



General Manager's Report

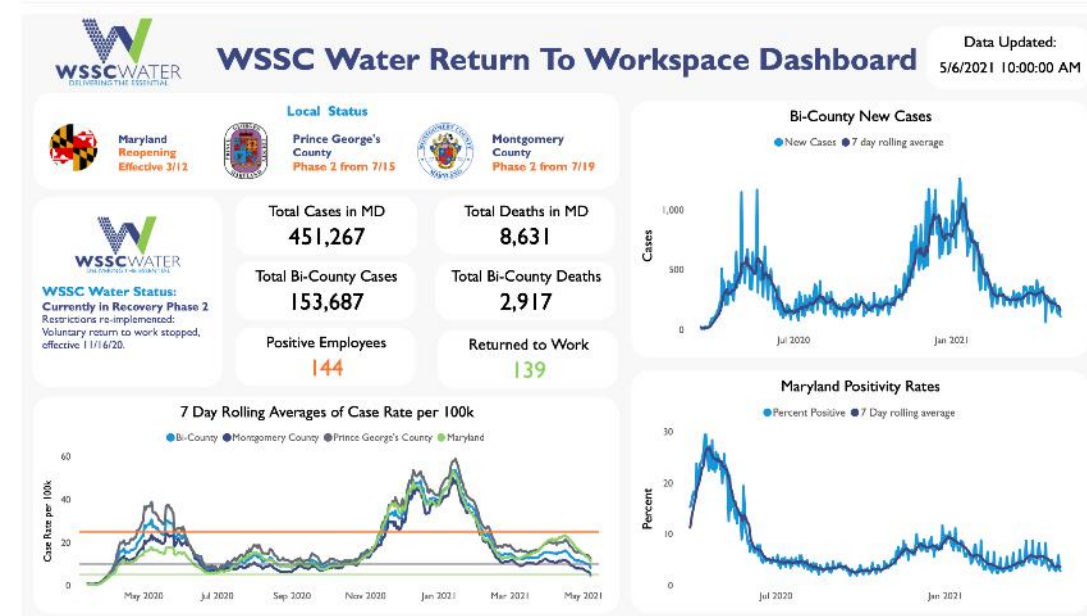
May 19, 2021

Protect Our Resources



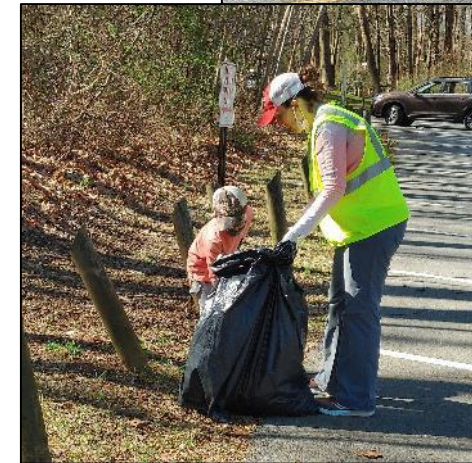
COVID-19 Update

- Fourth surge has passed
 - Key health metrics trending down
- Internal push to get more H₂O People vaccinated
 - Number of employees getting first dose declining
- In-person safety/critical training resumed May 17
- Resuming non-emergency in-home service May 28
 - Regulatory Services, Water Quality and Meter Services
 - Follows successful pilot program
- Moving to Phase 3 in our recovery plan on Tuesday, July 6
 - In-person customer facing functions & voluntary return to office spaces
 - Announced during May 13 all-employee livestream



Patuxent Watershed Protectors

- Program designed to keep the land around two Patuxent River drinking water reservoirs trash free
 - Targeted toward environmental groups, water recreation enthusiasts, community organizations, families, youth groups, corporations and more
- Groups volunteer to protect one of our eight recreation areas from mid-March – early December
 - Picking up trash along shoreline, parking lots, picnic and forested areas
- Neighbors helping to support our clean-water mission!



Wipe Woes Continue

- “Flushable” wipes remain an expensive and environmental problem
 - Contributed to overflow in Silver Spring
- Anacostia II Wastewater Pumping Station removed **700 tons** of wipes from system in 2020
 - **100 ton** increase from 2019
- Spent more than **\$2 million** to install channel grinders during past decade
 - 31 channel grinders installed, 32nd in the works
- *Washington Post* article ran on April 23
 - More than **1,000** comments!



Wipes Video Placeholder

Optimize Infrastructure



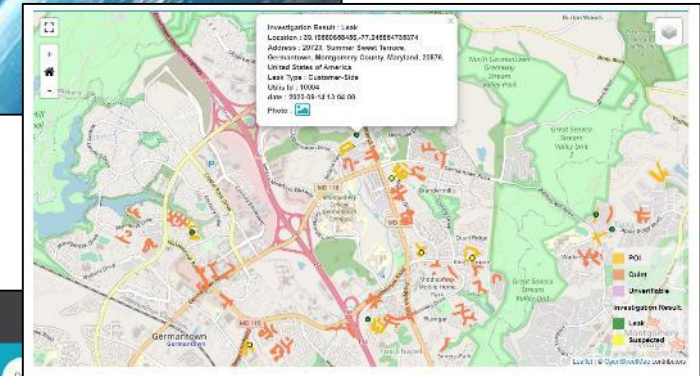
Clarksburg Wastewater Pumping Station

- Planning, design and construction of new pumping station and force main in the Ten Mile Creek Area
 - Pumping station will handle nearly 1 million gallons per day; force main is 1,270 feet
- Provides service to Clarksburg Historic District and new development nearby on the Miles property
- Currently in the construction phase, expected completion in June 2021
- Proposed cost = **\$5,780,000**



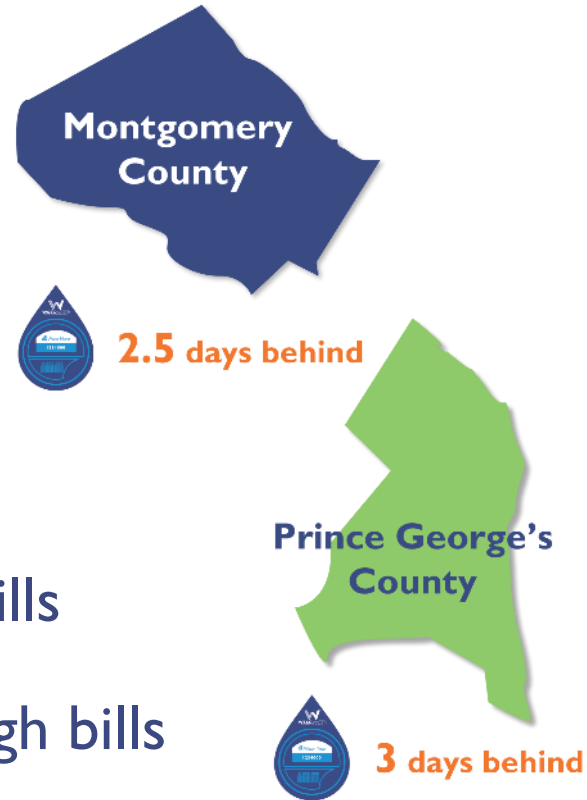
Satellite Leak Detection Launches

- Implementing satellite-based leak detection
 - Innovation Office and Utilis Pilot in 2018
 - Field tested in 2020
 - Refined operations and reduced costs
- Satellite scans 1,000 miles of pipe once per year
 - Follow up with field leak detection
- Scan cost is \$75,000 per year
 - Goal to save money by reducing water loss
- Prior to satellite - needle in a haystack = 32/year
 - With satellite - targeted and efficient = est.100/year




