



WSSC WATER

DELIVERING THE ESSENTIAL

General Manager's Report

March 17, 2021

Protect Our Resources



A Year in the New Normal

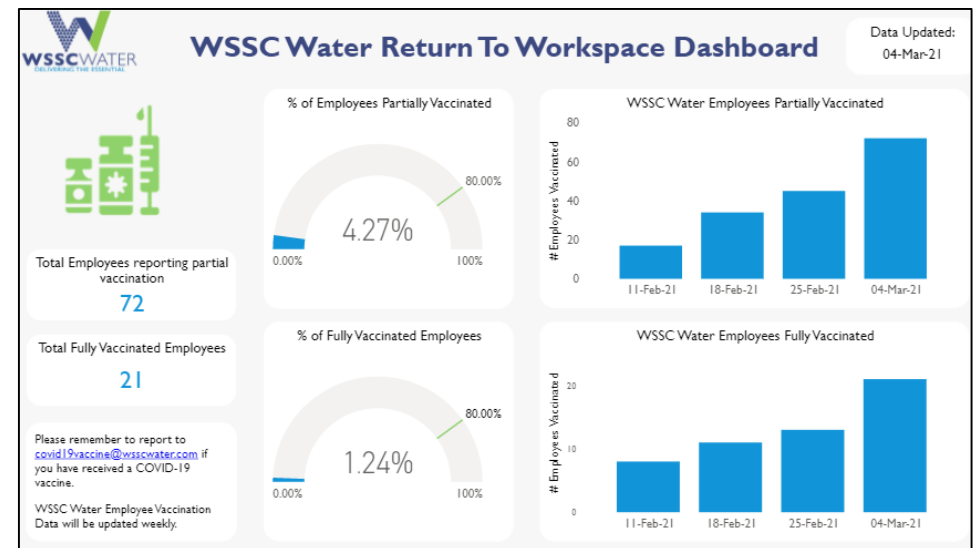
- Nationally: 28M+ infected & 500k+ deceased
- WSSC Water went virtual on March 13, 2020
 - First COVID-19 positive employee on April 9, 2020
- 122 employees tested positive for COVID-19
 - 104 returned to work
- 144 employees reported partial vaccination
 - 56 fully vaccinated
- Expect some employees will return to office in April
 - Key metrics must continue positive trend
- One year later: Using technology to operate efficiently and fulfill clean water mission
 - DocuSign & teleworking offer benefits

A year living and working with COVID-19

- February 29, 2020 – First COVID-19 death in the U.S. in Washington State
- March 5, 2020 – First cases reported in Maryland, Montgomery County; Governor Hogan declares emergency
- March 6, 2020 – WSSC Water declares and emergency
- March 16, 2020 – Restaurants are closed
- March 23, 2020 – All non-essential business are ordered closed
- March 26, 2020 – First All Employee Briefing for WSSC Water
- March 30, 2020 – Governor issues Stay-At-Home order
- April 9, 2020 – First WSSC Water employee confirmed positive (Pipeline Construction at Anacostia Depot)

