



General Manager's Report: Pandemic Performance

July 15, 2020

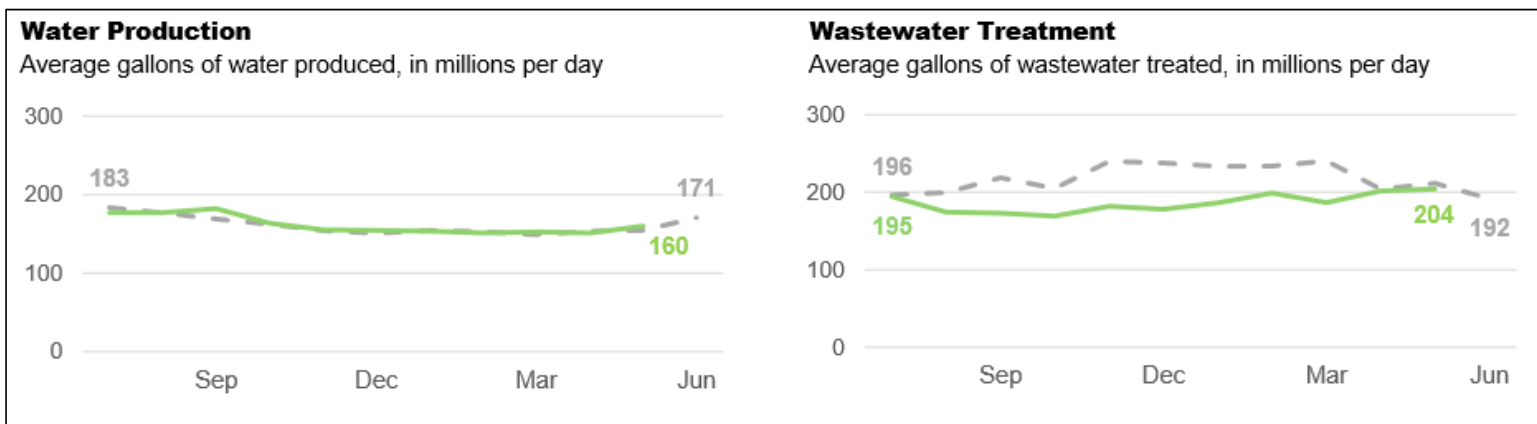


Protect Our Resources



Steady as we Flow

— This year (FY20)
- - Last year (FY19)



- Continue to deliver on our clean-water mission
- Water demand & production steady
- All Safe Drinking Water Act testing requirements maintained





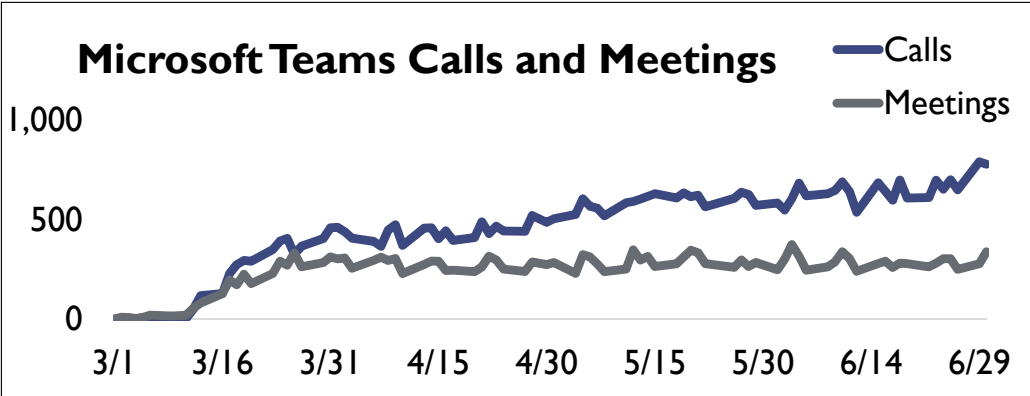
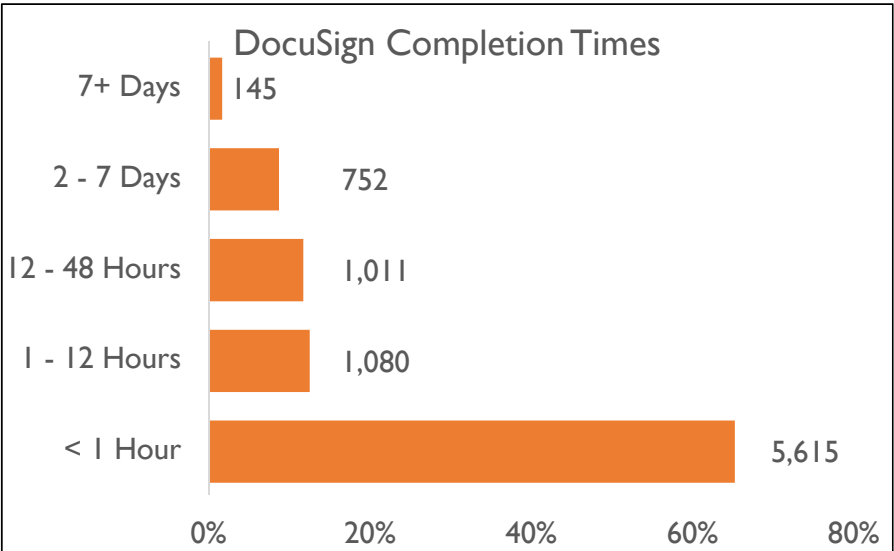
Optimize Infrastructure



Technology Cultivates Collaboration






- Use of Teams skyrockets
- DocuSign saves time
 - And reduces our carbon footprint

Teams use has increased 442% since early March



DocuSign Environmental Impact

72,480
pages
of paper
saved as
of 7/1/20,
equivalent
to:

	Wood	1.4 US Short Tons
	Total Energy	9.2 Million BTUs
	Green House Gas	6,510 Pounds CO ₂ Equivalent
	Water Use	7,740 Gallons
	Solid Waste	426 pounds

Equivalent to greenhouse gas emissions from an average passenger car driving 7,327 miles