Meter Reading Delays Continue in April

- Meter reading delays continue in April
 - Prince George's = **3 days behind**
 - Montgomery = **2.5 days behind**
- Results in longer billing periods
 - More than 150 days in some cases
- Longer billing period results in higher bills
- Reaching out to customer to explain high bills




Higher than normal bill?

Here's what may be causing it and **what you can do!**




LONGER BILLING PERIOD

Meter reading delays (due to inclement weather, COVID-19 absences and vacancies) can result in a billing period beyond the typical 90 days, which will result in a larger bill. For help, call us at 301-206-4001 to establish a convenient payment plan. There is no minimum payment required.




INCREASED WATER USAGE


With more people spending time at home due to COVID-19, water use has increased. Average residential water use is up by nearly 1,000 gallons per quarter. Visit wsscwater.com/understandusage for more information.




TOILET LEAKS

Toilet leaks, which are often silent, are the most common cause of a high bill adding thousands of gallons of water per quarter. Get more details at wsscwater.com/leaks.





For billing questions, call Customer Service at 301-206-4001, Monday - Friday, 7:30 a.m. - 7 p.m. We are Here to Help!

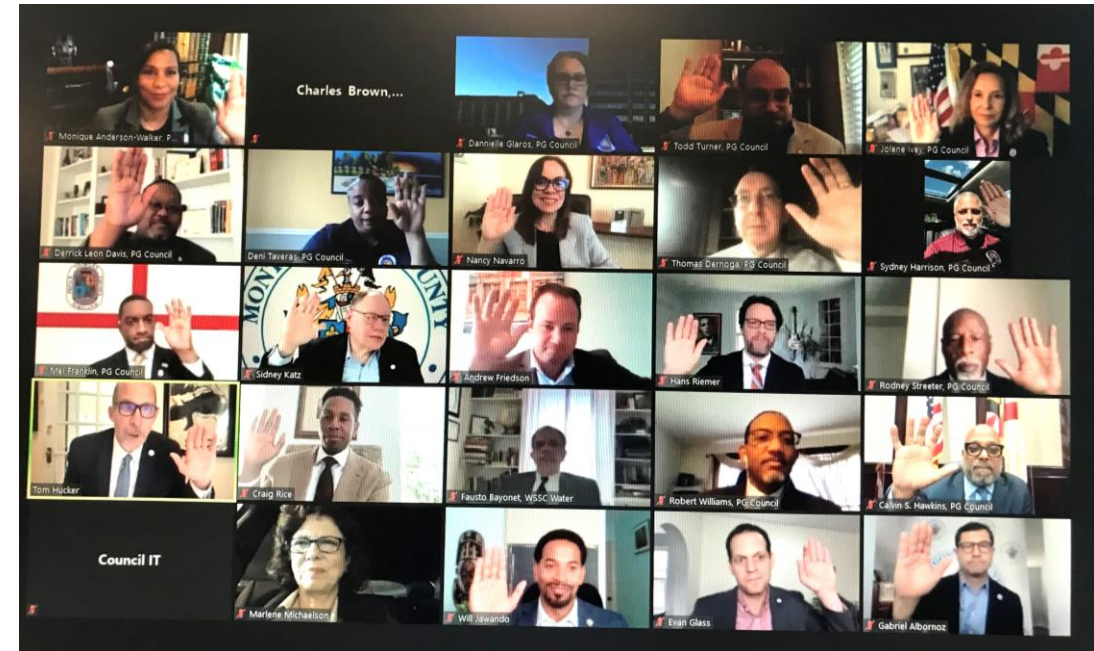


Spend Customer Dollars Wisely



Fiscal Year 2022 Budget Approved

- Fiscal Year 2022 \$1.5 billion budget unanimously approved at Bi-County Meeting on May 13
- Invests in clean-water projects to protect public health
 - Work creates jobs and fosters economic growth in both counties
- Increases funding to assist financially struggling customers
 - \$3.3 million total -- \$100,000 increase from current budget
- Includes 5.9 percent rate increase
 - Typical family of three increase = \$11.83 per quarter



Water Quality Bond Loan Closes

- \$85 million Water Quality Bond Loan closed on April 23
- Loan funds portions of the design and construction of the innovative Piscataway Bioenergy Project
- 30-year loan at 0.4% interest
 - Incredibly inexpensive way to fund a project!
- Congrats to JD Noell, manager of debt program and Mark Brackett, senior strategic financial advisor
- Bioenergy Project is on time and on budget
 - Projected completion November 2024



Enhance Customer Experience



Reaching Out to Those in Need

- Continuing to reach out to customers, elected officials and stakeholders to highlight financial assistance programs
 - Radio and streaming ads, Constant Contact, earned media, bill insert, customer newsletter, website, public service announcements, social media and more!
- Provided presentations to Washington Suburban Master Plumbers Association and Montgomery County Food Distribution Hubs
- More than 40,000 bi-lingual financial assistance fliers distributed throughout both counties



Financial Assistance Video Placeholder

Prince George's Utility Town Hall: June 1

- Prince George's County to host virtual town hall meeting on **June 1 at 6:30 p.m.**
 - WSSC Water, Washington Gas, Pepco, The Salvation Army, County Dept. of Social Services
 - County Executive Alsobrooks to provide remarks
- One-stop Shop for customers behind in multiple utility bills
- Utility call centers to remain open to answer customer questions
- Part of comprehensive outreach effort to assist financially struggling customers



