



WSSC WATER
DELIVERING THE ESSENTIAL

General Manager's Report

January 27, 2021

We Will Miss You



Michael Campbell



Gary Noel



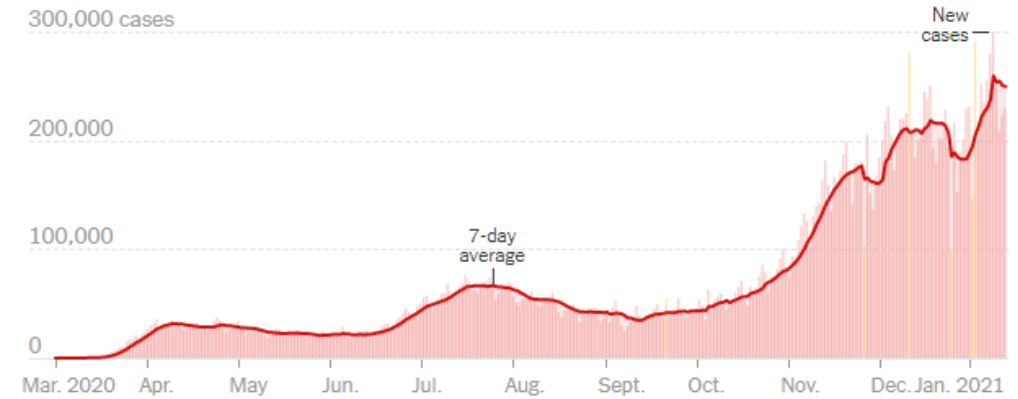
Calvin Lewter

Protect Our Resources



COVID-19 Surge Continues

- COVID-19 cases continue to surge
 - 107 employees and 12 contractors tested positive
 - 73 cleared to return to work
- No significant changes to current measures until April 1 at the earliest
 - May resume some services before
- Employees can pre-register in Montgomery and Prince George's counties for vaccinations



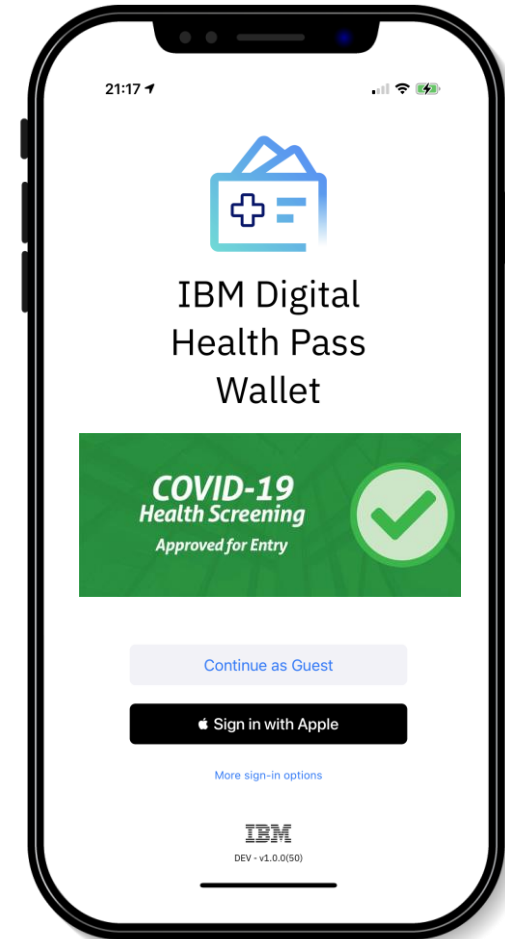
	TOTAL REPORTED	ON JAN. 12	14-DAY CHANGE
Cases	22.9 million+	229,712	+37% →
Deaths	380,882	4,406	+49% →
Hospitalized		131,326	+9% →

■ Day with reporting anomaly. Hospitalization data from the Covid Tracking Project; 14-day change trends use 7-day averages.



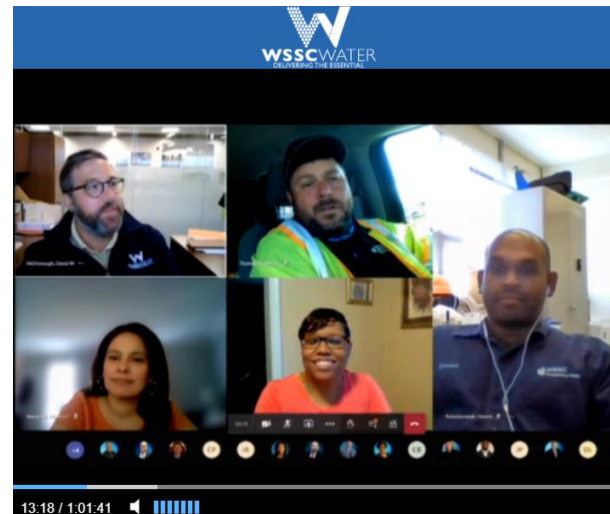
Keeping Employees Safe

- WSSC Water partnership with IBM and National Institutes of Health (NIH)
 - Part of ongoing effort to protect employee health and safety
- Provides enhanced guidance on self-monitoring, reporting, contact tracing, isolation, quarantine and safe return-to-work
- Uses technology to improve self-monitoring, reporting and contact tracing
- No significant changes in what we do
- There will be changes in how we do it



