COMMUNICATIONS AND STAKEHOLDER RELATIONSHIPS

Promote public and private partnerships, and enhance relationships with key stakeholders and jurisdictions in support of our mission.

In FY 2013, we continued to implement strategies to improve our communication and community outreach efforts. The goal is to increase our use of social media tools such as Facebook, Twitter, and QR codes to expand communications and utilize this mode of communication for the federally-required report. We are increasing our use with customers and key stakeholders. For the first time, WSSC released its annual Water Applications (Service Alerts and In Your Neighborhood). This application to give real-time information to residents on broken hydrants in a neighborhood. We worked with teachers from both Train the Teacher classes where we conducted 253 outreach events in FY 2013. We are moving forward to increase the use of alternative energy sources such as solar and wind to reduce our carbon footprint. In fact, in FY 2013 we sourced solar generated power and help us reduce our carbon footprint. In FY 2013, 28.2% of our energy usage was from renewable sources.

ENVIRONMENTAL STEWARDSHIP

Promote sustainable and responsible stewardship of our water, air, and land using efficient and effective business practices and technology.

In FY 2013, we implemented long-term management strategies to keep our water and wastewater treatment plants operating above the standards set by the USEPA. This included the maintenance of equipment, the installation of new processes, and the compliance with new regulations. In FY 2013, we reduced CO2 emissions from our facilities by 33%. This is a significant improvement of 3.5% from FY 2012 and translates into about 29,407 metric tons of CO2 reductions which, according to the EPA, is equivalent to removing approximately 6,126 passenger vehicles from the road, thus reducing our carbon footprint. In FY 2013, we implemented a long-term management strategy to keep our watershed properly protected. We worked with our partners to maintain compliance with our effluent discharge permits. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property.

PROCUREMENT

Foster opportunities and stability in our contracts with the implementation of strategic initiatives.

In FY 2013, the Commission awarded a long-term management strategy to keep our water and wastewater treatment plants operating above the standards set by the USEPA. This included the maintenance of equipment, the installation of new processes, and the compliance with new regulations. In FY 2013, we reduced CO2 emissions from our facilities by 33%. This is a significant improvement of 3.5% from FY 2012 and translates into about 29,407 metric tons of CO2 reductions which, according to the EPA, is equivalent to removing approximately 6,126 passenger vehicles from the road, thus reducing our carbon footprint. In FY 2013, we implemented a long-term management strategy to keep our watershed properly protected. We worked with our partners to maintain compliance with our effluent discharge permits. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property. The Commission adopted new watershed regulations which reflected key findings of an independent report and accommodated reasonable recreational use of the watershed property.

SECURITY AND SAFETY

The Commission is committed to ensuring the security and safety of our employees, customers, and communities.

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Message from the General Manager/Chief Executive Officer

The Washington Suburban Sanitary Commission (WSSC) is proud to present its third Annual Performance Report for the fiscal year ended December 31, 2013. The report contains information about our financial results, strategies/initiatives, performance, and a summary of our current strategic priorities.

WSSC’s Overall FY 2013 Performance Summary

We are continuing to make great strides in our progress, we hope this report helps you understand our processes to build a culture of innovation, operational excellence, and sustainability. While we are not where we want to be, but we continue to make steady progress in responding to our customers. In the fiscal years ahead, we will continue to review our business objectives, practices and strategies/initiatives to improve our performance. The Commission also approved the WSSC 2013 5-year Information Technology Strategic Plan to allow WSSC to make better decisions by balancing required levels of service, costs of service, and acceptable levels of risk. We have made significant progress in planning for our assets through the implementation of an Asset Management strategy. WSSC is a national leader in the development and execution of its Asset Management strategy.

We are in the process of implementing recommendations of the Bi-County Infrastructure Working Group which is charged with developing strategies to fund infrastructure renewal in the county. We are also in the process of implementing recommendations of the Maryland-National Capital Park and Planning Commission which will improve the efficiency of the Call Center operations compared to FY 2012. We have greatly exceeded our FY 2013 target of 46 water main breaks and leaks per 100 miles of water main mileage reconstructed or rehabilitated. We exceeded our FY 2013 target of 42.47 miles of water main mileage reconstructed or rehabilitated. We also exceeded our FY 2013 target of 46 miles of pipeline by 7%. There were 17.17 basement backups per 100 miles of pipeline. We exceeded our FY 2013 target of incurring no more than 3.00 SSOs despite a more difficult winter season in FY 2013, as compared to FY 2012. And even better, we were able to achieve these improvements in our Call Center operations compared to FY 2012. We have greatly improved our FY 2013 performance. The Call Center Bill Pay Queue averaged 22 calls and our abandoned call rate was 8.4%, an improvement of 2.6 minutes from our FY 2012 performance.

We are proud of the high quality of our work and our employees who work on the front lines to ensure the delivery of clean water to our customers. We have made significant progress in planning for our assets through the implementation of our Asset Management strategy. We are in the process of implementing recommendations of the Bi-County Infrastructure Working Group which is charged with developing strategies to fund infrastructure renewal in the county. We are also in the process of implementing recommendations of the Maryland-National Capital Park and Planning Commission which will improve the efficiency of our Call Center operations compared to FY 2012. We have greatly exceeded our FY 2013 target of 46 water main breaks and leaks per 100 miles of water main mileage reconstructed or rehabilitated. We exceeded our FY 2013 target of 42.47 miles of water main mileage reconstructed or rehabilitated. We also exceeded our FY 2013 target of 46 miles of pipeline by 7%. There were 17.17 basement backups per 100 miles of pipeline. We exceeded our FY 2013 target of incurring no more than 3.00 SSOs despite a more difficult winter season in FY 2013, as compared to FY 2012. And even better, we were able to achieve these improvements in our Call Center operations compared to FY 2012. We have greatly improved our FY 2013 performance. The Call Center Bill Pay Queue averaged 22 calls and our abandoned call rate was 8.4%, an improvement of 2.6 minutes from our FY 2012 performance.

FINANCIAL STABILITY

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Workforce Management

There are many benefits associated with WSSC including being a leader in the use of data driven decision making and reporting, which helps our employees and customers to better understand their role and performance. WSSC’s Career Center is designed to help our employees develop the skills and knowledge required to be successful in their roles. In FY 2014, we will continue to focus on enhancing employee engagement and improving the experience for our customers and our employees. WSSC will continue to foster a culture of operational excellence, teamwork, and collaboration, and we will continue to improve employee engagement.