

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

February 19, 2020

Protect Our Resources



Protecting Public Health

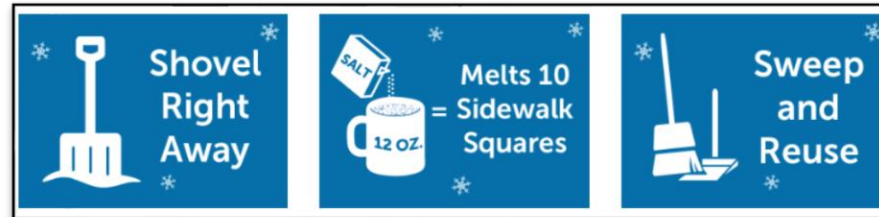
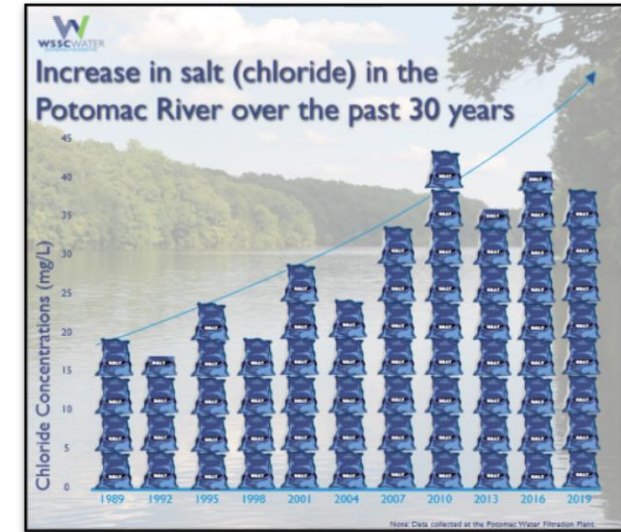
- Resuming extensive testing for Per- and Polyfluoroalkyl substances (PFAS)
- Proactive measure above federal/state guidelines
- Complements aggressive water quality testing program – 500,000 tests per year
- Water is **SAFE**
- Strongly encourage continued federal/state action to protect drinking water supplies

WSSC Water Resumes Extensive Water Quality Testing to Detect Presence of Per- and Polyfluoroalkyl Substances
Proactive Measure Goes Above and Beyond Federal and State Requirements
WSSC Water Encourages Continued Federal and State Action to Protect Drinking Water Supplies