Here to HELP



Save Water



Save Money



Bill Questions



Assistance

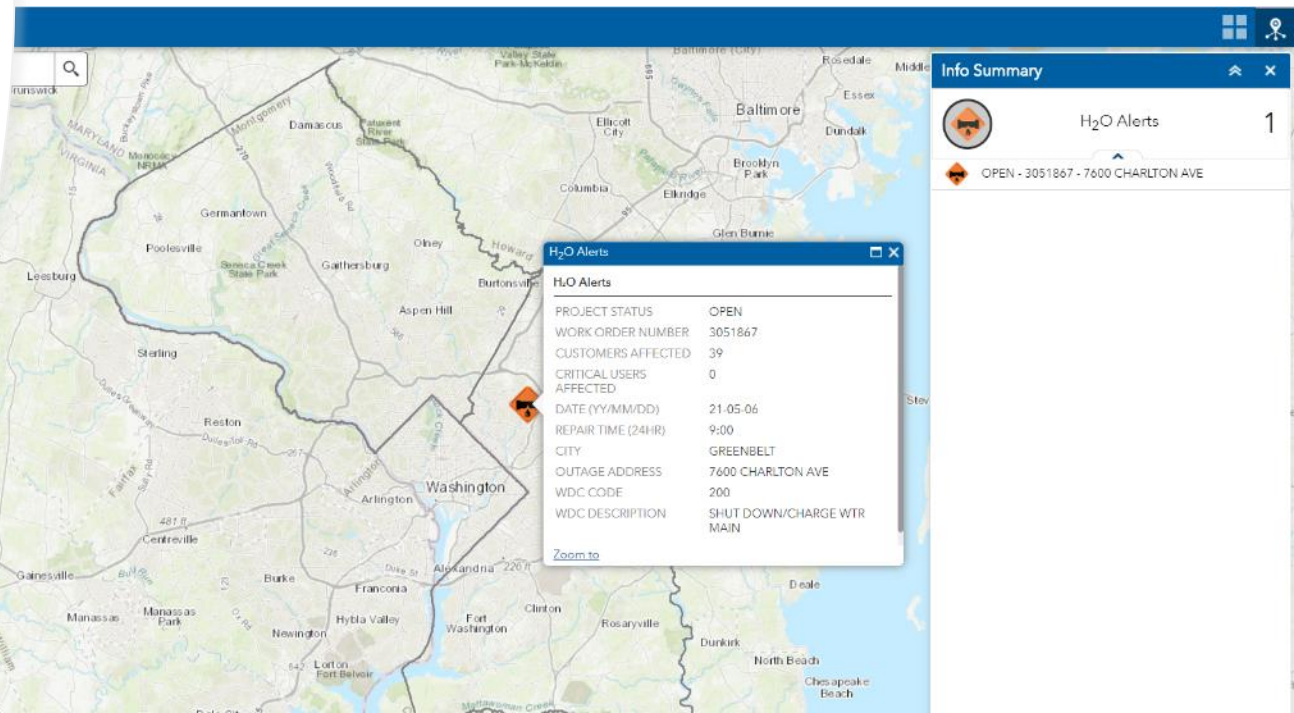
Drinking Water for the Water Fund

- Drinking Water Week May 2 – 8
 - Promote tap water & the Water Fund
- Helping our neighbors in need while supporting local restaurants
 - Partnering with local media personalities and local restaurants to highlight safe, clean tap water and increase donations to Water Fund
- Tommy + Kelly Show contest
 - Restaurants encourage Water Fund donations using QR code on table toppers/coasters
 - \$100 gift cards to participating restaurants
- Raised \$1,208 for the Water Fund!
- Distributed \$383,000 to those in need so far this fiscal year



H₂O Alerts

- Water service shutdowns at a glance
- Information at customers' fingertips
- Icons populate on the map or by address
- Map refreshes every 15 minutes





Dottie Harris



Chad Sosnowski



Christopher
Fairbanks

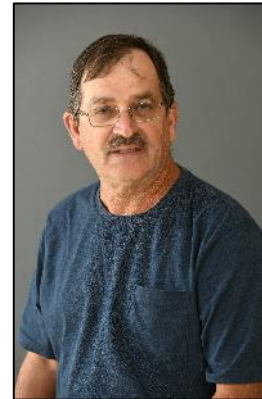
Kudos

"The homeowner called me and was ecstatic about how beautiful the work was and how quickly we took care of it."
- Christopher Fairbanks, Paving & Restoration Inspector



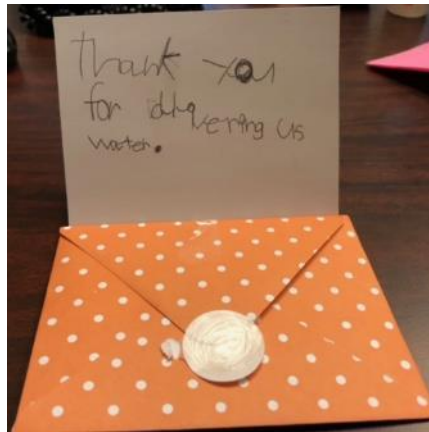
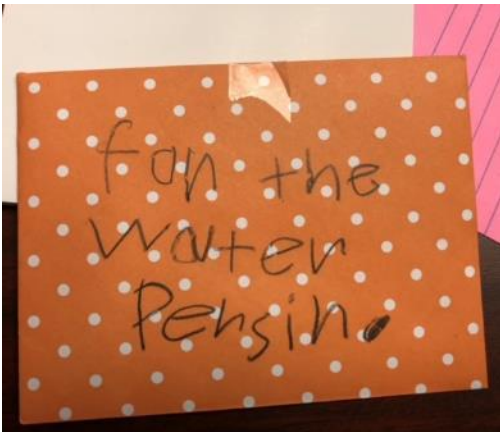
Stephen
Billingsley

"Thank you so much for the much-needed water conservation kit, financial assistance information and employment opportunities."
- Willa Peters, Oxon Hill, MD



Thomas Hagan

"Mark wanted to thank you again and let me know how appreciative he was."
- Karen Wright, Division Manager,
Systems Control



Note from a grateful customer at a water station

Transform Employee Engagement



Celebrating Diversity

- African World Heritage Day: May 5
- Virtual event featured Dr. Djenaba Kai Jones
 - Professional dancer/choreographer in West African dance styles
- WSSC Water's Hala Flores, William Koroma, Blen Jimma shared their experience and knowledge about the African continent, foods and recipes
- Asian American & Pacific Islander Heritage Month: May 1- May 31
 - Numerous events, trivia, resources and recipes!



Questions?



WSSC Water Commission Performance Report

May 2021

This report tracks WSSC Water's progress achieving the Strategic Plan adopted by the Commissioners. In support of the Plan's Accountability Core Value, Key Performance Indicators (KPIs) are presented for our Mission and by Strategic Priority. This month we are highlighting the following KPIs:

- **Wastewater Treatment:** 217 million gallons/day (MGD) of wastewater was treated in March 2021, which is 16.3% higher than March 2020's amount. Ground water inflow is a contributing factor to wastewater treatment flows being higher than total water produced (150 MGD in March 2021).
- **Customer Assistance Program:** In FY21 through March 2021, 14,566 customers have received financial assistance through the Customer Assistance Program.
- **Emergency and Coordinated Responses:** There were 2 responses in March 2021 which included the continued Covid-19 response and a response to multiple chemical/oil spills in the Potomac Watershed.

