

Customer PIPELINE

WSSC • Oct-Dec 2018

Proposed Budget Public Hearings

Public hearings for WSSC's Fiscal Year 2020 proposed budget are taking place as follows:

Montgomery County

February 4, 2019 • 7:30 p.m.
Stella B. Werner Building
3rd Floor Hearing Room
100 Maryland Avenue
Rockville, MD 20850

Prince George's County

February 5, 2019 • 7:30 p.m.
Department of the Environment
Conference Room 140
1801 McCormick Drive
Largo, MD 20774

The inclement weather date is
February 13, 2019
7:30 p.m.
WSSC's Headquarters
14501 Sweitzer Lane
Laurel, MD 20707

The public will have an opportunity to comment at the hearings and/or submit written comments. Upon review and approval by both counties, the final budget goes into effect July 1, 2019.

For more information visit wsscwater.com/fin.

Centennial Focus: Innovation for the Future

Since 1918, WSSC's innovative spirit has enabled us to become a nationally-recognized water utility. Today, we continue to foster a culture of innovation through the establishment of an Innovation and Research Council, and dedicating staff to identify emerging technology and trends to help us solve complex problems.



WSSC remains at the forefront of innovation with advancements in wind and solar power use, and water resource recovery. We were recently named a Utility of the Future Today in recognition of our energy generation and recovery efforts, as well as strategies to reduce our greenhouse gas footprint.

As we embark on our next 100 years, our innovative spirit and commitment to green energy continues with the construction of our \$250 million Piscataway Bio-Energy Project. The innovative facility is the largest and most technically advanced project ever constructed by WSSC in its 100-year history, and will turn poop to power by transforming sewage into renewable energy. Learn more about this innovative project by visiting wsscwater.com/bioenergy.

To look back at WSSC's 100-year history, visit wsscwater.com/100.

New Rate Structure Takes Effect July 1, 2019

WSSC is simplifying our rate structure by going from 16 tiers to four, effective July 1, 2019. The new structure is known as an inclining block rate structure, meaning that the price for water increases as customers use more and enter higher tiers.

With the passage of the Maryland Water Conservation Act of 2002, the Maryland Department of the Environment specifically identifies an inclining block rate structure as a pricing strategy that encourages water conservation.

Two other improvements customers will see effective July 1, 2019, are a new, easier-to-read water/sewer bill, and enhanced programs to help our customers in financial need pay their bills.

To learn more about our new rate structure, visit wsscwater.com/ratestudy.

Type of Rate Structure	Gallons Per Day	Rate per 1,000 Gallons
4-Tier Inclining	0-80	\$10.66
	81-165	\$12.25
	166-275	\$14.86
	>275	\$18.71

Rates are illustrative only based on FY18 revenue requirements. Final rates for FY20, when the new rate structure will take effect, will be adopted in June 2019.



In Our Community



WSSC is a strong education partner with our local school systems, providing programs focused on developing the next generation of scientists and environmental stewards who understand the importance of protecting their drinking water and local watersheds.

Our Science, Technology, Engineering and Math (STEM) programs educate students about the science and technology behind drinking water production and wastewater treatment, and introduce students to the variety of careers available in the water industry.

If you're interested in learning more about our STEM educational outreach programs and how you can get involved, visit wsscwater.com/outreach or email communityoutreach@wsscwater.com.

Another Easy Way to Pay Your Bill

Have you heard? You can pay your WSSC bill at CVS, 7-11 or Family Dollar with PayNearMe. Get a barcode sent via text or email and you are set. Using this method requires a one-time set up with WSSC Customer Service. Call 301-206-4001. A payment convenience fee applies.



Protecting Our Resources

WSSC Awarded for Environmental Efforts

Our Strategic Priorities

Improve Infrastructure

Protect Our People, Infrastructure, Systems and Resources

Achieve Business Process Excellence & Maintain Financial Stability

Inspire Employee Engagement

Enhance Customer Experience & Community Engagement

At WSSC, we are committed to producing clean, safe, reliable water, all in an economically and environmentally responsible manner. The proof is in the awards WSSC recently received.

All six of our water resource recovery facilities earned Peak Performance Awards from the National Association of Clean Water Agencies for 100 percent compliance with discharge permit regulations. The awards recognize our efforts to reduce the amount of nitrogen and phosphorous that is discharged into the waterways, which helps to improve the health of the Chesapeake Bay.



WSSC GM/CEO Carla A. Reid and Sam Amad, Seneca Water Resource Recovery Facility Superintendent, proudly holding one of the Peak Performance Awards.

Building the Talent Pipeline

Cameron Taylor and Sebastian Wiggins are the winners of the 2018 Commissioners' Engineering Scholarship worth \$1,000 each.

Taylor, of Prince George's County, is a junior at the University of Maryland's A. James Clark School of Engineering. Wiggins, of Montgomery County, is a freshman at Drexel University. Both students wrote essays outlining the challenges facing water utilities over the next 25 years and how to resolve them.



Cameron Taylor



Sebastian Wiggins

To learn more visit wsscwater.com/engscholar.