As of Mar. 16

Legend: <1K, 1K+, 5K+, 10K+, 20K+, 50K+, 100K+, 200K+, 300K+

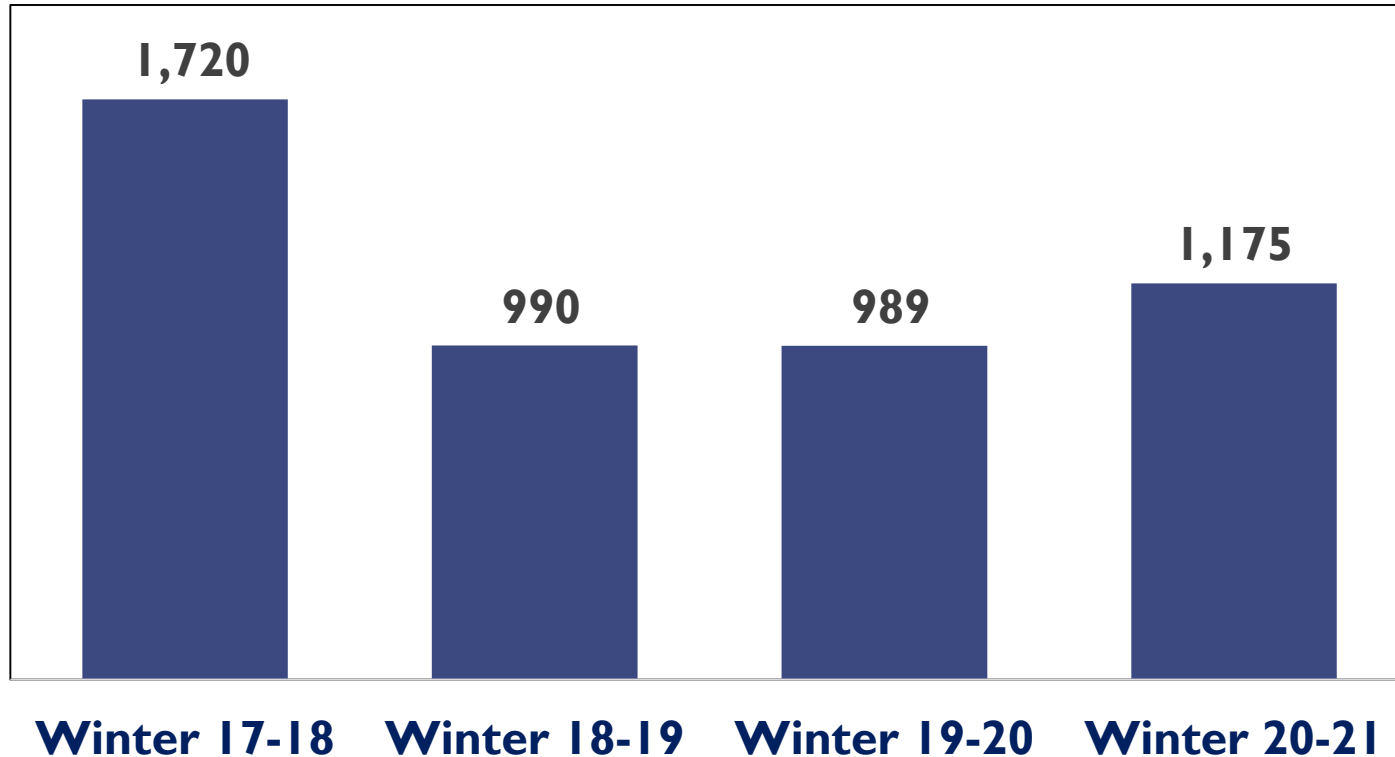


Optimize Infrastructure

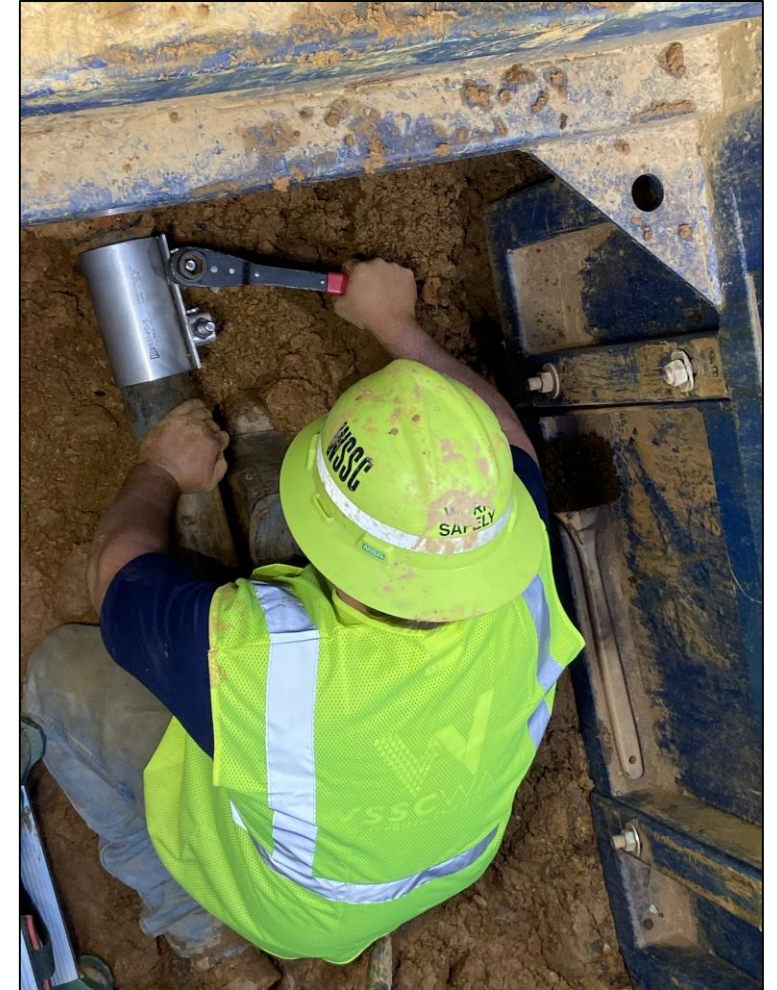


Water Main Breaks/Leaks Update

Breaks/Leaks During Winter Season*



*Winter Season = November – February

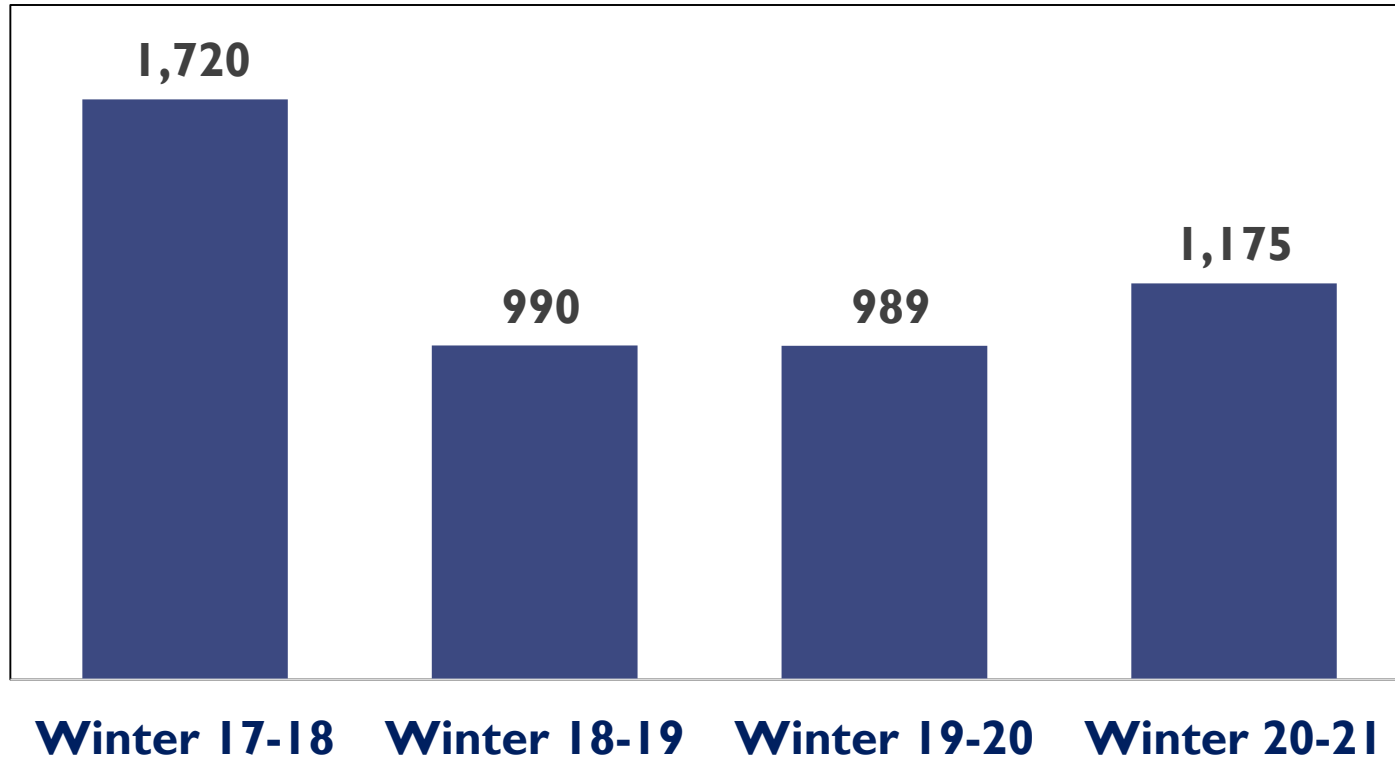


Placeholder for WSSC Water at Work Video

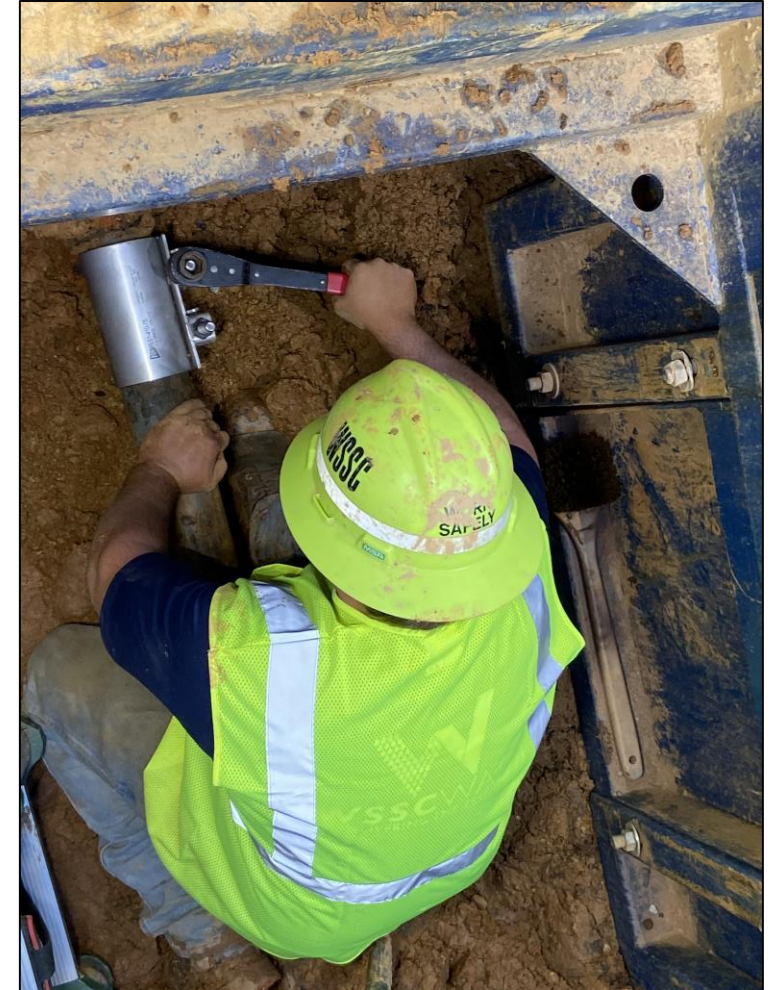