Keeping Employees Informed

- Continue bi-weekly all-employee livestream briefings
- Continue all-employee weekly COVID-19 Situation Report
- Developed new return to workspace dashboard available on intranet page for all employees



WSSCWATER COVID-19 Report to Employees January 8th, 2021

Logistics - Led by Caprecia Poole-Williams, Chief Procurement Officer
Responsibility: ensuring that we have the resources we need to operate

The current status:

- Secured the supply base: PPE levels are closely monitored by Materials Management.
- Continue exploring options for testing and vaccinations through health care providers.
- Currently planning for the future: Enhanced online bid submission capabilities and currently developing risk profiles by commodities (chemicals, professional services, and construction & engineering services).



Approximately 31,452 cloth or disposable masks currently in stock
*Not including respirators

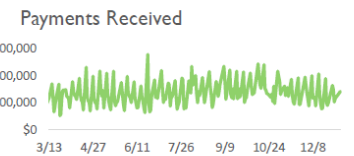
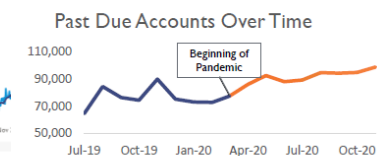


Approximately 1,177 units of hand sanitizer in stock
*PPE numbers updated 12./30

Finance - Led by Patti Colihan, Chief Financial Officer
Responsibility: mitigating the financial impacts of the response and tracking costs

The current status:

- Based on the commissioners' action, Advanced Meter Infrastructure was removed from the FY22 Preliminary Proposed Capital and Operating Budgets.
- The FY22 Preliminary proposed budget was adopted by the commissioners in December and will be sent to both counties by January 15 for virtual public hearings in early February.
- As shown by the graph below, payments have remained fairly steady since the beginning of April. Most payments are received on Mondays. In addition, please note the Past-Due Accounts graph; all accounts past due after the pandemic began are colored in orange.



Task Force Reports

Personnel Policy Task Force
Led by David McDonough, Director of Police and Homeland Security
Focuses on personnel policies and procedures related to COVID-19

The current status:

- Distributing vaccination interest survey, link [here](#). Please complete this survey by 1/15.
- Guides for managers' reporting can now be found on the COVID-19 intranet page, linked [here](#).



Optimize Infrastructure



Continue Cybersecurity Focus

- Enhanced password protections
 - Multifactor / two-step login
- New security training topics
 - Teleworking
 - Privacy/Health/HIPAA (Health Insurance Portability and Accountability Act)
- New private cloud technology
 - Decrease data center complexity and improve security



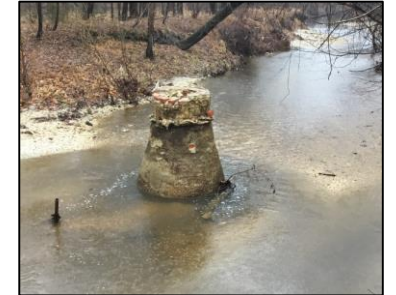
Potomac Water Filtration Plant Upgrades

- Capital improvements to significantly reduce solids discharged to river after filtration process
 - Mandated by Consent Decree on April 15, 2016
- Three construction projects bid this year
 - Solids handling building expansion
 - Gravity thickeners expansion
 - Sediment basin upgrades
- Projects must be completed by January 1, 2026
 - Total in CIP = \$203 million
 - Funded by Green Bonds



Environmental Stewardship

- Comprehensive sewer rehabilitation project in Piscataway Basin to reduce Infiltration & Inflow
 - Identify sewer assets that require repairs
 - Protect environment & Chesapeake Bay
 - Portions designed in house saving \$7 million
- Progress continues on \$271 million Bioenergy construction project
 - Reduce greenhouse gas emissions
 - Create renewable energy
 - On budget and on schedule
 - Estimated completion: August 2024



Spend Customer Dollars Wisely



Continue Cost Effectiveness

- Accessing alternative funding sources
- Monitoring federal water/wastewater customer financial assistance program
- Maintain AAA bond rating
- Purchasing electric vehicles in Fiscal Year 2022
- Working with University of Maryland and Virginia Tech students on several research projects
 - Optimize biogas output for Piscataway Bioenergy Project
 - Enhanced nutrient removal at Parkway and Seneca Water Resource Recovery Facilities
- Innovation continues
 - New valve monitoring device