Equivalent to CO₂ emissions from 332 gallons of gasoline consumed

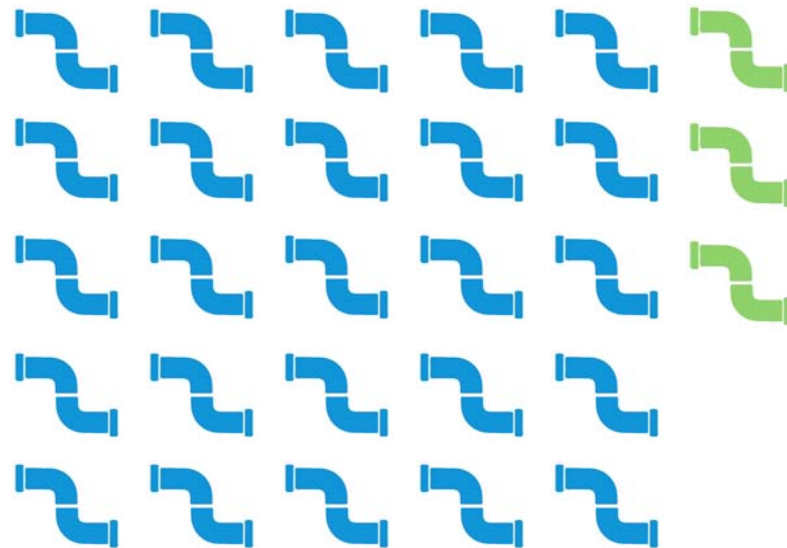


Working on All Cylinders

Engineering & Construction maximizing technology



WSSC Water exceeded its FY20 goal of replacing 25 Miles of water main and replaced total of 28 miles





WSSCWATER
DELIVERING THE ESSENTIAL

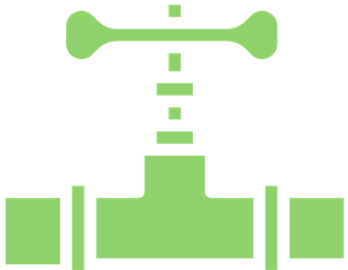


Spend Customer Dollars Wisely



Building Budgets During COVID-19

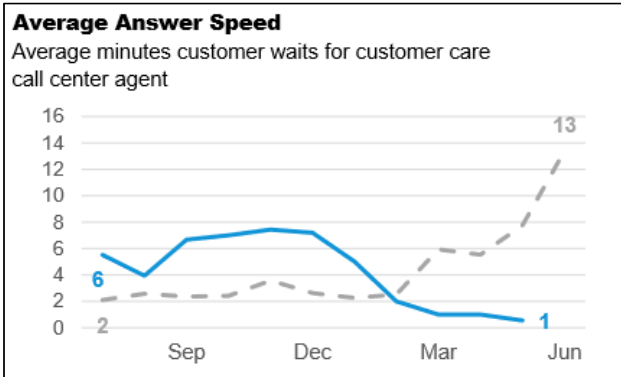
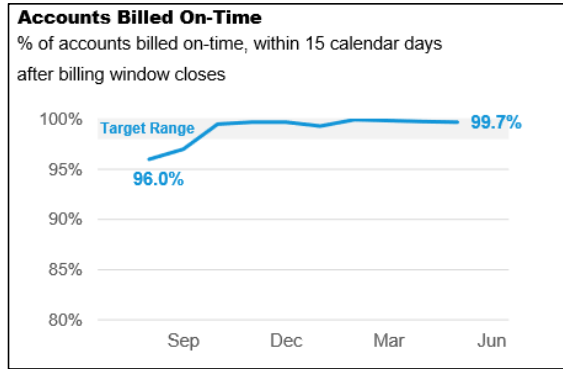
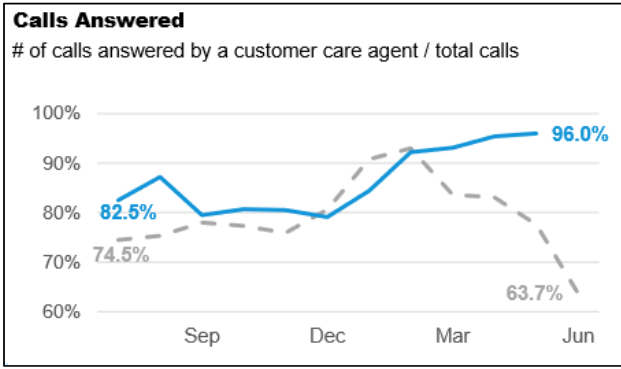
- \$134 million in cost savings to offset COVID-19 impacts
 - FY 2020: \$61.1 million
 - FY 2021: \$72.7 million
- County Councils unanimously approved nearly \$1.5 billion FY 2021 budget
- Assistance efforts total \$3.2 million
 - Budget includes additional \$324,000 to help financially struggling customers
- FY 2022 – FY 2027 Capital Improvements Program = \$3.9 billion
 - Mandated projects = \$1.3 billion, or 33.3%



Enhance Customer Experience



Here to Help



- Answering the calls
- Billing on time
- Meter read schedule compliance = 99%

— This year (FY20)
- - Last year (FY19)







Pandemic Performance

#H₂O Kudos


 Incorporated 2012
City of Mount Rainier
 Malinda Miles, Mayor
 May 29, 2020

Ms. Carla Reid, General Manager
 Ms. Monica Johnson, Deputy General Manager
 Washington Suburban Sanitary Commission
 14501 Sweitzer Lane
 Laurel, Maryland 20707

Subject: Commendation for David Wilkins

The purpose of this letter is to commend formally and publicly David Wilkins for the excellent service he provides to the great City of Mount Rainier, Maryland.

What has always impressed me about David is the level of service he provides morning noon or night – emergency or no emergency. David remains professional and on task. His commitment professionalism while remaining calm and attentive to the customer but staying the course to get the job done is impressive. His interaction with the residents always left a positive impact on residents.

I appreciate working with David, and the time, effort, and service rendered to the citizens of Mount Rainier are priceless. David spends his time helping to resolve water issues and problems, not going back and forth with the residents or staff. His customer service skills are superb, and his knowledge, expertise, and quick responses are always appreciated. I also like the fact that he is honest and open about what can and cannot be done and when.


As you know, residents always want more and more services David's willingness to meet with them when needed makes my job easier.

Thank you for assigning David Wilkins to Mount Rainier. He is appreciated.


Sincerely,


 Malinda Miles
 Mayor, Mount Rainier, Maryland.

"A City on the Move"
 One Municipal Place, Mount Rainier, MD 20712
 Phone: (301)985-6566 Fax: (301) 985-6595
<http://www.mountrainiermd.org>



 Albert Zangrilli
 Assigned to WSSC Water

JUN 10, 2020, 12:37 PM


 Hi, I wanted to praise the amazing customer service reps that I spoke with yesterday, especially Cheryl. She took the initiative and demonstrated amazing care by finalizing my water bill without my asking and calling me back to let me know she'd done so and what the bill was. This enabled me to pay the bill immediately, taking something off of my plate and getting money to WSSC. Her amazing efforts made it better for everyone!


Courtney @Courtcloud · Jun 27
 @WSSCWaterNews yesterday I reported an issue with our ground sinking...Dwayne Kennedy, Luke Wellen and 2 other awesome gentlemen fixed our problem and did it with a smile behind their masks. They were kind, efficient and knowledgeable! Thank you WSSC!!!

Dear J. J. 2020
 Re: Regine Suburban
 Suburban Commission (WSSC)
 14501 Sweitzer Lane
 Laurel, MD 20707
 Attention: WSSC Management Team
 Re: Reminder: June 16, 2020, WSSC workers finished the repairs and conducted other WSSC related preventive maintenance work on my neighborhood. More specifically, my residence is located on Cottage Drive, on Cottage Drive, Upper Middlebrook, My neighborhood is undergoing the WSSC workers company scheduled (11:30) through 12:15:00 PM.