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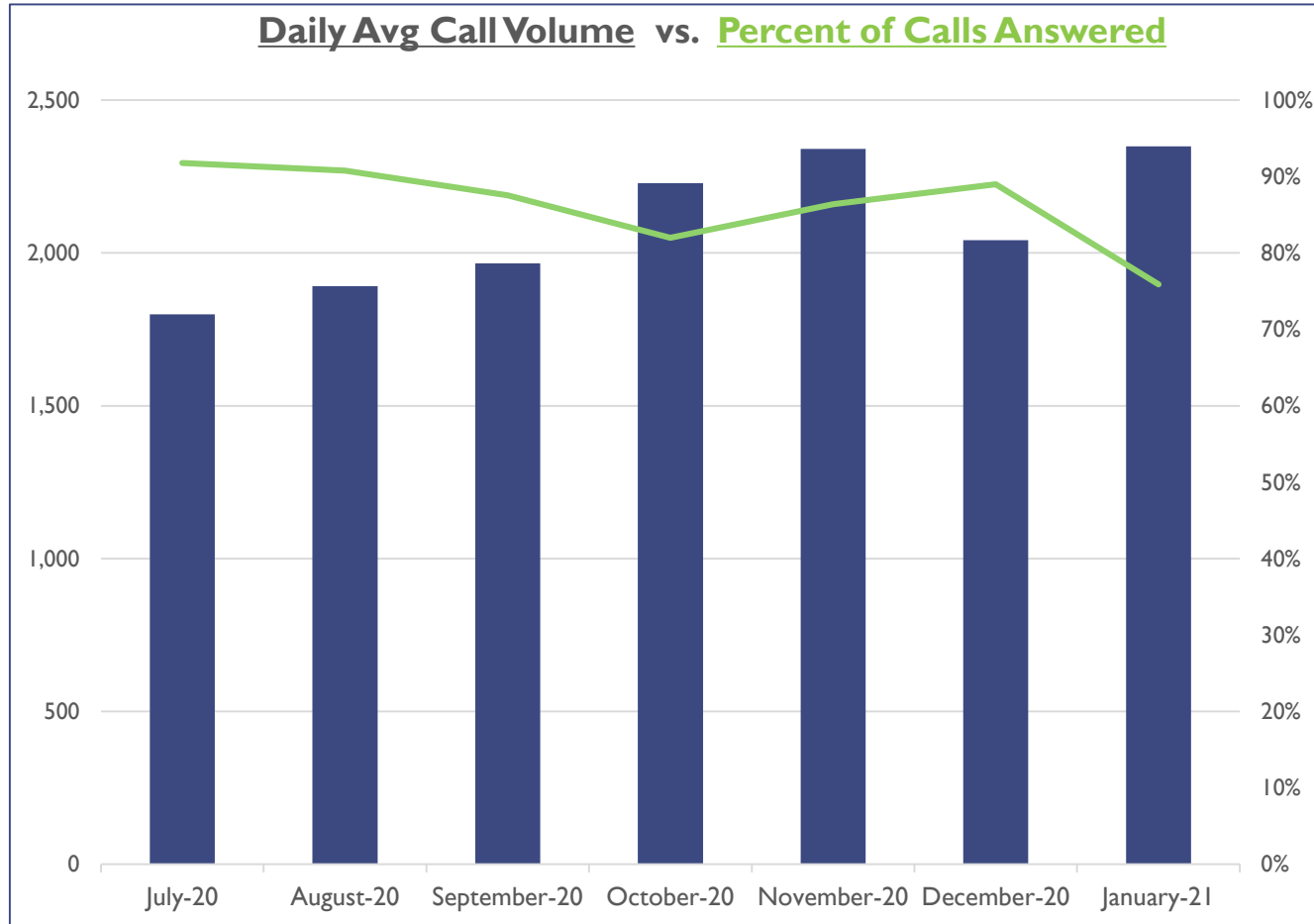


Meter Reading Falls Behind in February

- Meter reading in both counties fell behind in February
- Primary cause was winter weather. Other factors include:
 - Sickness & high turnover leading to vacancies (ongoing issue)
- Meter reading delays result in:
 - Increase in estimated bills
 - 54,000 estimated bills as of 3/8/21
 - Increase in customer complaints about estimated bills
 - 882 complaints in February
 - Increase in costs
 - More than \$10,000 in meter reader overtime in February
 - Does not factor in labor costs associated with estimated bills and taking employees from other jobs to perform meter reading duties
- Business Case for Advanced Metering Infrastructure in real time