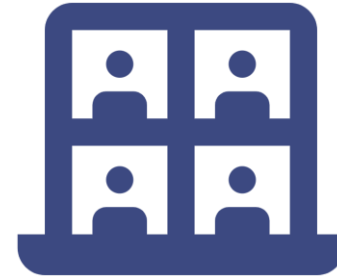


Enhance Customer Experience



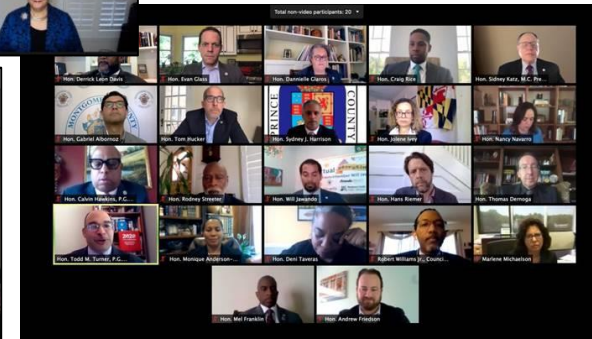
Connecting with Customers... Virtually

- Virtual In Your Neighborhood community meetings
- Virtual distance learning programs and resources with local educators, youth groups and families
- Virtual tours
 - Interactive Google Earth tours of Piscataway and Seneca Water Resource Recovery Facilities



Transparency

- Livestream monthly Commission meetings
- Frequent presentations before both County Councils
- Provide annual Water Quality Report to customers
 - Data posted on website
- Host Public Hearings to receive input
 - Budget
 - Capital Improvements Program
 - Major projects and initiatives
- Extensive media, elected official and community outreach
 - Press updates
 - Neighborhood meetings & briefings
 - Social media
 - Newsletters



The Washington Post

WSSC Water bills to rise by 6 percent as utility offers more aid for financially struggling customers

Helping Neighbors in Need

- Continuing to enhance financial assistance programs
 - Expanding outreach and boosting partnerships
- Creating Water Fund development and advancement plan
 - Expanding outreach
- Continuing COVID-19 *Here to Help* outreach
 - Earned and social media
 - Videos
 - Newsletters
 - Mailings



WATER FUND
Sharing the Essential



Transform Employee Engagement



Employee Recognition and Feedback

- Continue quarterly Employee Recognition Awards ceremony



- Implement Employee Survey Action Plan
 - Builds upon strengths and addresses weaknesses identified in recent survey results



- Kick off Strategic Planning
 - Process involves employee, Commissioner and customer input



Questions?



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:

- In Nov. 2020, **Past Due Accounts** reached 98,709 for a total of \$65.4 million. Customer Service continues its revenue recovery efforts via letters and automated (robo) calls. WSSC Water has seen a notable increase in payment plan participation (about 50% increase in total active pay plans since the letters and calls began).
- There were eight **Sanitary Sewer Overflows (SSOs)** and a total of 185,711 gallons released in Nov. 2020. This is same number of events, but almost 180,000 more gallons released when compared to the previous November. Over 85% of the discharge was released on Nov. 12th from a pipe collapsed in a heavily wooded area of Germantown. Repairs were made on Dec. 8th.

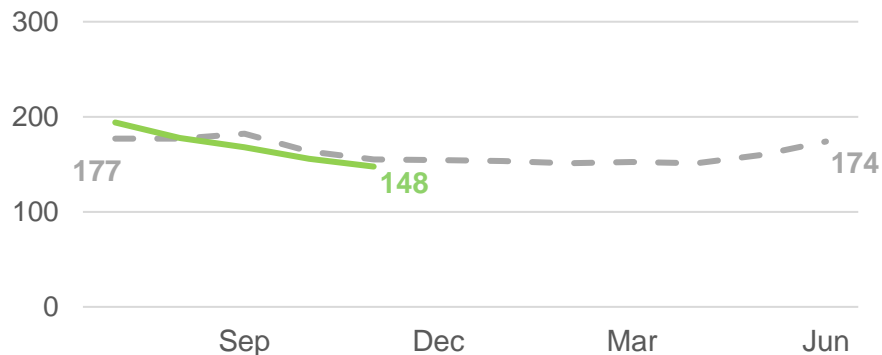
Mission

— This year (FY21)
- - Last year (FY20)