WSSC Water
 14501 Sweitzer Lane
 Laurel, MD 20707-5902
 RE: Commendation for Repair of Water Main Leak
 Dear Sir/Madame:
 This letter is written to express my great appreciation for the manner in which the WSSC Water Crew came out on today to repair a much-needed leak in the water line. While I initially reported this leakage on May 1, 2020, I understood that other priority repairs would take precedence especially during the Public Health Emergency with the COVID-19 Pandemic in progress. Each time I contacted the office, the staff was very empathetic; yet apologetic for having to defer the work request. They advised me many times to follow-up and informed me that essentially their workload was predicated upon more severe cases, such as watermain breaks.
 On 5/1/2020 when I initially contacted the office, a person was dispatched on the same night. I was impressed with how rapid they came out to assess the situation. They took a sample and informed me that a determination would be made after testing. Shortly thereafter, I awaited a status of when the leakage on my street would be mitigated.
 On 6/12/2020, I was provided with Work Order # 2958257 and informed that a crew will probably be dispatched on the following week. To my delight, crew was on the scene bright and early today. A person was out marking the lanes at 8:30 am or so and shortly thereafter, a small convey of commercial vehicles (dump truck, backhoe equipment, and two WSSC vehicles) arrived in unison. Those guys out-sis their protective gear and commenced with carefully and masterfully opening up on the street with a hydraulic drill. It was a production for the neighborhood, proceeded to dig further, descended down the ladder into the hole and made the repair. I was so impressed with how careful they were at being neat and ensuring that the area was repaired afterwards. They made me proud! That's how all private/public sector workers should perform. Excellence at it's best.
 I am most appreciative of their work ethic and offered cold water to them all. Please accept this letter of appreciation and commendation to the staff that was dispatched to Dyrham Lane in Glenn Dale, MD. My neighbors and I really appreciate the cessation of the water that has continued to fester insects, mold and muddy grass. Please let your staff know about this letter and know that I'm proud of them as a citizen and patron of WSSC.
 Respectfully,

 Anita Barton

From: gerwin@verizon.net <gerwin6@verizon.net>
 Sent: Thursday, June 18, 2020 10:07 AM
 To: Allen, Todd <Todd.Allen@wsscwater.com>
 Subject: Regina Rodriguez

EXTERNAL EMAIL!
 Todd, hope this email finds you well. I would like to recommend Regina Rodriguez for a General Manager's Award. Not sure the Commission still does General Manager's Awards, I got more than my fair share back in the day and all to often MD folks seemed to get most. As you know any organization cannot survive with a vibrant HR department, but public praise for that group is to rare. Regina was so helpful with a health insurance issue, saving me almost \$10,000 on a prescription issue. She was tireless and so knowledgeable, the best of the best, all the time during periods of COVID induced challenging work conditions. If you can please facilitate this award to a very deserving staff member. If you should have any question or just want to catch up 410-948-1901.

Steve Gerwin
 The Villages, Florida

From: Richard Sinatra <rsinatr66@gmail.com>
 Sent: Friday, June 19, 2020 7:22 AM
 To: inspectionsupport <inspectionsupport@wsscwater.com>
 Cc: Horn, John S <John.Horn@wsscwater.com>
 Subject: Thanks WSSC Inspection Support

EXTERNAL EMAIL!
 Hi WSSC Inspection Support, good morning
 I had a question, yesterday, concerning my (WSSC) water heater reading (setting).
 I spoke to a couple of teammembers who were helpful.
 Rhoshon was particularly helpful - she went the 'extra yard' in looking, further, into my question and how best to address.
 Thanks to Rhoshon and the Inspection Support team.

Enjoy your day/weekend.
 Respectfully,
 Dr. Richard Sinatra



Transform Employee Engagement



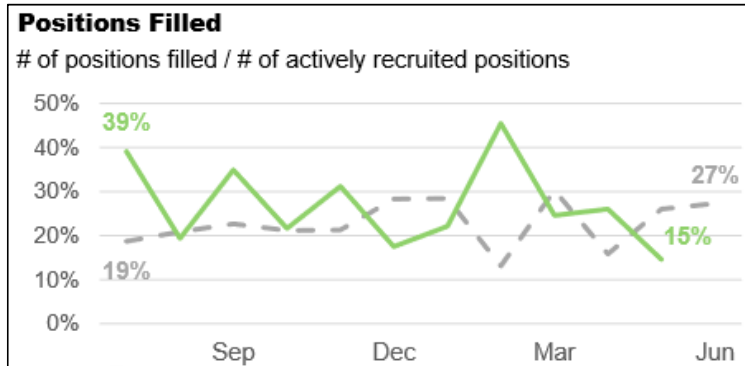
Lunch for Essential H₂O People

STRONGER
TOGETHER



H₂Know Weekly Updates

- Keeping employees informed
 - Weekly COVID-19 status report
 - All-staff updates and Q&A
- Refilling the talent pipeline



WSSC Water COVID-19 Report to Employees

June 26, 2020

A Message from Carla and the Executive Continuity Team

Dear H₂O People,

We've been talking about the "new normal" for many weeks now, but what does it mean? What lies ahead for WSSC Water? I'm happy to say that the New Normal Task Force has been working hard to develop a detailed, comprehensive recovery plan, which will include facility-specific reentry policies.

At yesterday's All-Employee livestream meeting, task force members shared the results of the new normal survey you all completed. One interesting takeaway was that managers, whether at an on-site facility or on telework, believe their team's productivity has improved or remained the same during COVID-19 operations. That speaks volumes about what a dynamic and dedicated group you ALL are. THANK YOU!

If you weren't able to catch yesterday's meeting, the recorded version is available [here](#).

I want to remind you of several important things:

1. We will continue our current telework and alternative working schedules through September 8.
2. Coronavirus cases are starting to surge in many states across the U.S. Wearing masks, practicing physical distancing and washing your hands frequently are all still crucial to staying safe and healthy.
3. Please continue to be careful if you decide to head out, especially if you travel.

Be well and remember: We will get through this because we're all in this together.

Carla

WSSC Water: Recovery Phase 1- Immediate Actions

- Immediate phased expansion of services suspended or restricted during the initial response (e.g. FOG inspections, shutdowns to facilitate maintenance or other capital improvements).
- Continuation of current COVID-19 response protocol restricting in-office work and meetings, implementing relaxed telework policy, and altering field and plant worker schedules through September 8.
- Continue allowing periodic and task-specific return to work, for work that cannot be completed remotely, if reviewed and approved through the Incident Command structure.