Call Volume vs. Performance: July 2020 - January 2021



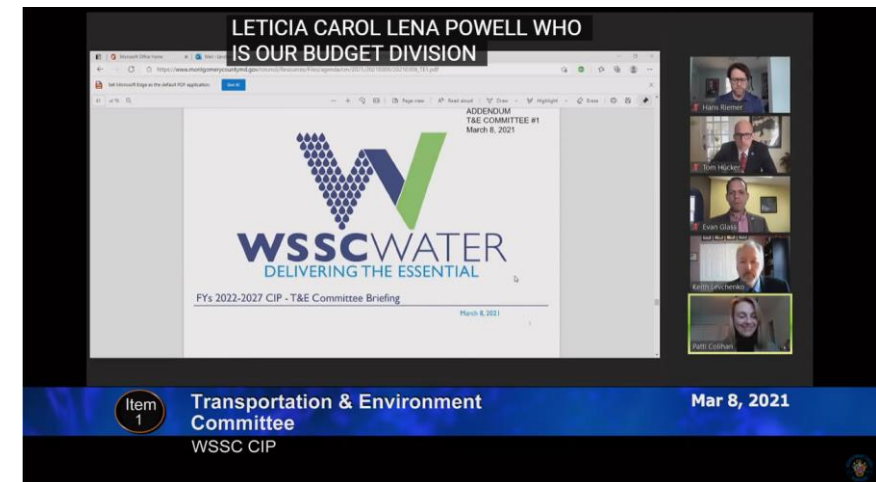
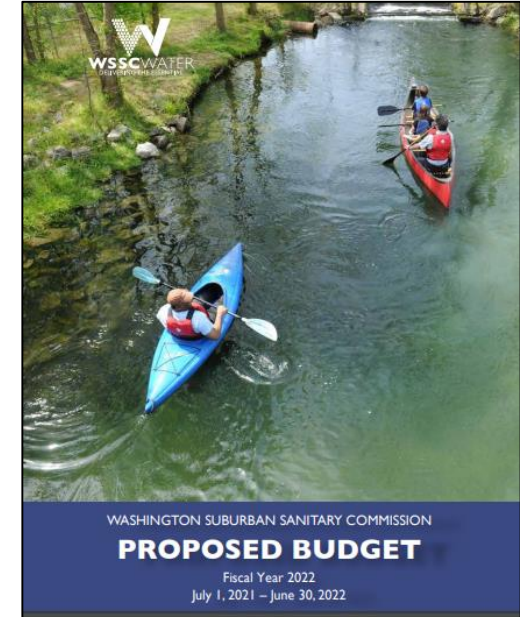
- January's daily call volume reflected a 25% increase compared to December's daily call volume.
- Our Customer Service Advisors are continuing to handle a high volume of calls due to estimated bills, high bills, and requests for payment plans.
- In January, there was also a number of other activities that impacted performance including rollout of new payment plan reminder, all-employee trainings, three holidays (call volume spikes the day after a holiday), and a data center outage which caused increased call volume the day of and the day after.

Spend Customer Dollars Wisely



Investing in Clean Water and Financial Assistance

- FY 2022 Proposed \$1.5 billion Capital and Operating Budget submitted to Montgomery and Prince George's counties
- Invests in clean-water projects to protect public health
- Increases funding to assist financially struggling customers
 - \$3.3 million total – \$100,000 increase from current budget
- Cuts \$14 million to meet spending affordability guidelines
 - Cost containment included reduction in travel, training, cutback on debt, reduced PAYGO contributions
- Proposed budget includes 5.9 percent average rate increase
 - Typical customer would see quarterly bill increase of \$11.83
- Montgomery County Council's Transportation & Environment Committee unanimously supports Capital Improvements Program