Provide Safe and Reliable Water

Water Production

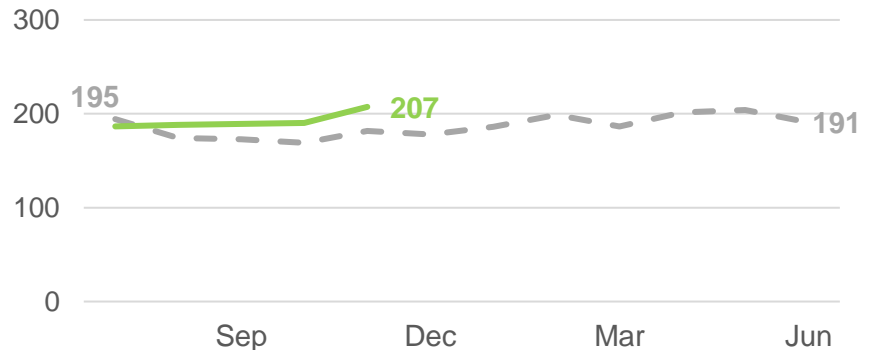
Average gallons of water produced, in millions per day



Return Clean Water to Our Environment

Wastewater Treatment*

Average gallons of wastewater treated, in millions per day



*Wastewater totals for Jul-Sept were revised by DC Water/Blue Plains.

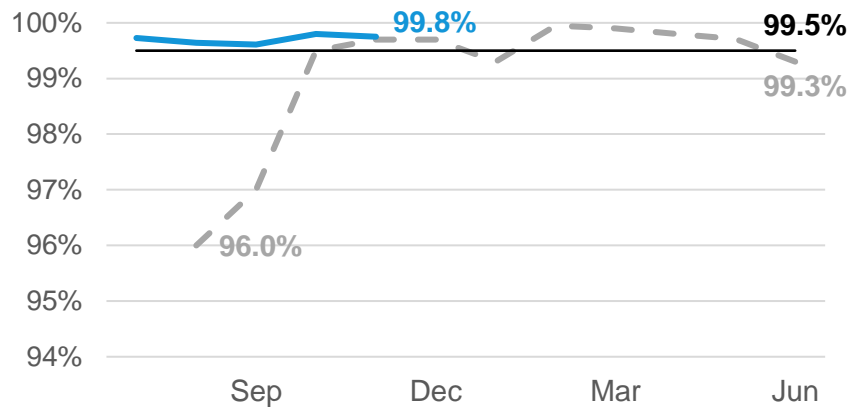
Enhance Customer Experience

— This year (FY21)
— Expected target (FY21)
- - - Last year (FY20)