Action Items Supporting Future Recovery Phase 2

- Develop a comprehensive plan by September 8.
- Begin required facility re-entry for safe return to work.
- Develop comprehensive plan to safely restart suspended or restricted services not included in Phase 1 (e.g. in-home services).
- Conduct a monthly review to make appropriate adjustments in policy including potential intermediary steps.

Important Reminders about Health and Hygiene

The CDC announced that the most common form of transmission is person to person:

- From people with close contact within 6 feet of each other.
- Through respiratory droplets from an infected individual through breathing, coughing, and sneezing.
- Non-symptomatic people can still spread COVID-19.
- Link to more information from the CDC [here](#).

The following are ways to continue to protect yourself, your coworkers, and our communities:

- WSSC Water employees must wear masks at work, in compliance with Governor Hogan's executive order.
- Maintain physical distance whenever possible; stay at least 6 feet away from others.
- Wash your hands often.
- Wear any PPE that has been given to you to allow you to safely complete your work.
- Homemade masks are allowed and encouraged, per the CDC guidelines.
- It is especially crucial that these rules be followed when interacting with the public and our customers.

People with COVID-19 have reported a wide range of symptoms reported – from mild symptoms to severe illness. These symptoms may appear 2-14 days after exposure to the virus:

- Fever
- Cough
- Shortness of breath or difficulty breathing

The current situation in Maryland

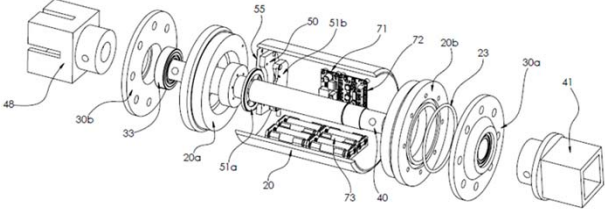
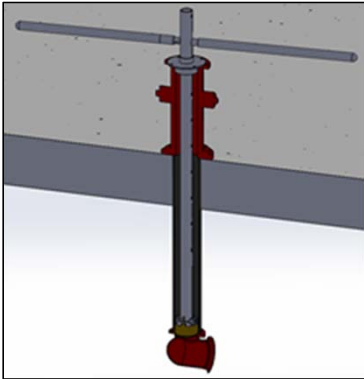
66,115 confirmed positives
3,015 deaths statewide

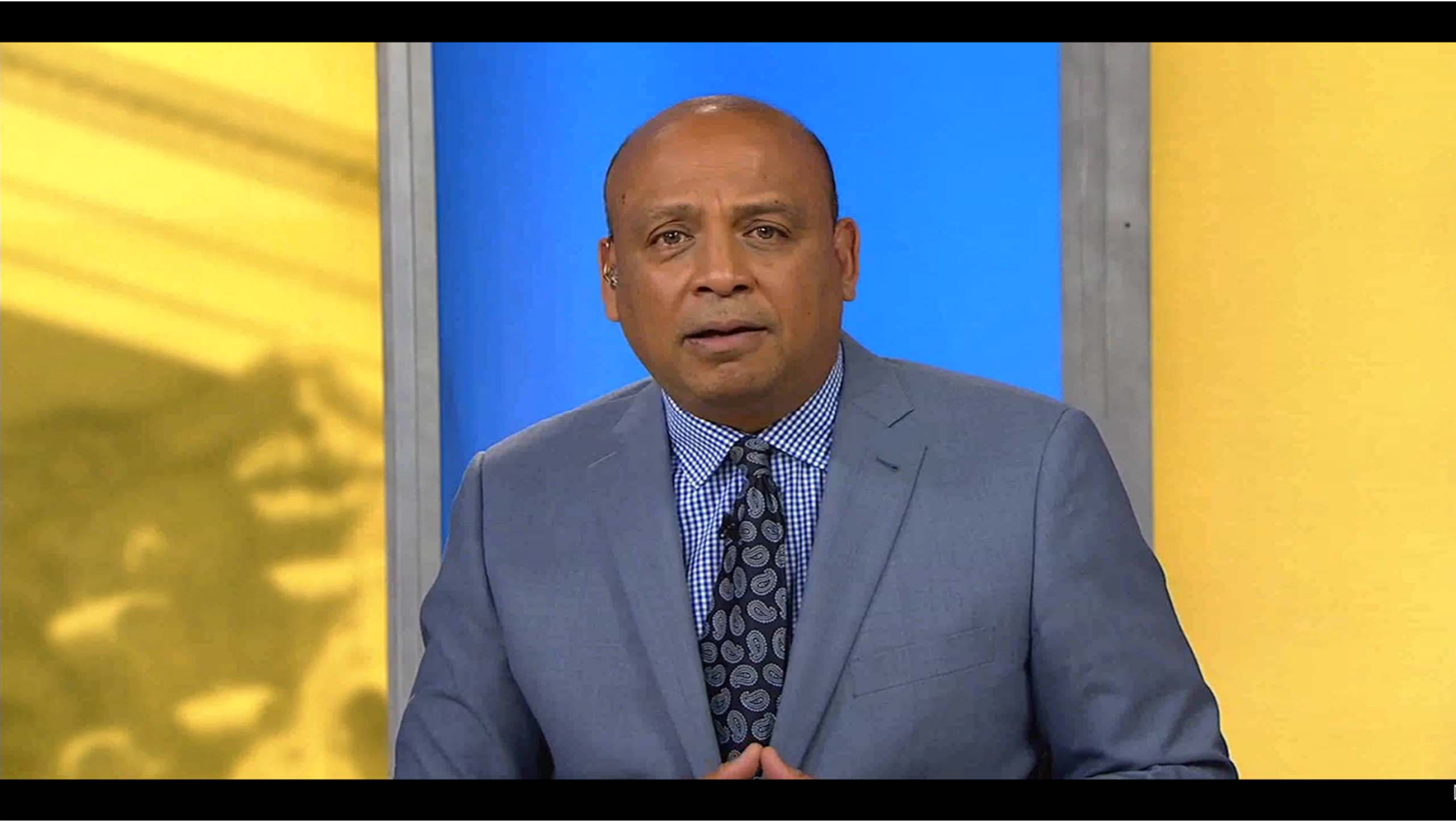
State and local governments:

- Since June 19, Maryland allows the phased reopening of restaurants for indoor dining only, as well as outdoor amusement parks, both of which are only allowed to operate at 50% capacity. Pools are allowed to increase capacity to 50%. The reopening of indoor gyms is allowed at 50% capacity and the reopening of indoor entertainment venues, such as malls and casinos, with proper safety measures in place. Link for more info [here](#).
- **Montgomery County** entered Modified Phase 2 Reopening at 5pm on June 19. A number of non-essential businesses and services were able to reopen with safety measures in place, including limitations on number of persons.
- **Challenges of more than 50 are prohibited.**
- **Prince George's County** will amend Phase 2, lifting additional restrictions beginning on Monday, June 29. Click [here](#) for more information.
- **Both Montgomery and Prince George's counties** require face coverings, and social distancing guidance remains in effect.
- Face coverings still required in public places statewide, such as public transit and retail stores, and by order of the county executives in both Prince George's and Montgomery counties.
- **Maryland State Department of Education (MSDE)** announced that childcare providers must return. All providers must follow all health department protocols and adhere to class size restrictions effective June 10.