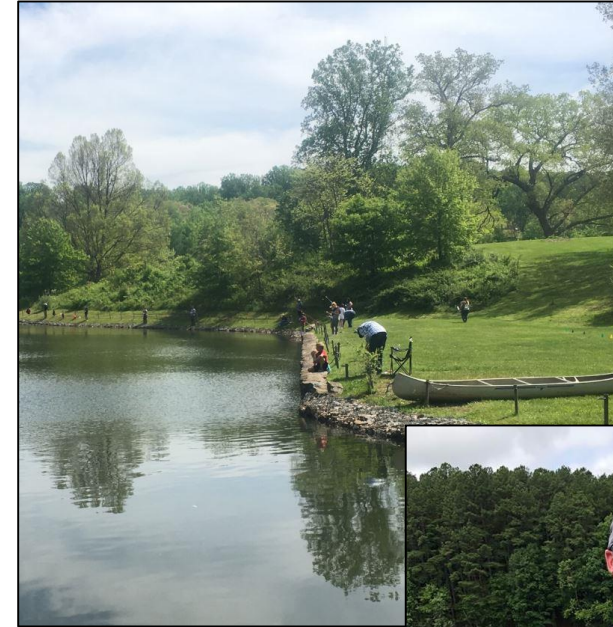


Enhance Customer Experience



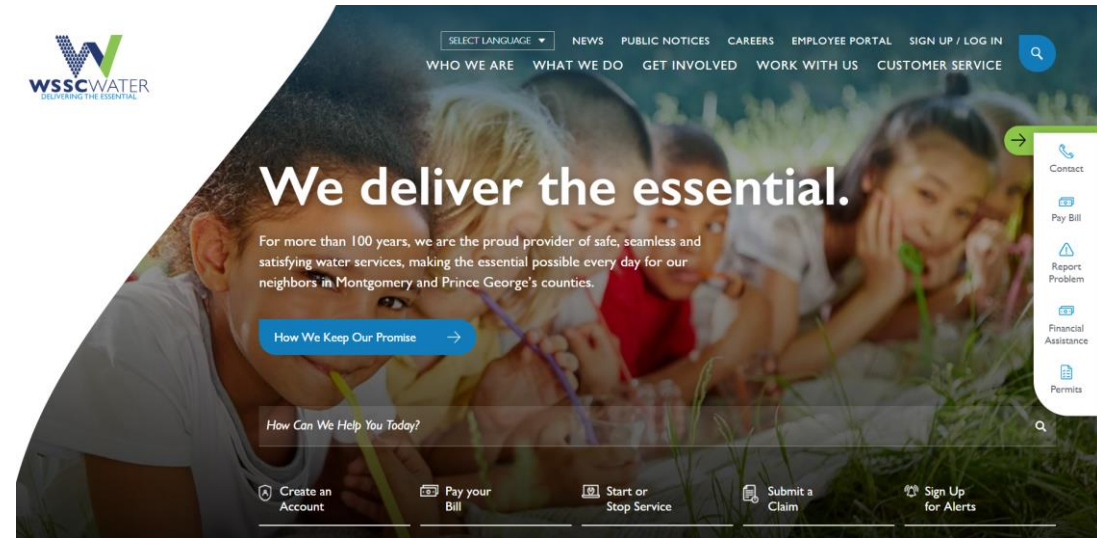
Enjoy the Great Outdoors!

- Permits required to enjoy WSSC Water's beautiful Patuxent Watershed as of Monday, March 15
 - Boating
 - Hiking
 - Horseback riding
 - Fishing
 - Picnicking
- Daily and seasonal permits can be purchased online: wsscwater.com/watershed
 - Also in person at Brighton Dam Visitor Center
- Watershed users who purchased 2020 permits prior to closing due to COVID-19 receive complimentary 2021 permits



Customer-Focused Website is Live

- Redesigned website went live on March 6
- New design based on best practices and feedback from customers & stakeholders
- Dynamic new site designed to deliver exceptional user experience
 - Search optimized
 - Responsive design
 - Brand consistency
 - Customer-friendly voice and tone
 - Improve recruitment



Reaching Out to Those in Need

- Strengthening partnerships to highlight financial assistance programs
- Presented to several regional organizations:
 - Prince George's County Memorial Library System – bilingual efforts
 - Maryland Office of the People's Counsel
 - Rotary Club of Downtown Silver Spring
 - Montgomery County Emergency Assistance Coalition
 - Montgomery County Food Council
 - Highlighted PipeER program to the Maryland Building industry Association
- Working with United Way to train Customer Service using poverty simulation to illustrate tough choices for low-income households



United Way of the National Capital Area



In Your Neighborhood... Virtually

- Virtual community meeting to begin in late April
- Initial focus is on financial assistance & Here to Help
- Part of comprehensive outreach effort to assist financially struggling customers
- Additional topics include:
 - How to read your bill
 - Explanation of fees and surcharges
 - Meet your customer advocates
- More planned this year

Here to HELP



Save Water



Save Money



Bill Questions

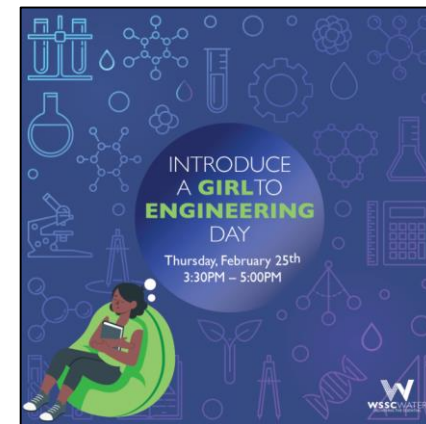
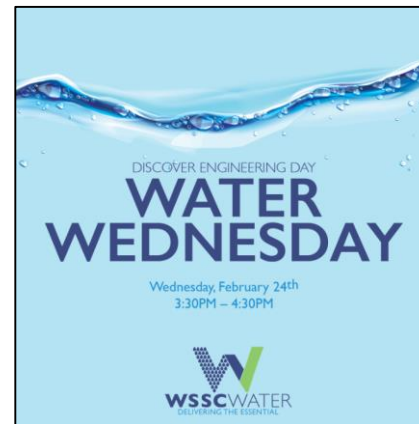
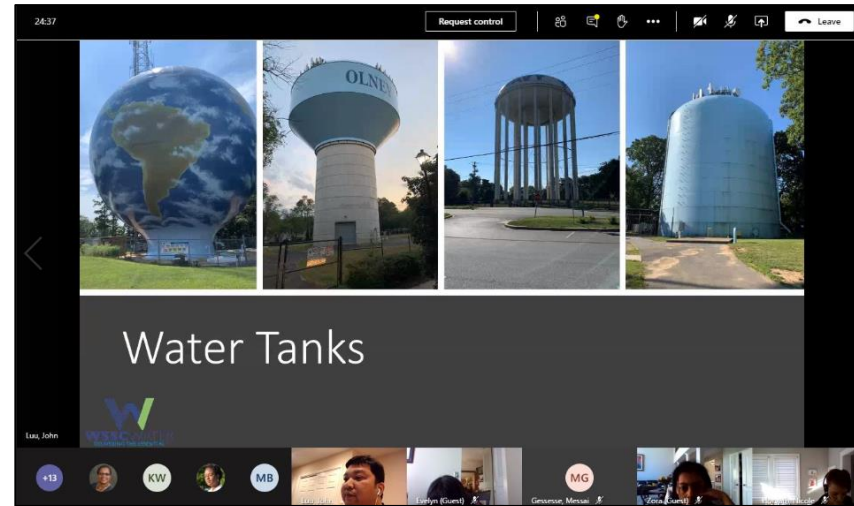