Deliver Safe, Reliable and Consistent Service

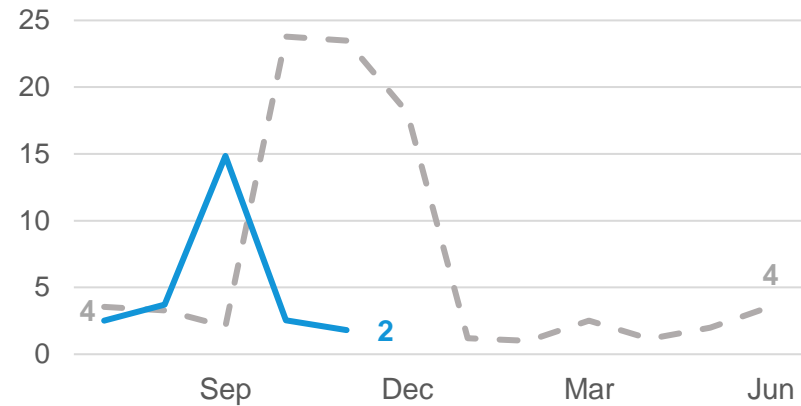
Accounts Billed On-Time

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



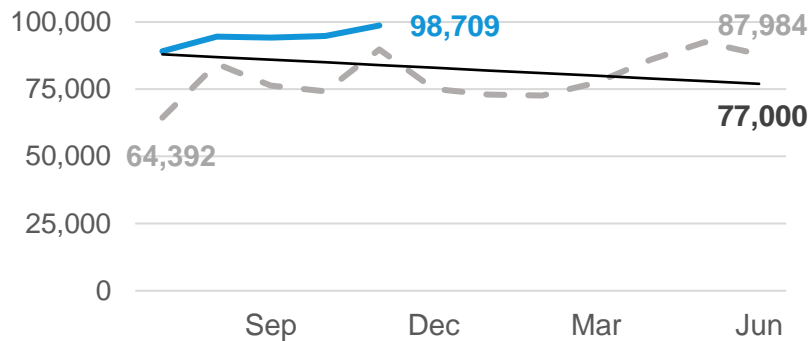
Water Service Restoration Time

of outage hours / # of housing units impacted



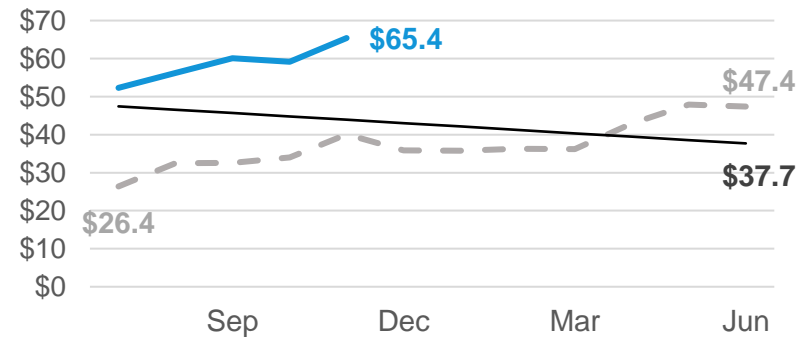
Past Due Accounts

of accounts more than 30 days past the bill date



Past Due Amount

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



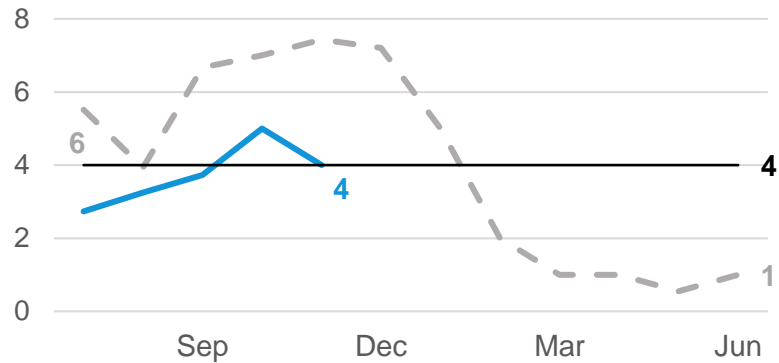
Enhance Customer Experience

— This year (FY21)
— Expected target (FY21)
- - - Last year (FY20)

Provide Timely Response to Customer Queries

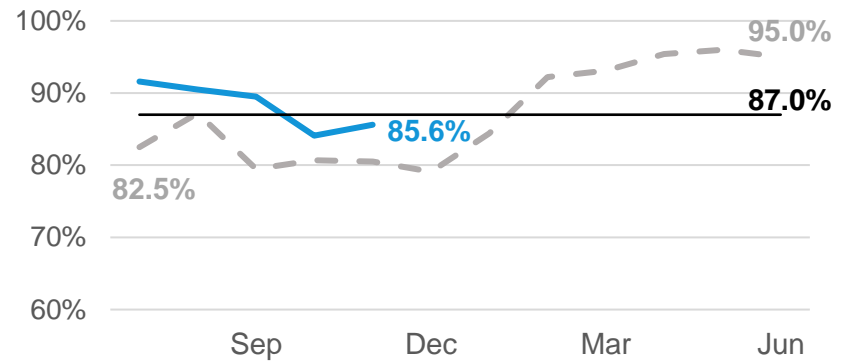
Average Answer Speed

Average minutes customer waits for customer care call center agent



Calls Answered

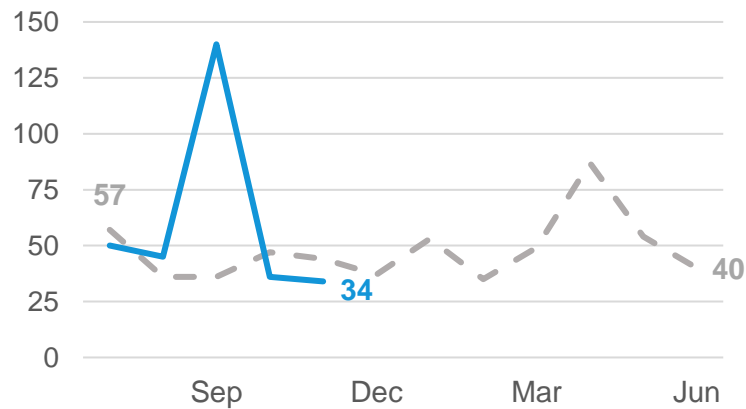
of calls answered by a customer care agent / total calls