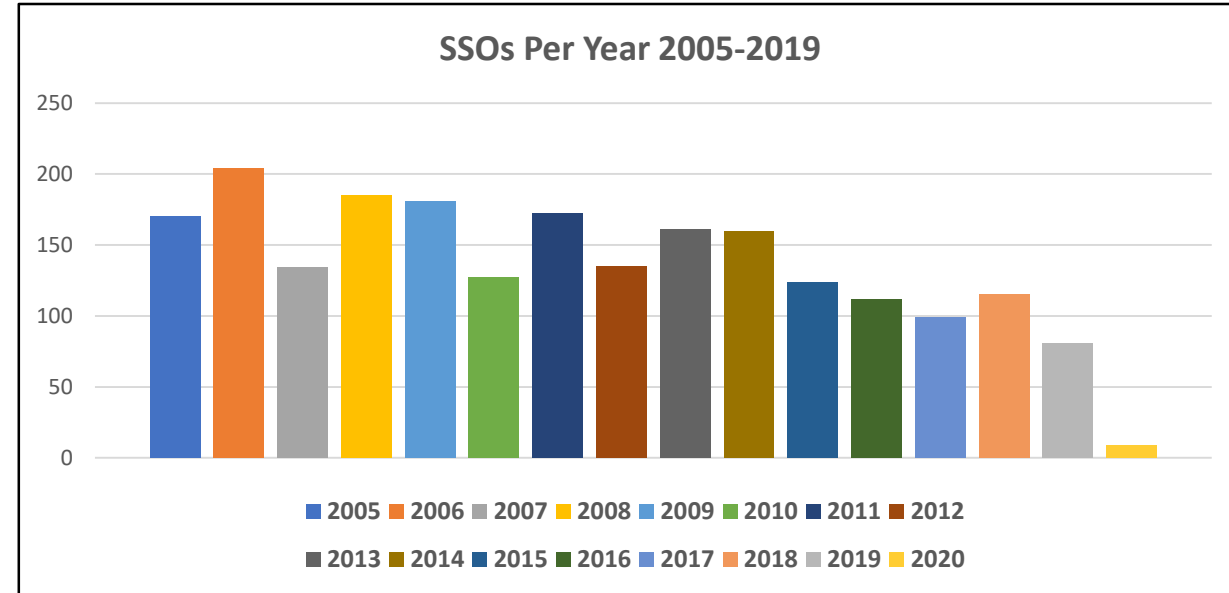
Protecting Drinking Water Supplies

- Joined Montgomery County leadership to launch Salt-Wise campaign
- Salt impacts water quality
 - Cannot be removed during treatment process
- Corrosive chemical impacts water main integrity
 - Leads to breaks and discolored water
- Campaign targets residents
 - Easy as 1 – 2 – 3



Protecting the Environment

- Sanitary Sewer Overflows (SSO) lowest number since reporting began
 - 81 total SSOs in calendar year 2019
- Lowest since 2005
 - Consent Decree signed
- Historic low due to:
 - Comprehensive sewer basin evaluations
 - Rehab, repair and reconstruction of sewer mains & manholes
 - Reduce infiltration & inflow (I&I)
 - Proactive maintenance program
 - CCTV inspections



Optimize Infrastructure



Innovation 101

- First in series of innovation workshops
- Investing in WSSC Water's culture of innovation
- Designed for WSSC Water employees:
 - To learn about tools & techniques to think creatively
 - Become an innovative force
- Collaboration from cross-functional teams



Spend Customer Dollars Wisely



Stewards of Our Customers' Money

- Presented preliminary proposed Fiscal Year 2021 budget to customers
 - Montgomery County – January 27
 - Prince George's County – February 4
- \$1.5 billion budget supports continued investment in safe, clean water
- Received Association of Government Accountants Distinguished Local Government Leadership Award
 - Excellence in government financial management
- Received Government Finance Officers Association's Distinguished Budget Award
 - 25th consecutive year!



Enhance Customer Experience



Customer to Meter Advanced Training

- Trained staff from Customer Service, Finance, Utility Services and IT on Customer to Meter (C2M)
- Gain better understanding of technology behind the application
- GOAL: knowledge transfer
 - Better understanding of system functionality
- First of many sessions



Affordability: We're in it Together!

- Partnering with Washington Gas at 3rd Annual Washington Area Fuel Fund Ice House
 - Second consecutive year for WSSC Water
 - Helped raise \$176,000 to keep nearly 300 families warm this winter
- Ongoing partnership to raise awareness of affordability issues
- Washington Gas one of many 2nd Annual Blue Tie Ball sponsors
 - Kelly Caplan, Community Outreach Manager, recognized as Champion of Affordability



Transform Employee Engagement



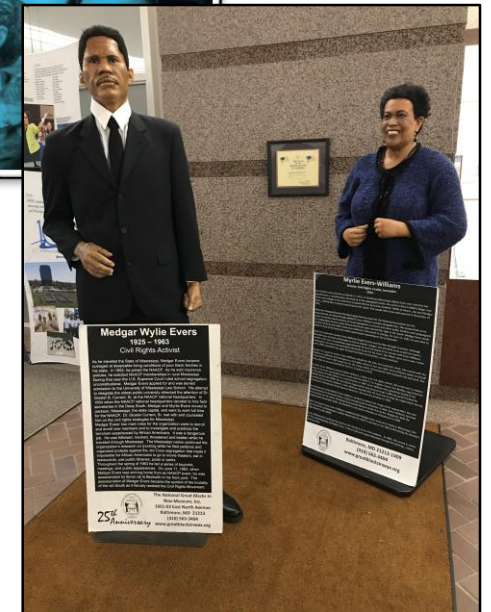
Mazars Women of Water

- Full-day discussion on enhancing the position of women in water sector
- WSSC Water represented
 - GM/CEO Carla Reid keynote speaker
 - Chief Strategy and Innovation Officer Jackie Vincent led panel on innovation and strategy
- Topics: Innovation, cybersecurity, water reuse, diversity and inclusion