Cool Tools of Innovation

- Innovative cool tools
 - Fire hydrant repair tool
 - Valve monitoring device
- Both patent pending!
- James and the giant printer





Overview: This report tracks WSSC Water's progress achieving the Strategic Plan adopted by the Commissioners in June 2019. In support of the Plan's Accountability Core Value, Key Performance Indicators (KPIs) were selected to align with the Budget. This month we are highlighting the following KPIs:

- **Sanitary Sewer Overflows (SSOs):** There were 6 SSOs and a total of 36,284 gallons released. This is one fewer event than the previous May, but a 169.5% increase in the volume released. 99% of the discharge was the result of an event on Knoll Dr. in Oxon Hill on the 18th of May where a pipe was damaged by heavy stream erosion and fallen trees.
- **Average Answer Speed:** May's average answer speed was 55 seconds, which is an improvement compared to 7 minutes 45 seconds in May 2019. Contributing to this improvement is a reduction in call volume due to Covid-19 and a successful transition to a fully remote operation without service disruption for customers.
- **Amounts Past Due:** Amounts Past Due grew again this month, attributable to the impact of Covid-19 on our customer's ability to pay. After averaging \$35 million from September 2019 – March 2020, amounts past due was \$42.9 million in April and increased to \$47.9 million in May. To assist our customers, customer affordability enhancements were recently included in the FY21 Approved Budget.

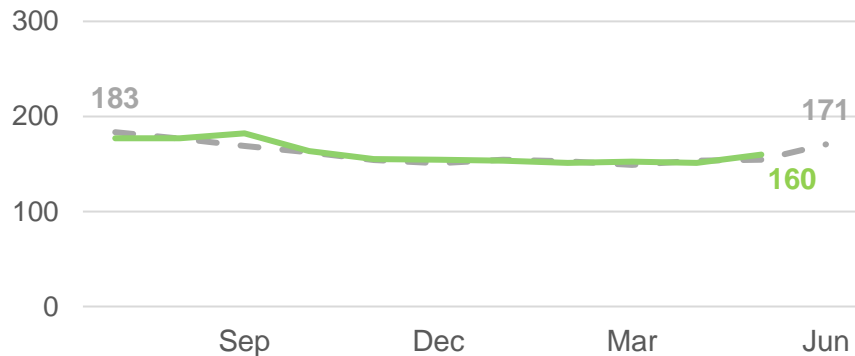
Mission

— This year (FY20)
 - - Last year (FY19)

Provide Safe and Reliable Water

Water Production

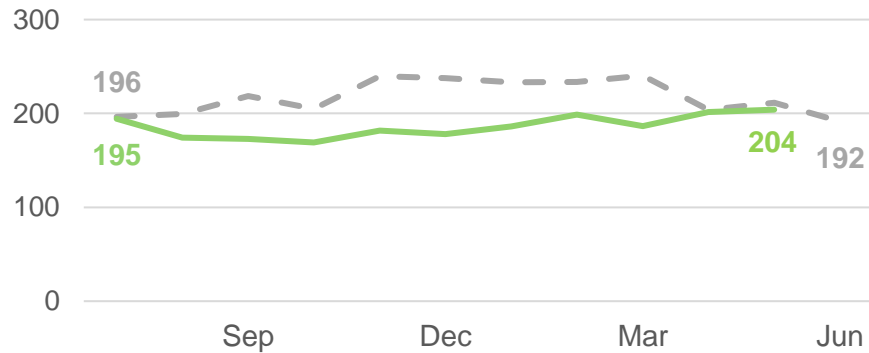
Average gallons of water produced, in millions per day



Return Clean Water to Our Environment

Wastewater Treatment

Average gallons of wastewater treated, in millions per day



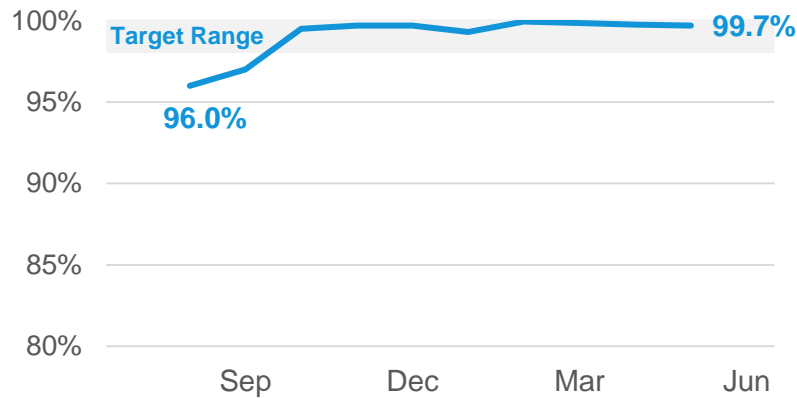
Enhance Customer Experience

— This year (FY20)
 - - Last year (FY19)

Deliver Safe, Reliable and Consistent Service

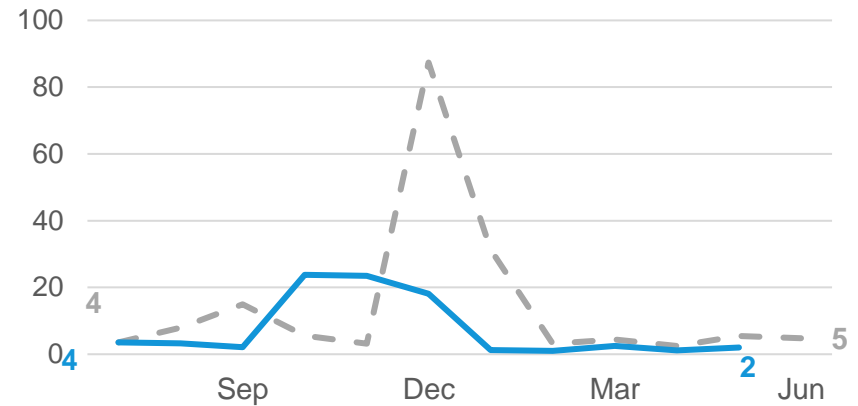
Accounts Billed On-Time

% of accounts billed on-time, within 15 calendar days after billing window closes