Be a Good Citizen within Our Community

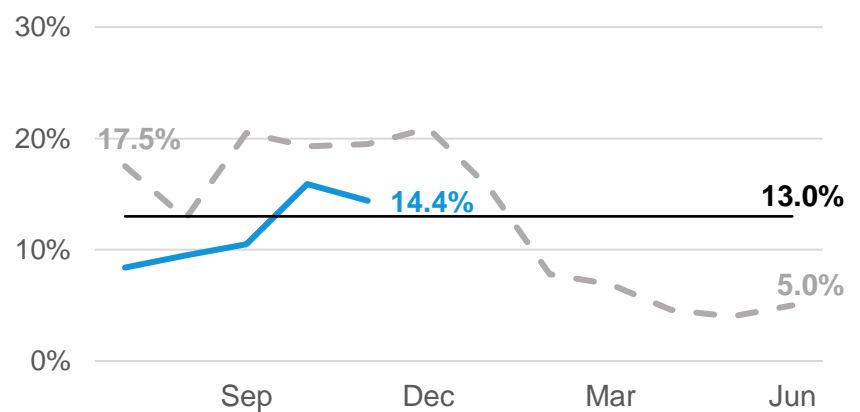
Basement Backups

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

Program Name Water Reconstruction Program (CIP W-1.00)

Program Description The purpose of this program is to renew and extend the useful life of water mains, house connections, and large water services. Portions of the water system are more than 80 years old. Bare cast iron mains, installed generally before 1965, permit the build-up of tuberculation which can reduce flow and cause discoloration at the customer's tap. Selected replacement is necessary to supply water in sufficient quantity, quality, and pressure for domestic use and fire fighting. As the system ages, water main breaks are increasing. Selected mains are chronically breaking and other mains are undersized for the current flow standards. Replacement, rehabilitation via structural lining, and the addition of cathodic protection to these mains provides added value to the customer. Galvanized, copper, and cast iron water mains, as well as all other water main appurtenances including meter and PRV vaults are replaced on an as needed basis when they have exceeded their useful life. Expenditures for this program are expected to continue indefinitely.

CIP FY21-26 Cost \$651,222,000

Task Order #62, Muskogee Street

Phase Construction

Estimated Substantial Completion April 2021



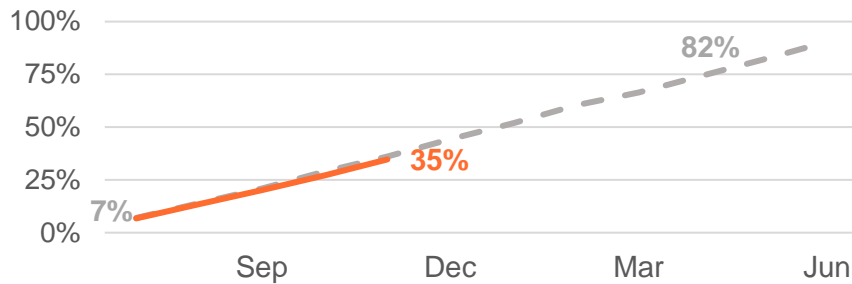
Spend Customer Dollars Wisely

— This year (FY21)
- - Last year (FY20)

Improve Financial Process Efficiency and Fiscal Sustainability

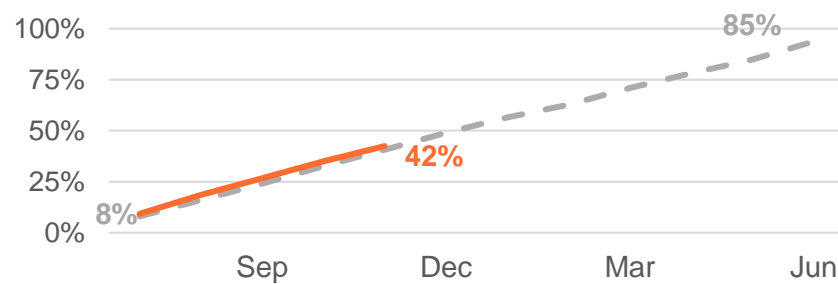
Water and Sewer Expenses

- - - Last year's budget (FY20): \$802,619
— This year's budget (FY21): \$817,250



Water and Sewer Revenues

- - - Last year's budget (FY20): \$802,619
— This year's budget (FY21): \$817,250



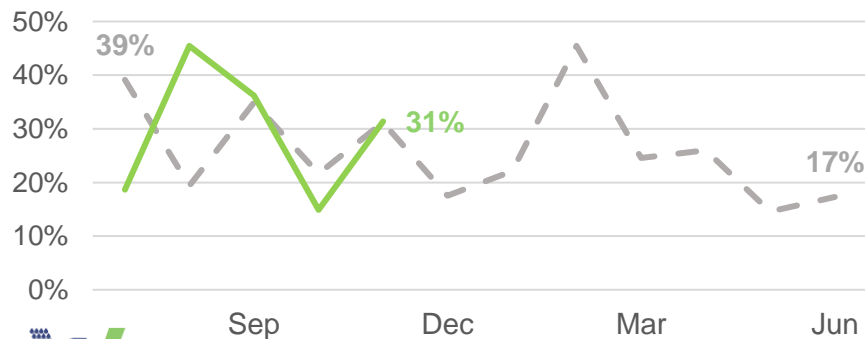
Transform Employee Engagement

— This year (FY21)
- - Last year (FY20)