Black History Month

- 2020 Theme – African Americans and the Vote
 - WSSC Water Art Gallery display
 - Promoting on TV screens across organization and intranet
- Blacks in wax display at RGH lobby:
February 12 through 21
 - Medgar Evers
 - Myrlie Louise Evers-Williams
- Guest speakers in Commission Auditorium (2/26)
 - Alisha L.Alexander - Prince George's County Board of Elections Administrator
 - Wisdom Cole - NAACP



Full STEAM Ahead

- WSSC Water full STEAM ahead in building the talent pipeline
- Participating in local/national efforts to prepare next generation for careers in Science, Technology, Engineering, Arts, Mathematics (STEAM)
- National Engineers Week
 - Shadow a WSSC Water Engineer
 - Introduce a Girl to Engineering
- Mother/Daughter STEAM event in Prince George's County



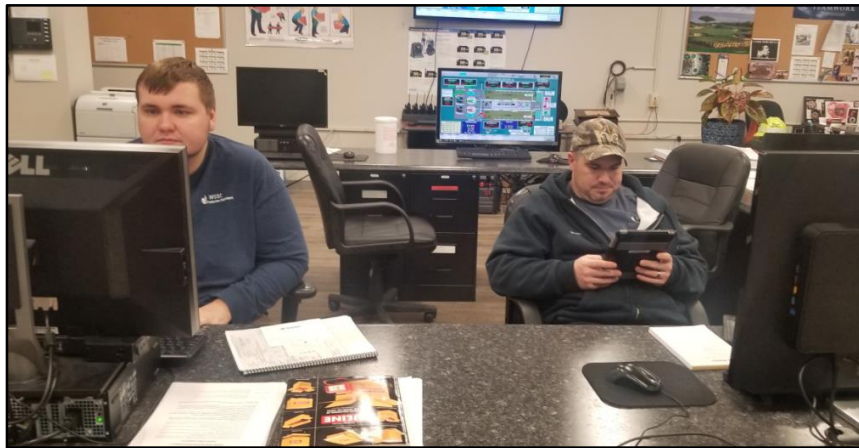
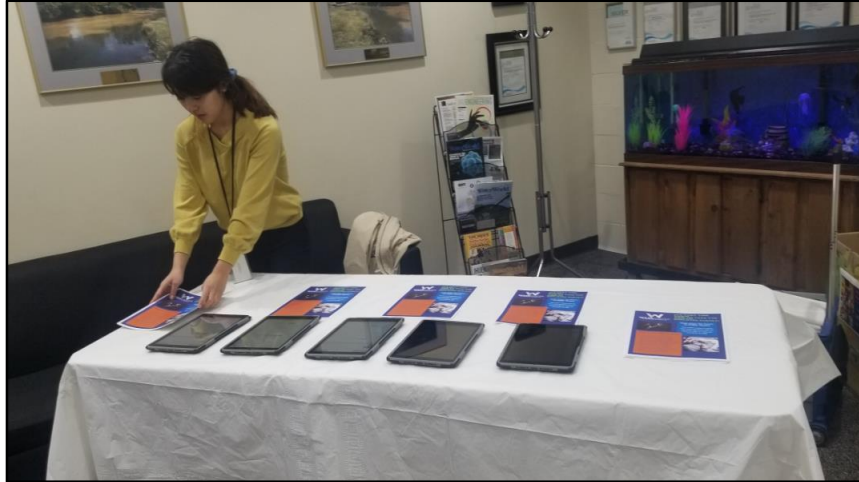
MyLife Wellbeing Hot Pots

- Delivering warm, healthy meals to employees in the field
- Recognizing crews working in difficult weather conditions
- Serves up a side dish of education
 - Healthy eating
 - Exercise
 - Adequate sleep
- Hot Pot events – Two per location
 - February 5 – March 11



H₂O People Survey Says!

- Annual employee survey to help determine WSSC Water's future
- Independent research company hosted
 - Energage
 - Anonymous and confidential
- Total respondents: 865
(52 percent as of February 12)
- Results in March



H₂O People Living Our Strategic Plan

- New effort to recognize H₂O People who exemplify our core values and a department that embodies a strategic priority
- Person or group in spotlight nominated by managers and/or peers
- WSSC Water's Strategic plan is in our DNA!

