

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

Collaboration

Environmental Stewardship

Excellence

Innovation

GUIDING PRINCIPLES

Simplify

Focus

Connect



WSSC Water Wins Big at Tri-Con

General Manager's Report

September 2019

Special Presentation

Congratulations to Our 2018 Peak Performance Winners

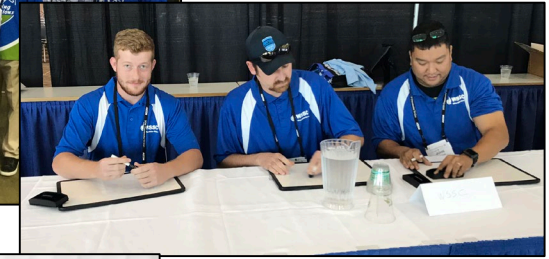
- ▶ All six WRRF's Were Honored
 - Platinum Award
 - Hyattstown, Parkway, Seneca and Damascus
 - Gold Award
 - Western Branch
 - Silver Award
 - Piscataway



Optimize Infrastructure

WSSC Water Dominates at Tri-Con

- ▶ Three Teams Placed First:
 - Tapping Sensations
 - Top Ops Team (WSSC Hydro Shock)
 - Operations Challenge Team (Technicians)
- ▶ Christin Patterson placed 3rd in Meter Madness



Individual Awards of Distinction

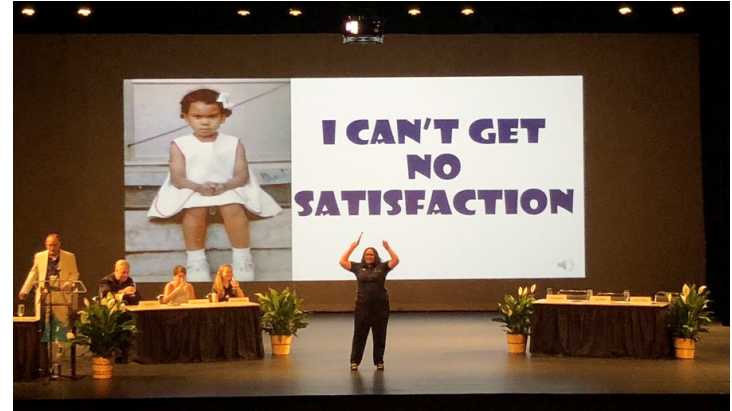
- ▶ Clarence Beverhoudt
 - WEF Laboratory Analyst Award
- ▶ Paul Summers
 - Award for Distinguished Service in Wastewater
- ▶ Nigel Duncan
 - Stanley Kappe Training Award
- ▶ Jessica Shiao
 - 2019 Rising Star Award
- ▶ Aaron Hughes
 - Elected CWEA President



Distinguished Speakers at Tri-Con

- ▶ General Manager/CEO
Carla Reid
 - Presented keynote address:
Innovation is the Differentiator

- ▶ Crystal Knight-Lee
 - Customer affordability



Protect Our Resources

The Proof Is In Our Effluent

- ▶ Toured Western Branch following SLT Meeting on Sept. 5
- ▶ Our effluent is cleaner than the water already in the river.



Health Advisory Issued for Reservoirs

- ▶ Alerts issued August 21
 - Duckett and Triadelphia reservoirs
 - Reissued Duckett alert on 9/6.
 - Harmful algal blooms
 - Serious adverse health effects if contacted
 - Drinking water NOT affected!



Spend Customer Dollars Wisely

Transparency in Action

- ▶ Hosted two public hearings on proposed six-year (FY 2021-2026) Capital Improvements Program
- ▶ \$3.7 billion program focused on upgrading and replacing aging plants, pumps and pipes



Water Finance Conference

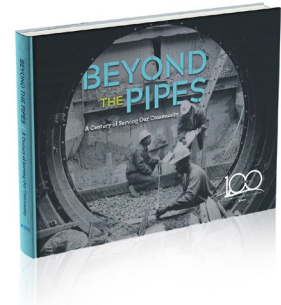
- ▶ Crystal Knight-Lee gave a speech on customer affordability
- ▶ Joe Beach served on a discussion panel



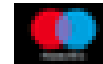
Enhance Customer Experience

#WaterFund25 Campaign

- ▶ This year marks 25th anniversary
- ▶ Campaign to increase public awareness
- ▶ Enhance WSSC Water in the community
- ▶ Highlight affordability efforts
- ▶ Raise money for the Water Fund



Donate to the Water Fund!



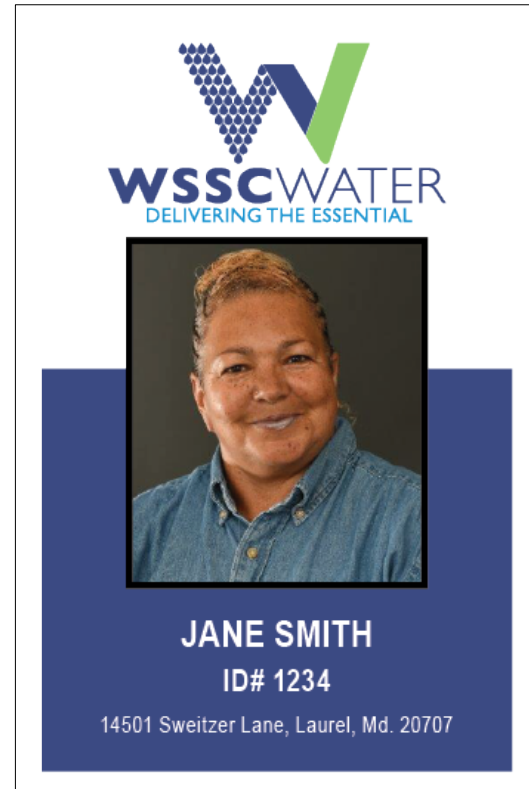
Blue Tie Ball

- ▶ October 26
 - The Hotel at the University of Maryland, College Park
- ▶ Fundraiser for Water Fund
- ▶ Hope to exceed \$78,000 raised last year.



How to Spot A WSSC Water Employee

- ▶ New employee ID badges
- ▶ The primary way to identify a WSSC Water employee
- ▶ Featured on our Website and in Customer Pipeline



Transform Employee Engagement

Maryland/DC Utilities Conference

- ▶ September 11 and 12 in Cambridge
- ▶ Several WSSC Water Speakers
- ▶ Innovation



Employee Team Building and Training

- ▶ Utility Services Employee Appreciation Day
- ▶ New Round of Come in Unity Meetings
- ▶ Mandatory EEO training for all employees completed



Important Organizational Changes

- ▶ New Chief Information Officer Christopher J. Carter
- ▶ Police and Homeland Security Manager David McDonough now part of SLT
- ▶ Strategic Partnerships' new name effective October 1: Strategy and Partnerships