Assistance



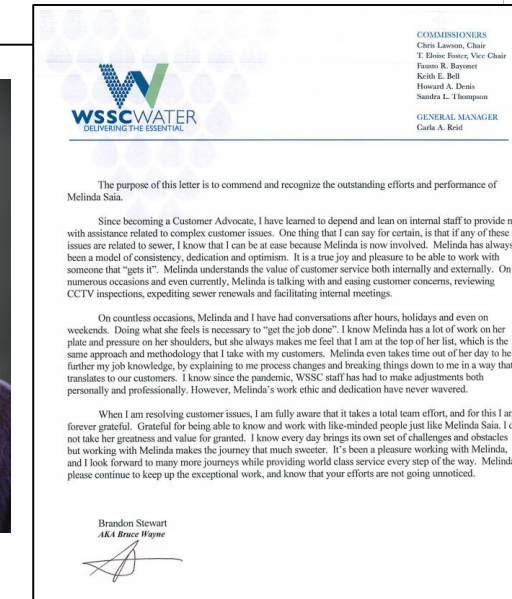
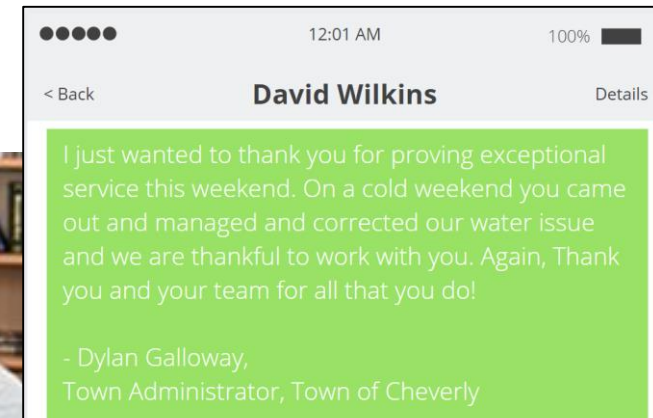
What a Neat Eweek

- Held another successful Eweek
- Water Wednesday, February 24
 - 20 3rd – 5th graders learned about the role of engineers and water/wastewater systems
- Introduce a Girl to Engineering Day, February 25
 - 12 middle school-aged girls interacted with female WSSC Water engineers
- Received positive feedback from students and parents



Kudos Keep Coming!

- Town of Cheverly thankful for the exceptional service Customer Advocate David Wilkins provides
- Former Commissioner Stanley Botts happy with our Emergency Call Center response
- H₂O People Helping H₂O People, Customer Advocate sings Mindy Saia's praise for great teamwork

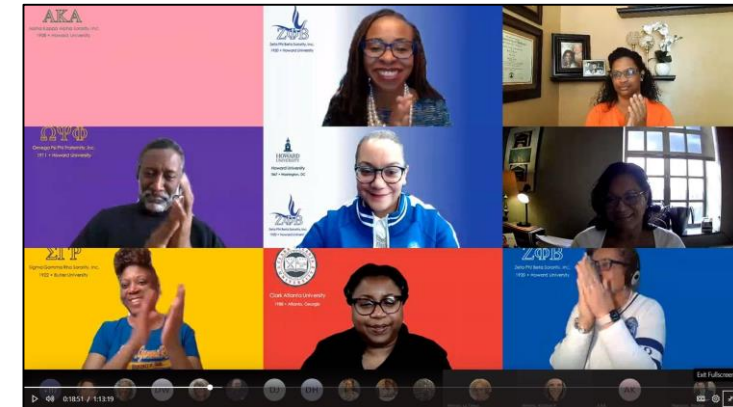


Transform Employee Engagement



Recognizing the Importance of HBCUs

- Highlight of Black History Month Celebration
- Surprise shout-out from Howard President, Dr. Wayne A. I. Frederick
- Dr. David Wilson, Morgan State President delivered compelling remarks
- Over 250 H₂O People attended
- Representation from the Divine 9
 - Alumni from 16 different HBCUs



Celebrating Women's History Month

- March is Women's History Month
 - Theme: Valiant Women of the Vote: Refusing to be Silenced
- The More You Know Quiz
- UMBrella Symposium on March 9
 - "The Myth of Balance or The Art of Being Unbalanced"
- Coffee & Chat discussion on March 10

The More You Know | 2021 Women's History Month Edition

1. Under which president did the 19th Amendment become law?
2. Why did women in Congress wear yellow roses on May 21, 2019?
3. She is a distinguished Marylander that served both in the House and the Senate. Who is she?
4. She is the only female mayor of Laurel, MD. Who is she?
5. How many of Prince George's County Executives, past and present, are women? What are the name(s)?
6. She is the first of her heritage to serve as a Montgomery County Councilmember and be named one of the Washingtonian's "Top 150 Most Influential Women" in 2013 and 2019. Who is she?

