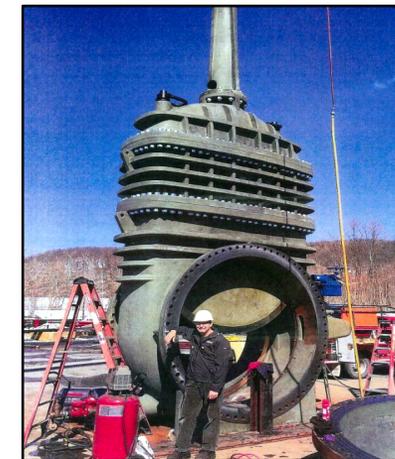


Anacostia Trunk Sewer Main Project

- \$31.4 million project approved last month
 - Work is underway
- Internal condition of the pipe is severely deteriorated
- Trenchless repair: 3/4 of a mile repaired with structural lining
- Installation of new 96-inch gate valve and vault
- Estimated completion is Spring 2022



Trunk sewer internal condition



Sample 96-inch valve



Investing in Innovation

- Briefed Prince George's County Council's TIEE Committee on Innovation program
- Focused on efforts to create a culture of innovation and foster creativity
- Highlighted Innovation Day 2019 and discussed ongoing pilot projects.



Spend Customer Dollars Wisely



Spending Affordability Updates

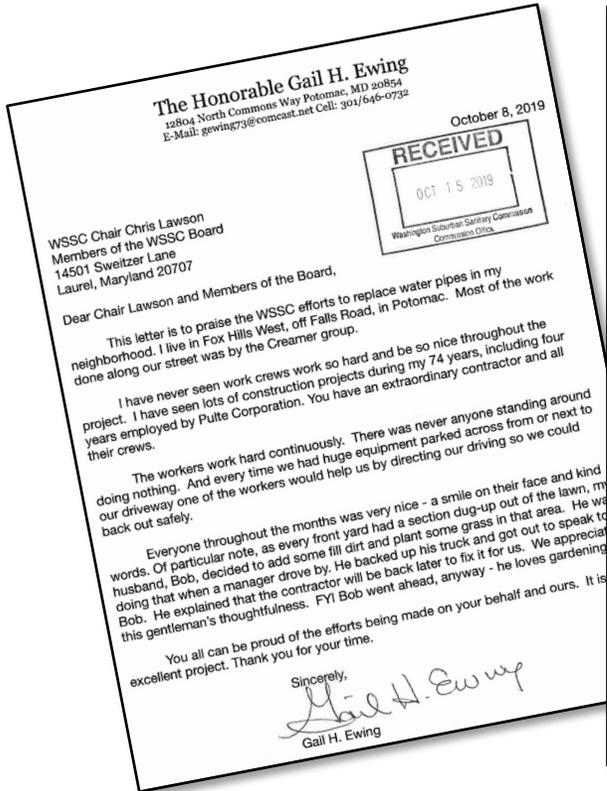
- Spending Affordability Guidelines (SAG)
 - Establish mutually acceptable limits for: rates; debt service; new debt; total operating expenses
- Montgomery County Council voted on Nov. 5 to approve SAG rate increase limit of 7%
- Prince George's County Council voted on Oct. 29 to approve SAG rate increase limit of 7%
- Both Councils urged continued cost control efforts
- Present Preliminary Proposed FY2021 budget next month