Mission

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

Provide Safe and Reliable Water

Water Production

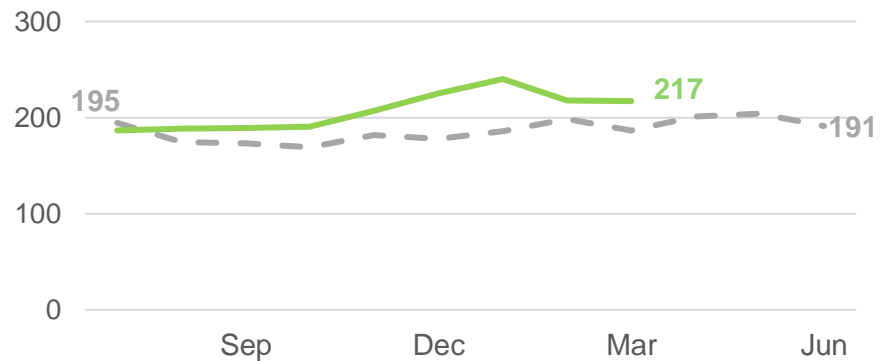
average gallons of water produced, in millions per day



Return Clean Water to Our Environment

Wastewater Treatment

average gallons of wastewater treated, in millions per day



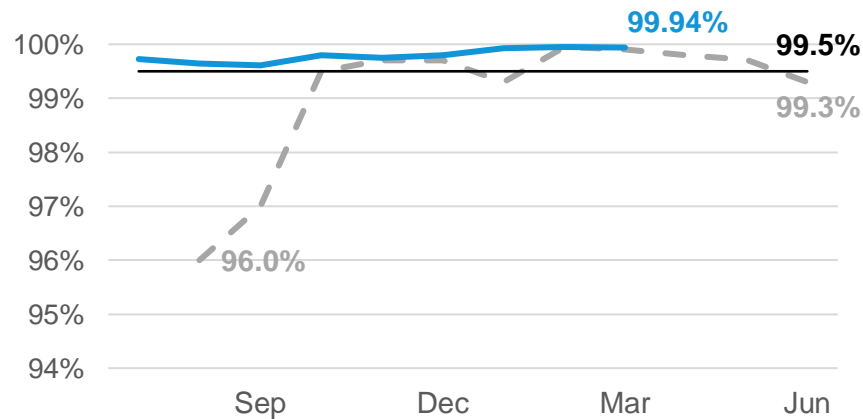
Enhance Customer Experience

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

Deliver Safe, Reliable and Consistent Service

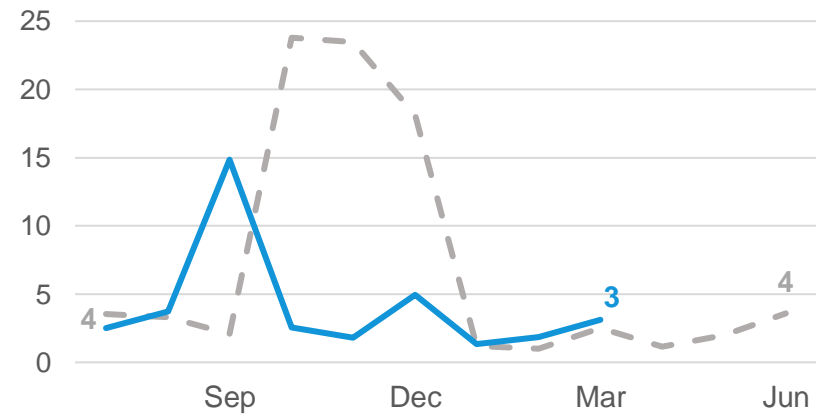
Accounts Billed On-Time

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



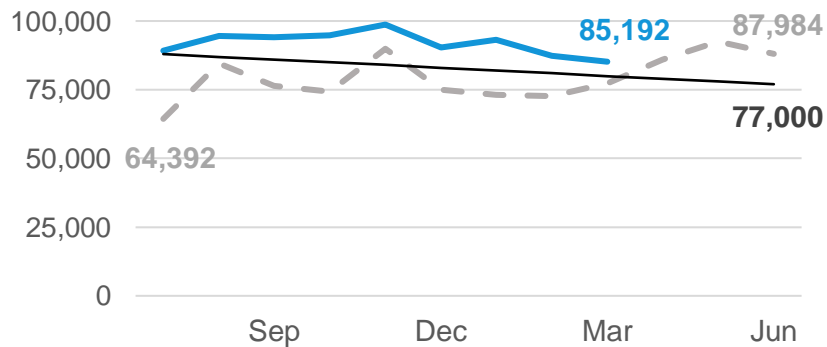
Water Service Restoration Time (Hours)