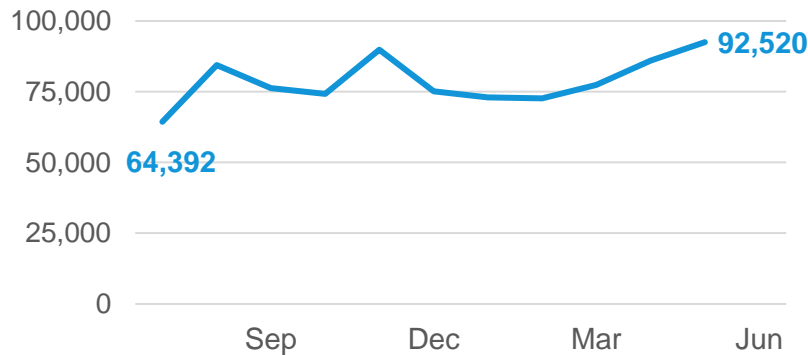
Water Service Restoration Time

of outage hours / # of housing units impacted



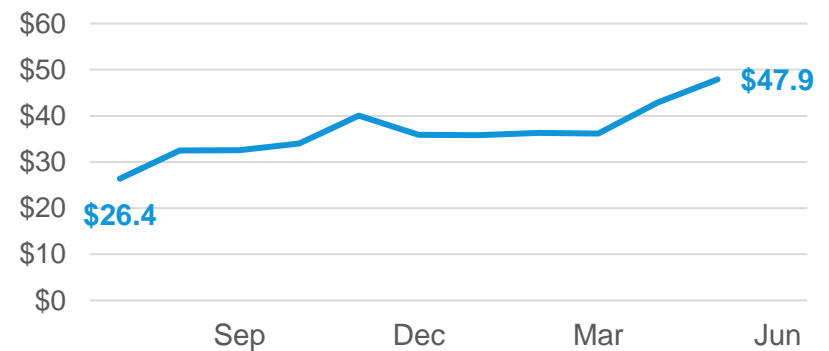
Past Due Accounts*

of accounts 30 days past the bill date



Past Due Amount*

\$ of accounts (millions) 30 days past the bill date



*Only FY20 data shown for these three measures from the Customer-to-Meter billing system, as an apples-to-apples comparison to FY19 is not available from the old system (CSIS).

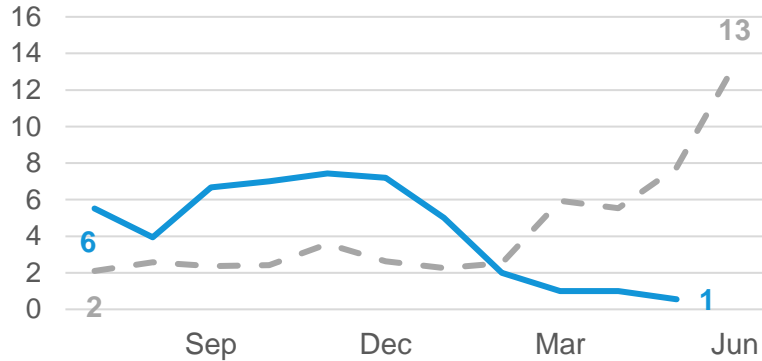
Enhance Customer Experience

— This year (FY20)
 - - Last year (FY19)

Provide Timely Response to Customer Queries

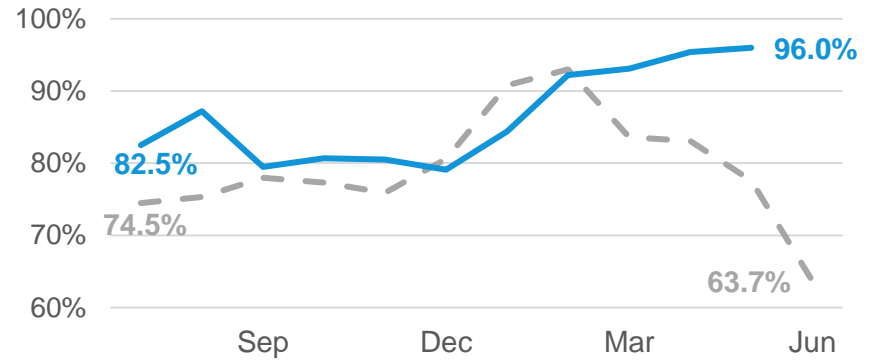
Average Answer Speed

Average minutes customer waits for customer care call center agent



Calls Answered

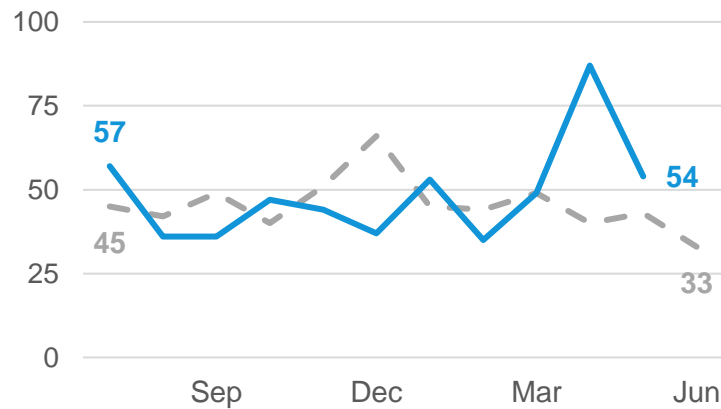
of calls answered by a customer care agent / total calls



Be a Good Citizen within Our Community

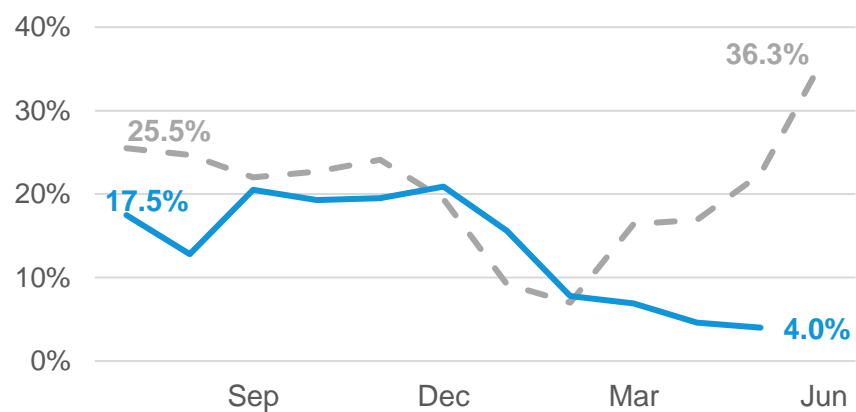
Basement Backups

of basement backups



Calls Not Answered

of calls not answered by a customer care agent / total calls



Optimize Infrastructure

Highlighted Capital Improvement Project of the Month

Project S-43.02, Broad Creek Wastewater Pumping Station Augmentation

Planning Area South Potomac Sector PA 8

Description This project provides for modifications to the Broad Creek Wastewater Pumping Station and Force Main system for conveying Broad Creek sewerage basin flows to the Piscataway Water Resource Recovery Facility. The Broad Creek WWPS Facility Plan included assessments of engineering, economic, environmental, and local community impacts, and recommended the construction of a 48-inch diameter force main and capacity enhancing modifications at the pumping station. At the Piscataway WRRF, a concrete storage facility was constructed in the upper existing polishing pond, allowing intermittent storage of excess sewage until flow levels at the plant allow treatment. Implementation of this alternative was approved by the Environmental Protection Agency and the Maryland Department of the Environment (MDE).