Acquire the Best People

Monthly Positions Filled

of positions filled / # of actively recruited positions

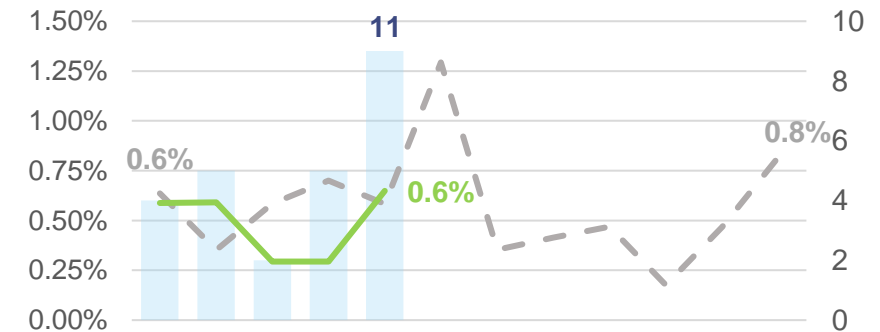


Retain Top Performers

Monthly Turnover Rate

of employee separations / # of FTEs

■ Retirement separations
■ Other separations
■ Count of total separations



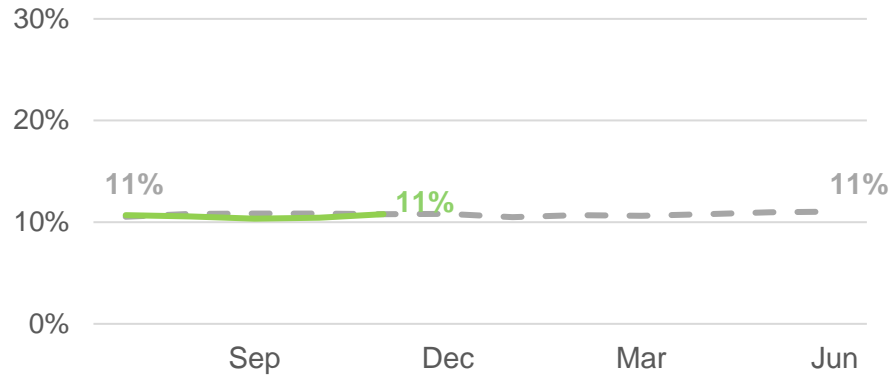
Transform Employee Engagement (continued)

— This year (FY21)
 - - Last year (FY20)

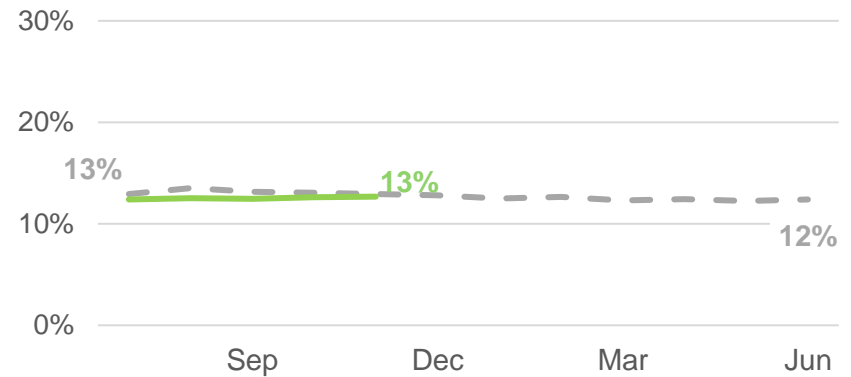
Develop and Grow Talent

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

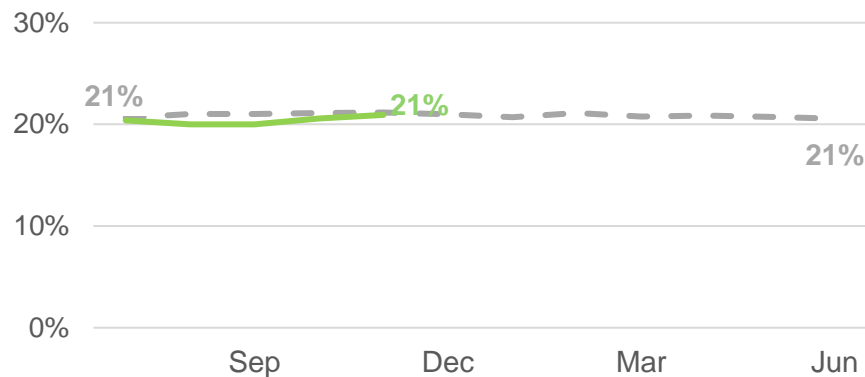
Retirement Eligibility (Full) Eligible Now