of outage hours / # of housing units impacted



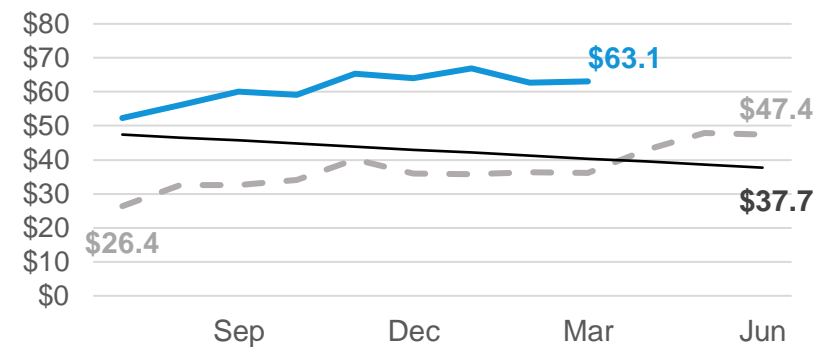
Past Due Accounts

of accounts more than 30 days past the bill date



Past Due Amount

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



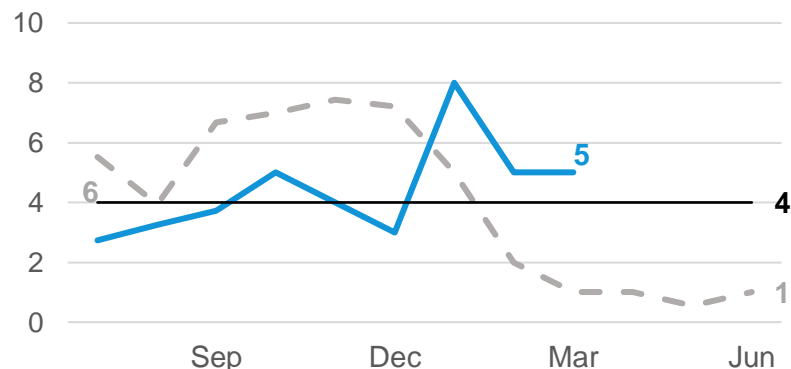
Enhance Customer Experience

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

Provide Timely Response to Customer Queries

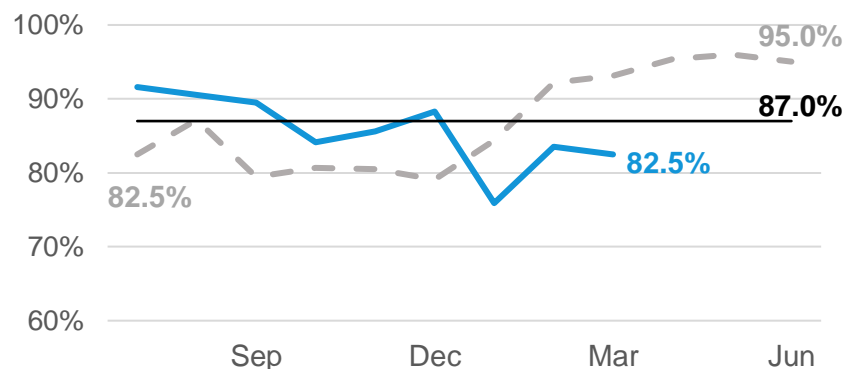
Average Answer Speed

average minutes customer waits for customer care call center agent



Calls Answered

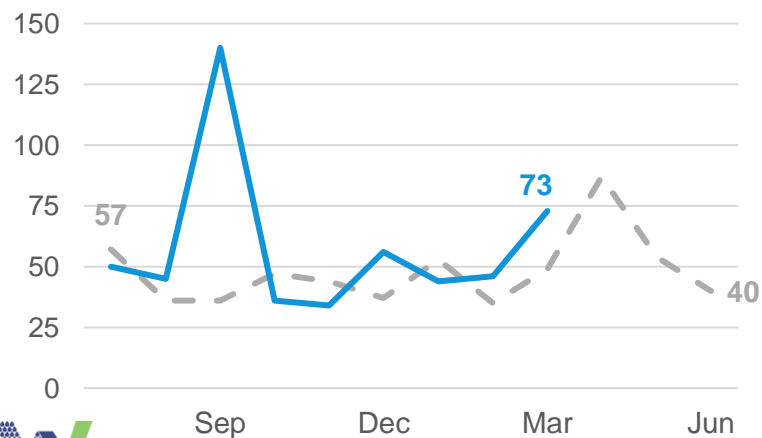
of calls answered by a customer care agent / total calls



Be a Good Citizen within Our Community

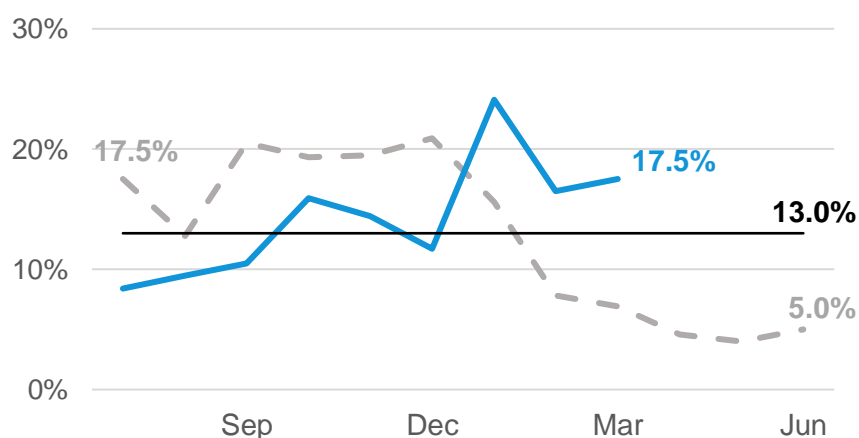
Basement Backups

of basement backups



Calls Not Answered

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



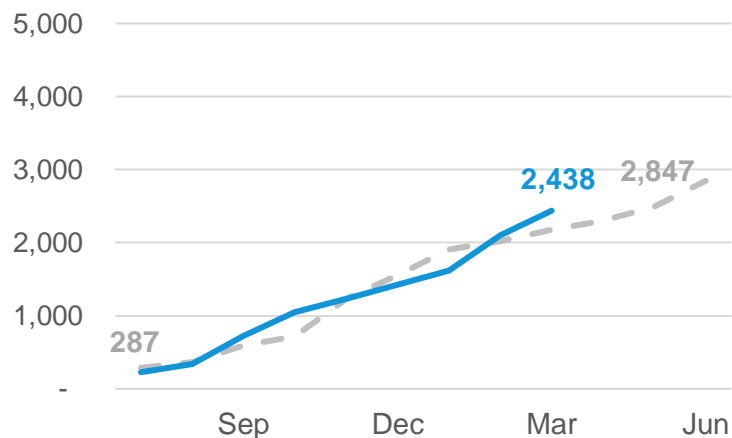
Enhance Customer Experience

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

Be a Good Citizen within Our Community

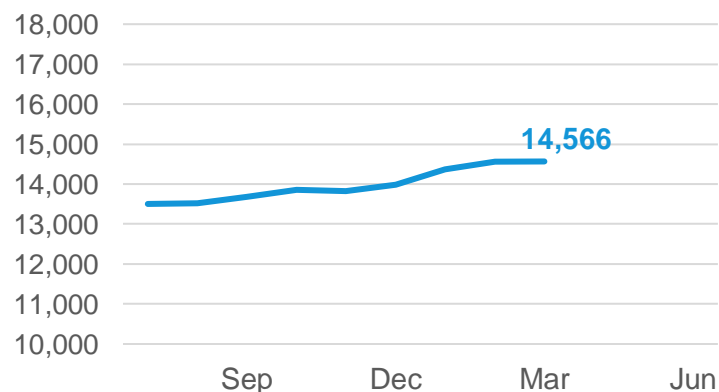
Water Fund Assistance Customers Served

of customers served, cumulative for fiscal year



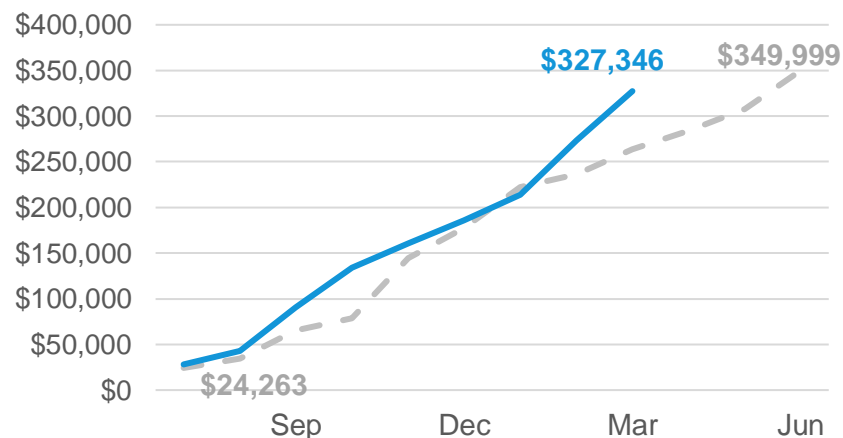
Customer Assistance Program Participants