WSSC Water Employee Spotlight

Accountability

Insightful and resilient
Christin Patterson embodies
this core value every day!



Read her story under [#H2O People](#) and [Strategic Performance](#) on the Intranet

WSSC Water Employee Spotlight

Collaboration

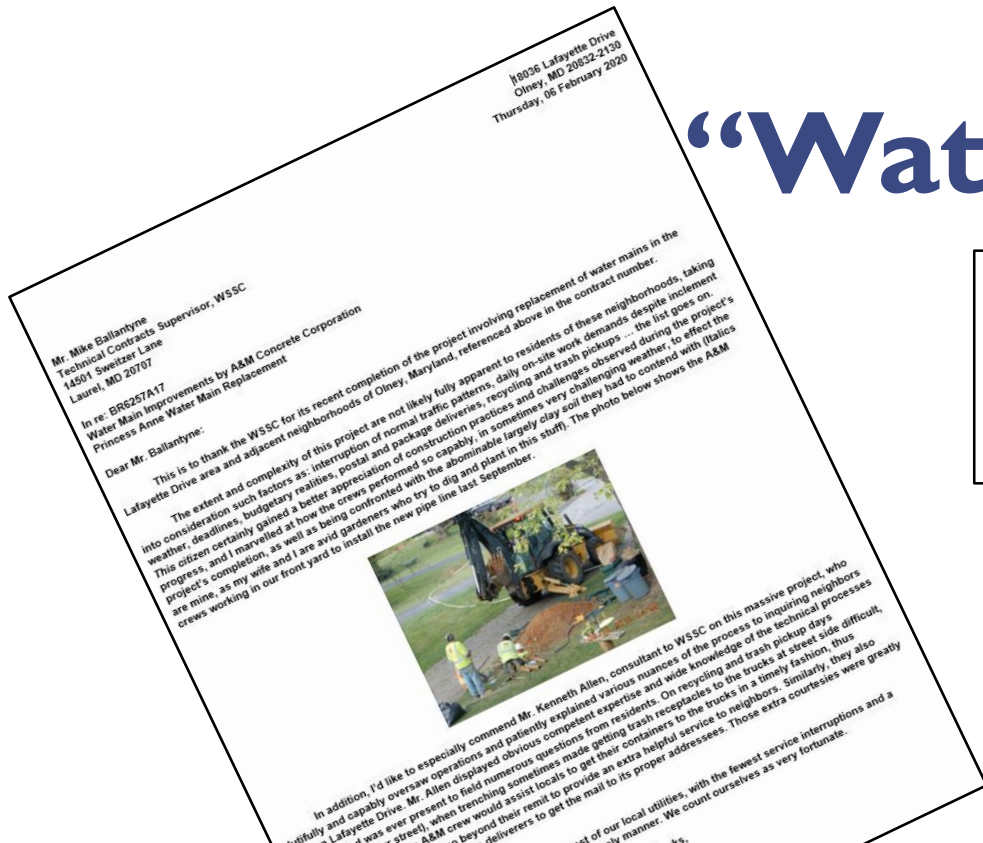
Sharing and supportive
Scott Horn embodies this
core value every day!



Read his story under [#H2O People](#) and [Strategic Performance](#) on the Intranet

“Wat-er” Terrific Job

“(WSSC Water Backflow Education Program) Great professionalism compared to other regulatory agencies. The program educators are extremely knowledgeable and hard working.” – Heffron Plumbing



“I called to report an issue, and Diarra (Mackall) was very helpful. He quickly created a ticket, and provided me the WO # so I could follow up.” – Ms. Phyllis Brookings

“Ms. Raven (Yelder) and Ms. Amanda (Lewis) quickly addressed my concern. A ‘bubble’ was forming in my front yard, and they quickly dispatched a crew to fix the broken meter. Both were very pleasant and helpful.” – Ms. Arlene Kydd



Employee Service Awards



Questions?





WSSC WATER

DELIVERING THE ESSENTIAL