Estimated Cost \$188,381,000

Substantial Completion Date January 2020

Phase Complete



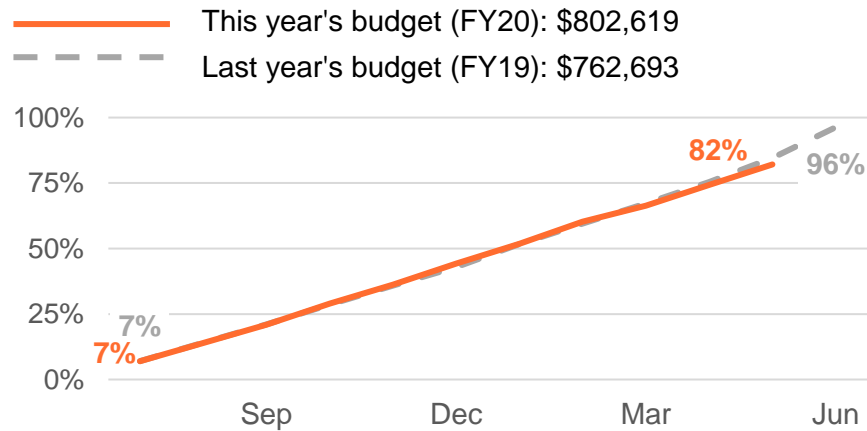
Broad Creek Wastewater Pumping Station

Spend Customer Dollars Wisely

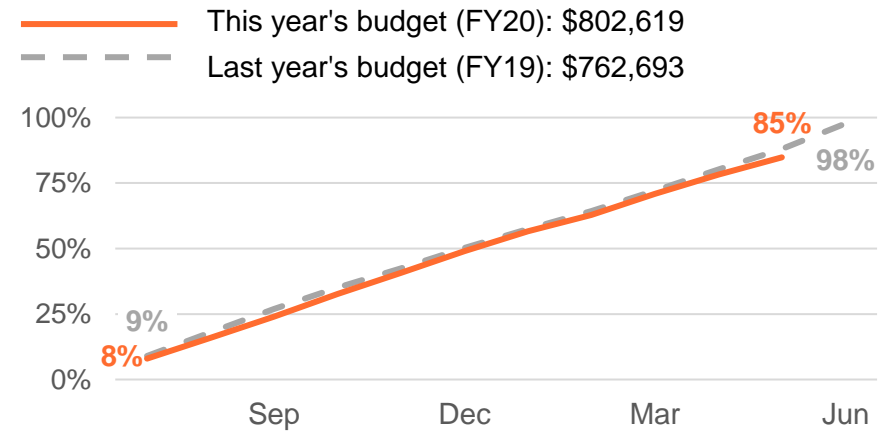
— This year (FY20)
- - Last year (FY19)

Improve Financial Process Efficiency and Fiscal Sustainability

Water and Sewer Expense Budget Spent FYTD



Water and Sewer Revenue Budget Collected FYTD



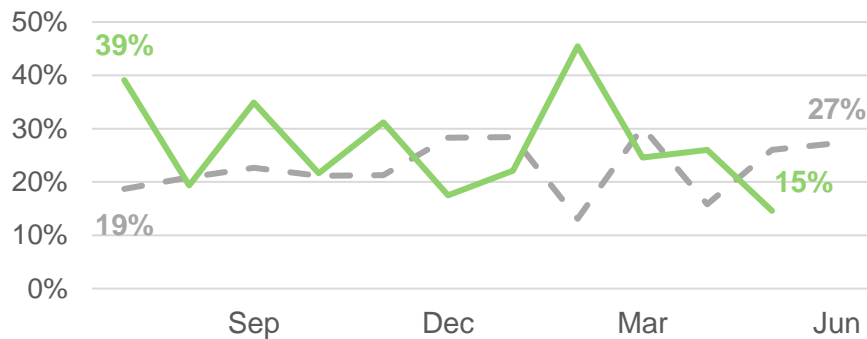
Transform Employee Engagement

— This year (FY20)
- - Last year (FY19)

Acquire the Best People

Positions Filled

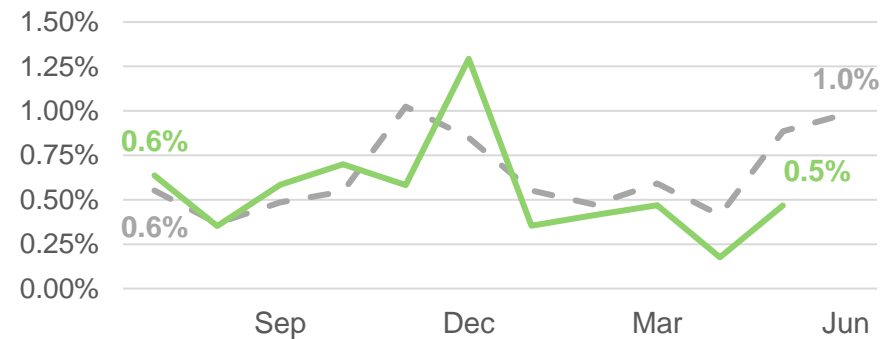
of positions filled / # of actively recruited positions



Retain Top Performers

Turnover Rate

of employee separations / # of FTEs



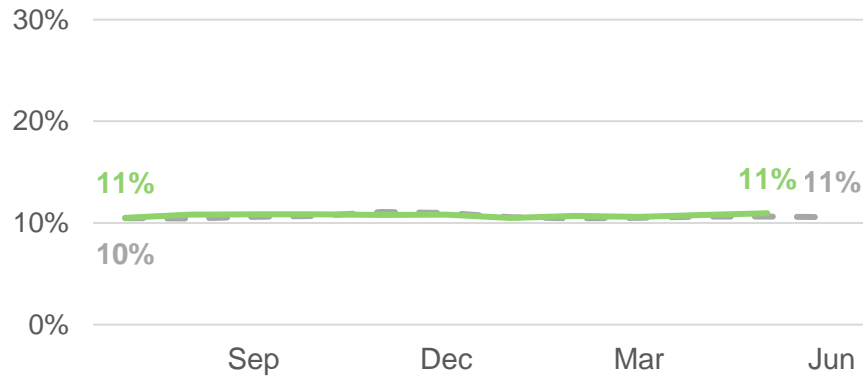
Transform Employee Engagement (continued)

— This year (FY20)
 - - Last year (FY19)