of participants served, cumulative for fiscal year



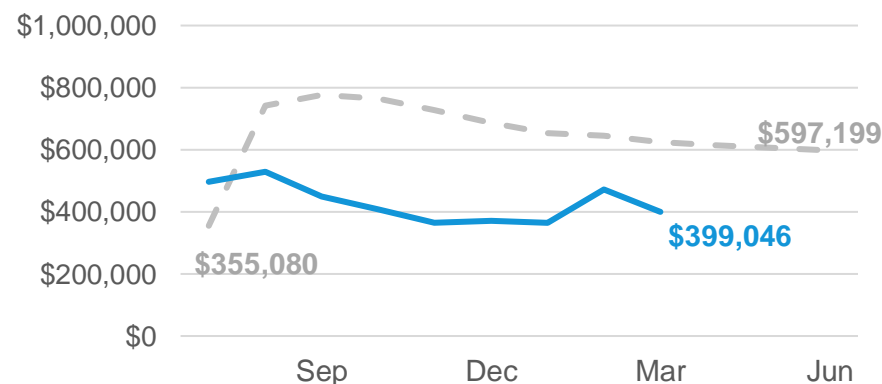
Water Fund Assistance Provided

financial assistance applied to qualified customer water/sewer bills, cumulative for fiscal year



Water Fund Bank Balance

value of account balance at month's end



Optimize Infrastructure

Highlighted Project of the Month

Program Name Clarksburg Wastewater Pumping Station & Sewer Improvement

Number S-84.68

Program Description This project provides for the planning, design, and construction of a 0.94 MGD wastewater pumping station and 1,270 feet of force main. The new wastewater pumping station and force main will provide service to the Miles property and the Clarksburg Historic District. Justifications can be found in the Clarksburg Master Plan & Hyattstown Special Study Area (Approved and Adopted, June 1994), Ten Mile Creek Area Limited Amendment to Clarksburg Master Plan and Hyattstown Special Study Area (Approved July 2014) and Clarksburg - Ten Mile Creek Area Sewer Facility Study Business Case, CDM Smith (March 2015).

Planning work for this project began in FY '17 under ESP project S-602.61, Clarksburg - Ten Mile Creek Area Study. The Montgomery County Planning Board endorsed the Study recommendation Alternative 12 on May 26, 2016. The Montgomery County Council adopted a resolution supporting the Study recommendation on July 12, 2016. No WSSC Water rate supported debt will be used for this project.

Total Estimated Cost \$5,780,000
(Proposed FY22-27 CIP)

Phase Construction

Estimated Completion Date June 2021



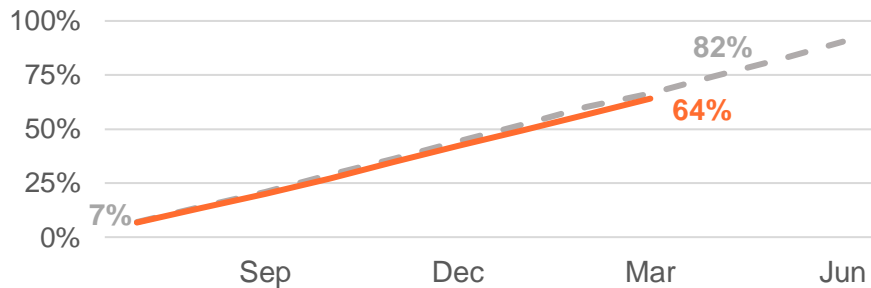
Spend Customer Dollars Wisely

— This year (FY21)
— Last year (FY20)

Improve Financial Process Efficiency and Fiscal Sustainability

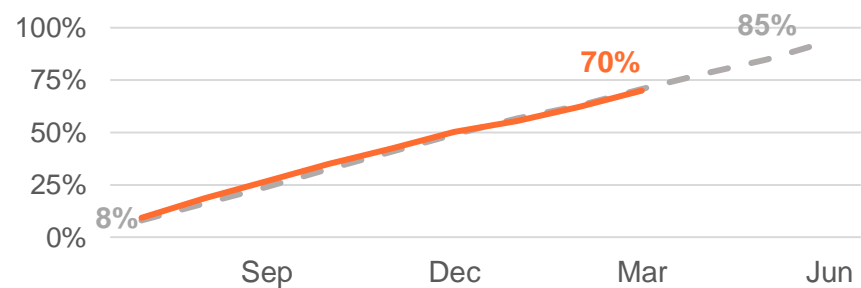
Water and Sewer Expenses

— 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



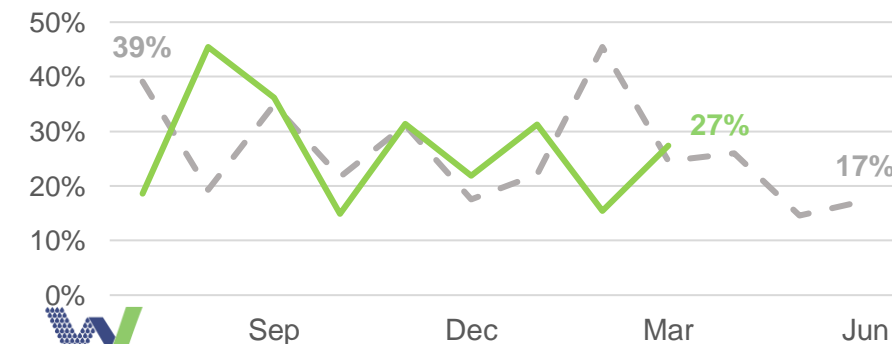
Transform Employee Engagement

— This year (FY21)
— Last year (FY20)