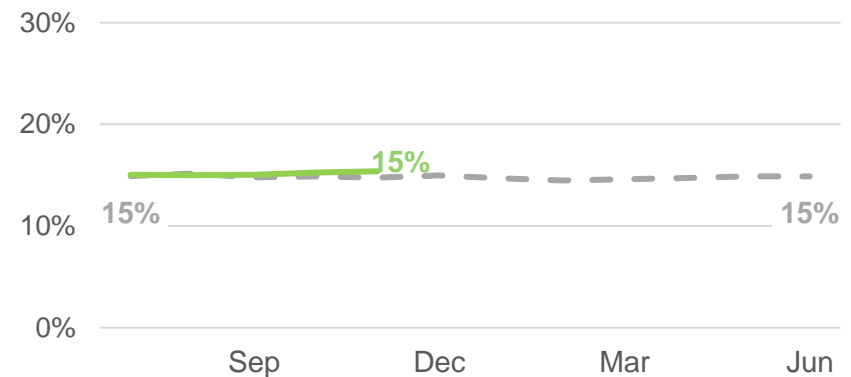
Retirement Eligibility (Early) Eligible Now



Retirement Eligibility (Full) Eligible Within 5 Years



Retirement Eligibility (Early) Eligible Within 5 Years



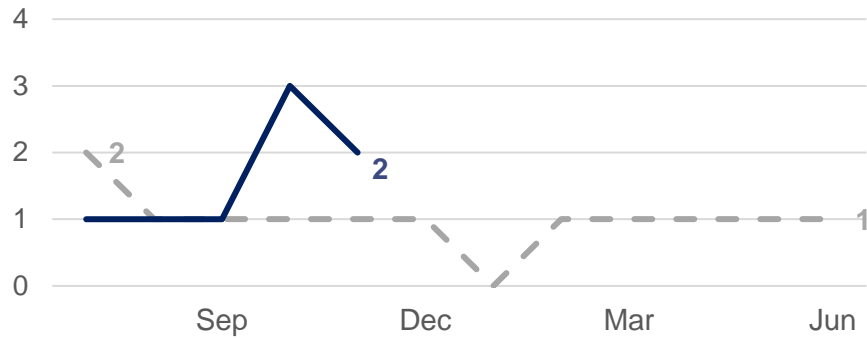
Protect Our Resources

— This year (FY21)
 - - Last year (FY20)

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

Emergency and Coordinated Responses

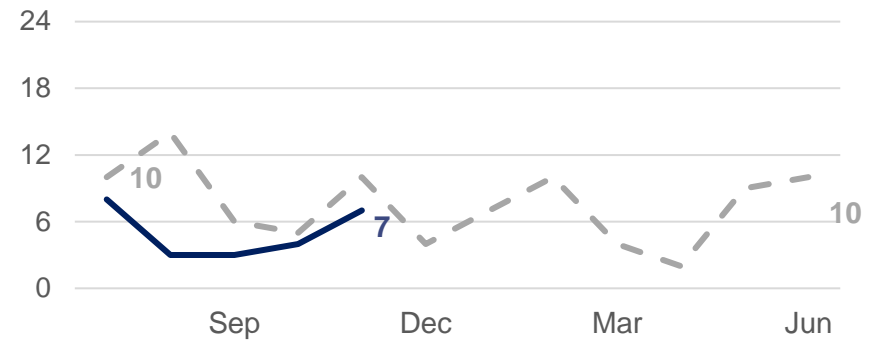
of cross-departmental coordinated responses, exercises and drills



Maintain Best in Class Operating Environment Safety for Employees

Occupational Injuries

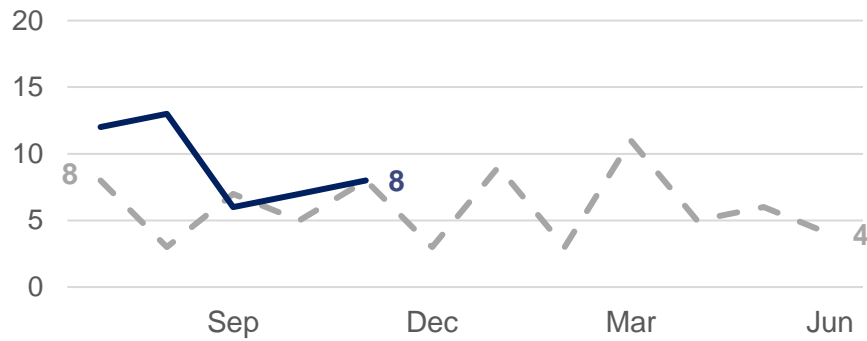
of occupational injuries that occurred



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