Please send answers to Diversity & Inclusion Committee member, Ayanna Castro, at diversityandinclusion@wsscwater.com by March 10, 2021.

University of Maryland, Baltimore presents

UMBRELLA WOMEN'S HISTORY MONTH SYMPOSIUM 2021

"The Myth Of Balance Or The Art Of Being Unbalanced"

If you are a working adult, chances are you're trying to juggle career, family, personal wellness, financial, and so much more all amidst a global pandemic. For many, the idea of balancing it all is daunting and seemingly impossible. What is a matter of balance and embracing the art of being unbalanced? This a virtual symposium aimed to inspire you to do just that!

Create your own schedule - pick and choose as many or as few sessions as you'd like to attend throughout the day.

FREE ONLINE EVENT
MARCH 9, 2021
Virtual | 9:00 A.M. - 4:30 P.M.

REGISTER TODAY!

NOTE:
• For the "UMB Affiliation" registration question, select "Other"
• For the "What is your Primary Role?" registration question, select "Community Representative"

For more information visit <http://www.wsscwater.com/umbrella>

CELEBRATE WOMEN'S HISTORY MONTH
JOIN THE DIVERSITY & INCLUSION COMMITTEE FOR A

COFFEE & CHAT
as we discuss

UMBrella Women's History Month Symposium 2021:
"The Myth of Balance or The Art of Being Unbalanced"

March 10, 2021
VIRTUAL ON TEAMS | 2:00 pm. - 3:00 pm.

FOR MORE INFORMATION, CONTACT: diversityandinclusion@wsscwater.com

DISCLAIMER FOR EMPLOYEES
Participation in Hydration/Diversity & Inclusion activities is optional. If you elect to participate during your scheduled work shift, you are required to obtain supervisor approval. Employees who are not scheduled to work may participate; however, no additional compensation or overtime will be authorized.

Schisler, Paula 3:02 PM



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Another great event from Ayanna and Marcia. They lift us up more than they know.

Coggins, Alia L 3:01 PM

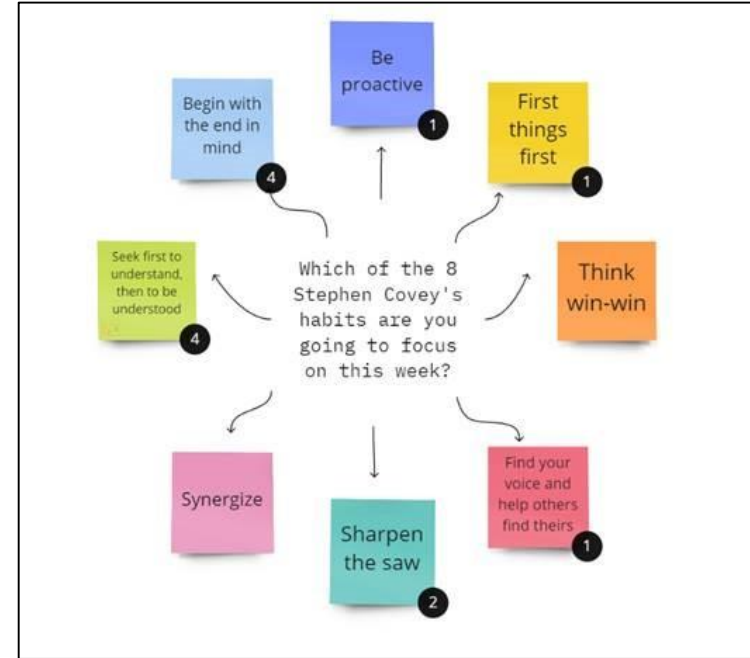


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Thank you so much for this presentation and sharing such meaningful, relevant and powerful information. It is greatly appreciated. Happy Women's History month ladies!

H₂O People Focused on Results

- Employee focus groups part of Employee Survey Action Plan
 - Living our Mission
 - Operating Efficiently
 - Building Shared Accountability
 - Strengthening our Relationships
- Three focus groups with Division Managers in February
- Three all-employee focus groups in March
- Positive feedback



Hester, Lina H 11:58 AM 👍 1
Thanks for this!! 😊

Malone, Lisa M 11:58 AM 👍 1
Great session! Thank you 😊

Carrasco, Luis 11:58 AM Edited 👍 1
Thanks, Todd. I think this was a very positive and productive interaction among WSSC folks.

Questions?