Acquire the Best People

Monthly Positions Filled

of positions filled / # of actively recruited positions

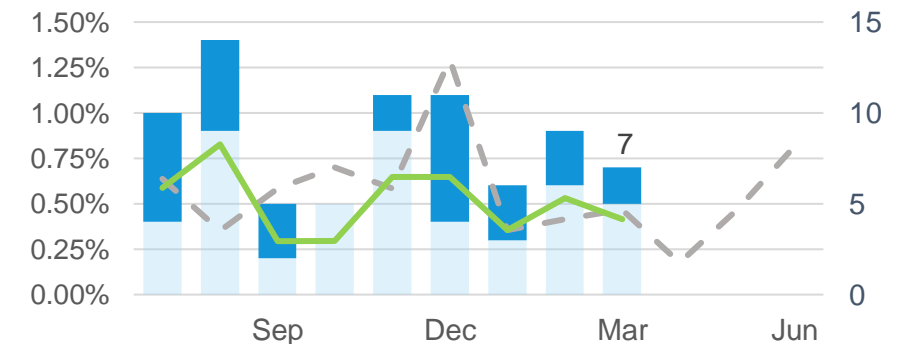


Retain Top Performers

Monthly Turnover Rate

of employee separations / # of FTEs

■ Retirement separations
■ Other separations
■ Count of total separations



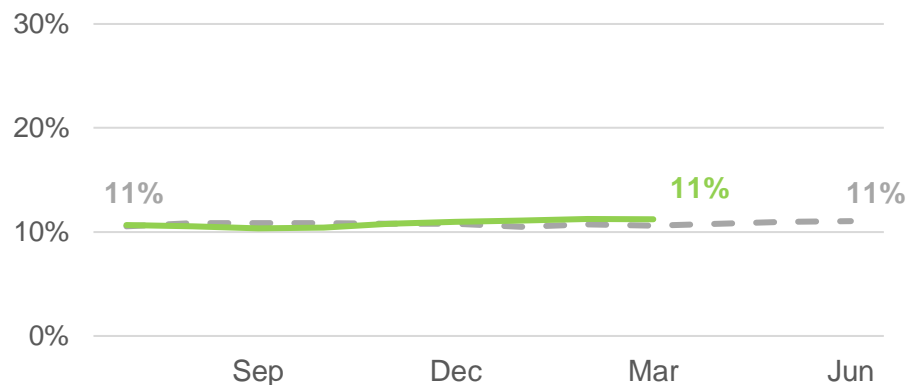
Transform Employee Engagement (continued)

— This year (FY21)
— Last year (FY20)

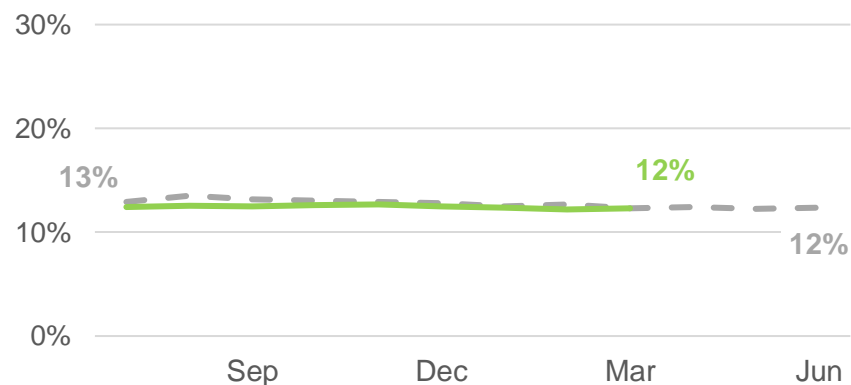
Develop and Grow Talent

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

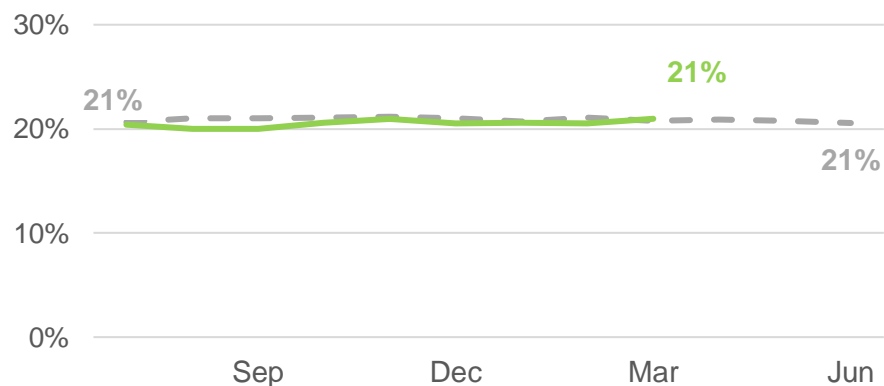
Retirement Eligibility (Full) Eligible Now



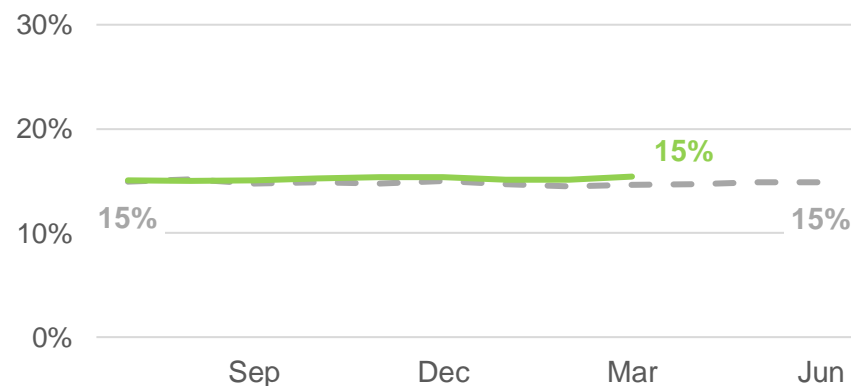
Retirement Eligibility (Early) Eligible Now



Retirement Eligibility (Full) Eligible Within 5 Years



Retirement Eligibility (Early) Eligible Within 5 Years



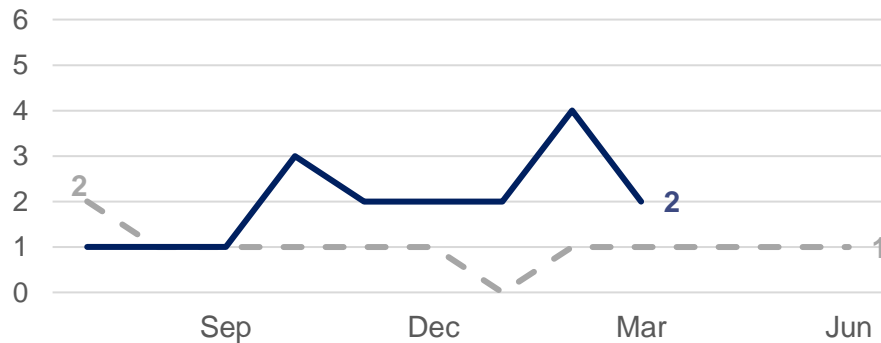
Protect Our Resources

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

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

Emergency and Coordinated Responses

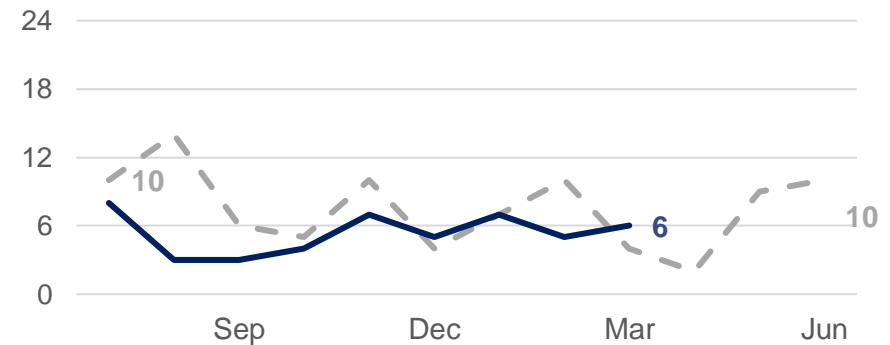
of cross-departmental coordinated responses, exercises and drills