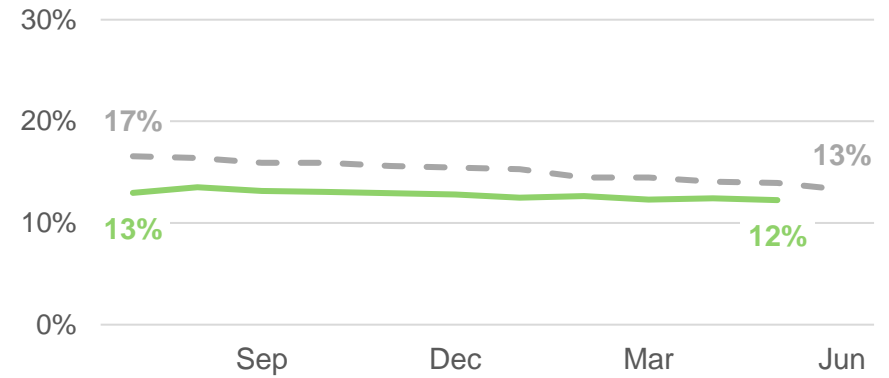
Develop and Grow Talent

of regular employees eligible for retirement within next x years / total # of FTEs

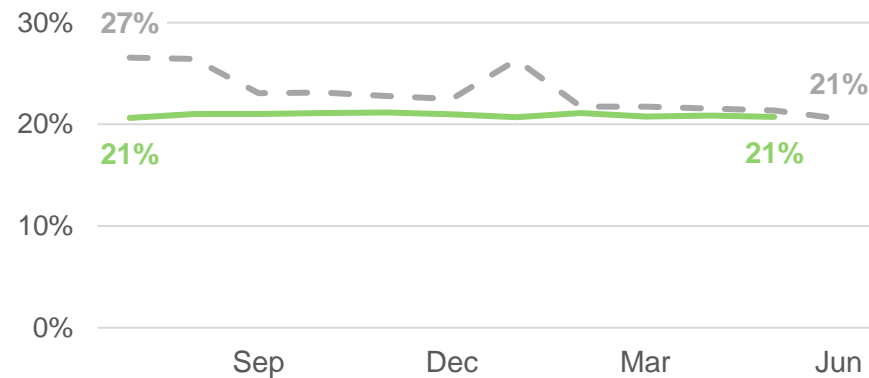
Retirement Eligibility (Full) Eligible Now



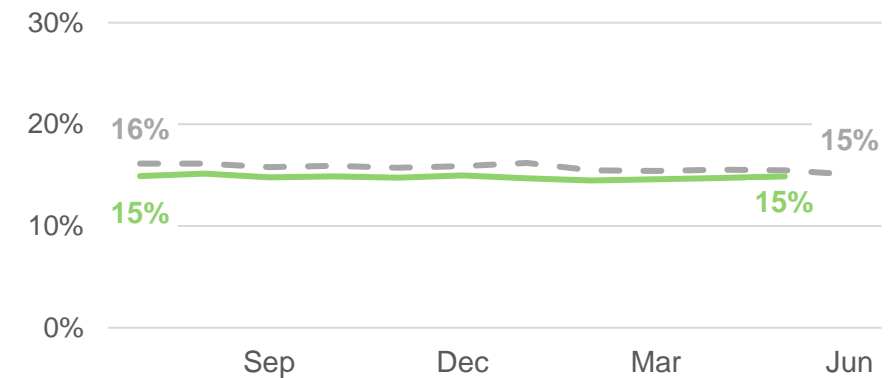
Retirement Eligibility (Early) Eligible Now



Retirement Eligibility (Full) Eligible Within 5 Years



Retirement Eligibility (Early) Eligible Within 5 Years



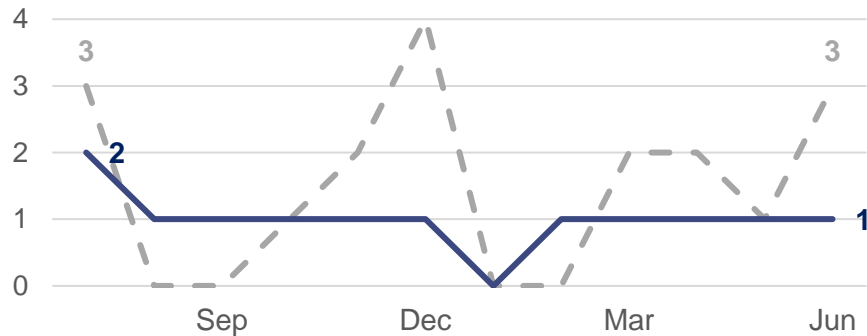
Protect Our Resources

— This year (FY20)
 - - Last year (FY19)

Plan Proactively with Community Stakeholders and Resolve and Learn from Past Incidents

Emergency and Coordinated Responses

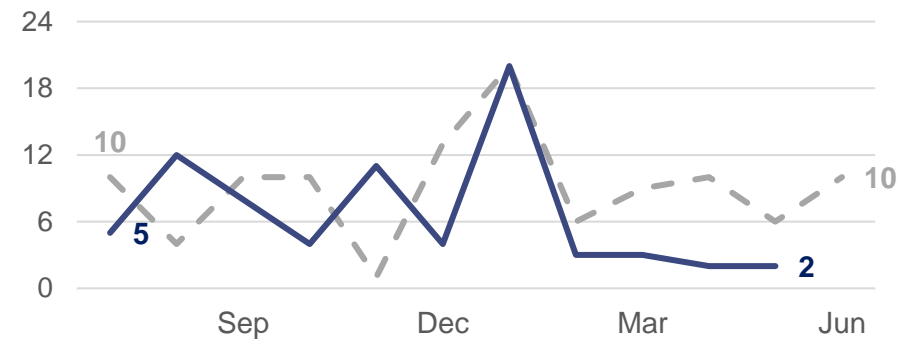
of cross-departmental coordinated responses, exercises and drills



Maintain Best in Class Operating Environment Safety for Employees

Occupational Injuries

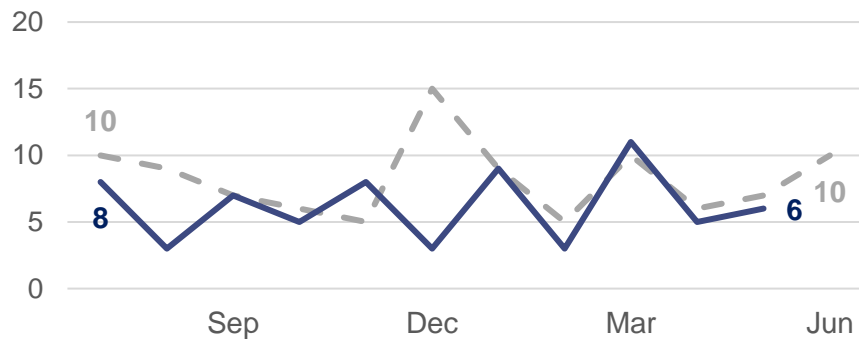
of occupational injuries closed



Secure Commission's Critical Infrastructure

Sanitary Sewer Overflows

of sanitary sewer overflows



Sanitary Sewer Overflow Volume

Total gallons of sanitary sewer overflows, in millions per month