Enhance Customer Experience

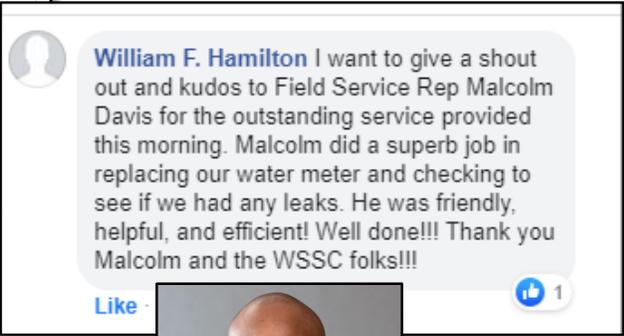
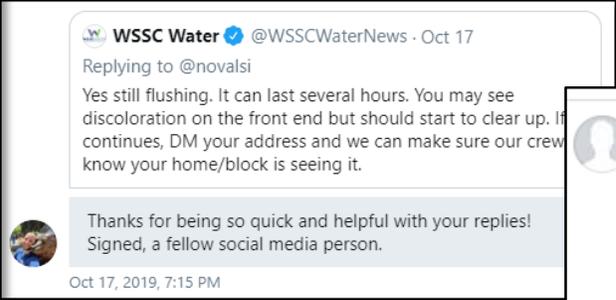


World-Class Customer Service



Dear Mr. Al-Salam,
I am writing to commend Mr. Beeman and Mr. Covington for being responsible and proactive community members. While on a job site on Silver Spring Avenue, another dog attacked me and my pit-mix. The two gentleman interceded immediately and helped to keep the dogs calm and separated. Mr. Beeman has experience with dogs and pits in particular and was able to keep my dog to relaxed and not respond aggressively once the dogs were separated. I was really upset and not to steady on my feet and they took the time to make sure I was ok to walk home. Actions like these mean that I have more regard and respect for the workers of WSSC. I hope you pass onto them my thanks.

Sincerely
Catherine Eliot



Daniel Covington



William Beeman



George Coleman



Malcolm Davis

Honoring 25 years of the



- 2nd Annual Blue Tie Ball
 - Honored The Water Fund founders
 - Recognized water affordability champions
 - Raised approximately \$14,000 for The Water Fund



- Imagine a Day Without Water
 - No Water, No Beer Bingo
 - Two Denizens Brewing Co. locations
 - Raised nearly \$200 for Water Fund



Imagine a Day
Without Water
October 23, 2019



Spreading the Word on Affordability

- WSSC Water continues to focus on customer affordability
- Karyn Riley and Crystal Knight-Lee presented on affordability efforts at Association of Metropolitan Water Agencies conference
- We are here to help: 301-206-4001

“As the water utility, we’ve become the social justice champions for affordability.”



Transform Employee Engagement



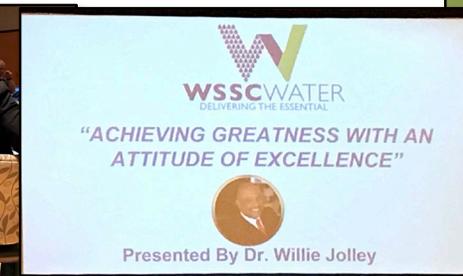
In the Giving Spirit

- Kickoff #H₂O PeopleGive Campaign
- All funds flow to Water Fund!
 - Goal = \$25,000 for 25 years
- Employee-focused fundraising events scheduled throughout year include:
 - Silent Auction
 - Spirit Day
 - Bake Off and Sale
 - Walk for Water



Employees Get Inspired

- Wellness Fair/Breathe Easy
 - Closed out Open Enrollment 2020
 - 34 vendors provided information on flu shots, bone density, acupuncture, and posture screening
- Attitude of Excellence Training
 - Speaker: Dr. Willie Jolley
 - Inspiration for WSSC Water managers and employees
- Water Babies Daycare Halloween Parade
 - Annual WSSC Water tradition



Communication Awards: Video

25th Annual Communicator Awards

- One Award of Excellence
 - WSSC Water: Who We Are and What We Do
- Three Awards of Distinction
 - PipeDiver
 - Blue Tie Ball: Raising Money for the Water Fund
 - Another WSSC Innovation Breakthrough – Patuxent Water Filtration Plant Upgrades



Welcome



Al Roshdiah

General Services Director



WSSC WATER

DELIVERING THE ESSENTIAL