Maintain Best in Class Operating Environment Safety for Employees

Occupational Injuries

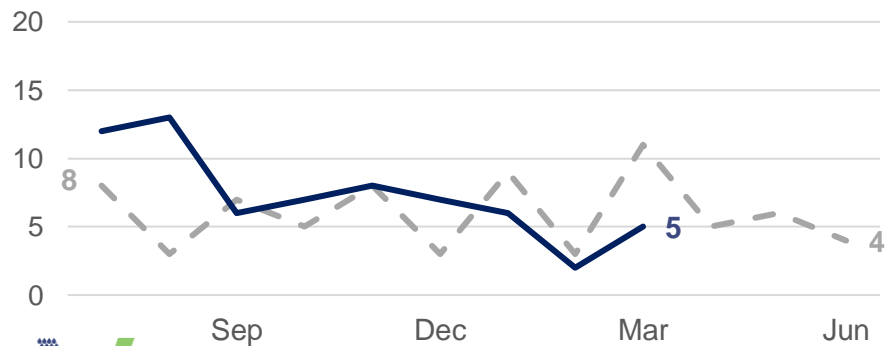
of occupational injuries that occurred



Secure Commission's Critical Infrastructure

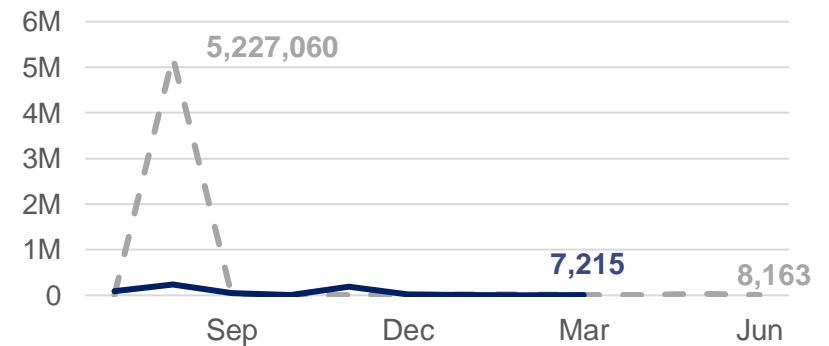
Sanitary Sewer Overflows

of sanitary sewer overflows



Sanitary Sewer Overflow Volume

Total gallons of sanitary sewer overflows, in millions per month





WSSC Water Commission Performance Report

Results of Note - May 2021

Mission

Water Production

- March averaged 149.5 MGD of water produced, which is a 1.8% decrease compared to the amount produced in March 2020 (152.3 MGD).

Wastewater Treatment

- There was 216.9 MGD of wastewater treated in March 2021, which is 16.3% higher than March 2020's amount because of heavier snowfall. Ground water inflow is a contributing factor to wastewater treatment flows being higher than total water produced (149.5 MGD).

Enhance Customer Experience

Accounts Billed On-Time

- For the month of March 2021, accounts billed on time was 99.9% which is consistent with the Accounts Billed On-Time percentage in March 2020. Current performance is exceeding the Expected Target of 99.5%.

Accounts Past Due

- For the month of March 2021, past due accounts reached 85,192 for a total of \$63.1 million. The number Past Due accounts/amounts increased compared to 77,388 for a total of \$36.2 million in March 2020. The Customer Service department continues to send payment reminder letters and robo calls, as well as payment plan reminders to help customers maintain their payment plans. The department is also live calling customers to encourage payment and/or payment plan enrollment, and performing targeted outreach to areas where delinquencies are most prevalent.

Enhance Customer Experience (cont.)

Average Answer Speed

- The Average Answer Speed in March 2021 was 5 minutes and 22 seconds, which is a significant increase from 1 minute and 37 seconds in March 2020. This metric did not meet the Expected Target of 4 minutes in February. The department had a number of training sessions and all employee meetings, including MWM Training and Cornerstone Release training sessions.

Calls Answered

- For the month of March 2021, Percent of Calls Answered was 82.5% which is 10.6 percentage points below 93.1% in March 2020 performance. This metric did not meet the Expected Target of 87% in March. The department had a number of training sessions and all employee meetings, including MWM Training and Cornerstone Release training sessions. In March, the department launched a new start service/stop service request webform. WSSC Water also launched its new website at roughly the same time. The Customer service team continues to manage a number of high bill complaints.

Basement Backups

- There were 73 basement backups in March 2021, which is 24 more than last March's total. Forty of the backups were caused by unknown obstructions and the other causes were roots, grease, debris, water main breaks, wipes, a case of improper workmanship, and a damaged asset.

Water Service Restoration Time (Average Hours)

- The average restoration time in March 2021 was 3 hours, which is the same as March 2020. While the average outage time is the same as last March because both the units out of water and their wait times increased doubled.

Water Fund

- In FY21 through March 2021, 2,438 customers have received financial assistance through the Water Fund totaling \$327,346. The bank balance stands at \$399,046 including \$8,122 in Water Fund donations for the month of March.

Enhance Customer Experience (cont.)

Customer Assistance Program

- In FY21 through March 2021, 14,566 customers have received financial assistance through the Customer Assistance Program.

Optimize Infrastructure

- Each month, we highlight a capital improvement project.
- This month's spotlight is on the Clarksburg Wastewater Pumping Station & Sewer Improvement (CIP #S-84.68). Estimated completion is expected in June 2021.

Spend Customer Dollars Wisely

Water and Sewer Expenses

- FY21-to-date expenses is 64% which is slightly below the 66% FY20-to-date expenses of budget spent through March FY20 (FY21-to-date \$523M; FY20-to-date \$532M).

Water and Sewer Revenue

- FY21 to-date revenue is 70% which is slightly below 71% to-date revenue in March FY20 (FY21 to-date \$571M; FY20 to-date \$569M.) The Customer-to-Meter system went live in early FY20, which impacted revenue in that fiscal year. The FY 2021 savings plan addresses revenue decline due COVID-19.

Transform Employee Engagement

Monthly Positions Filled

- For March 2021, Positions filled was 27% (17 positions filled out of 62 actively recruited positions). This is a 2-percentage point increase compared to 25% March 2020 (15 positions filled out of 61 actively recruited positions). Due to the Covid-19 savings plan hiring freeze, only essential positions are currently being recruited.

Monthly Turnover Rate

- For the Month of March 2021, the turnover rate is 0.4% which is a slight decrease compared to 0.5% in March 2020. Two H₂O People retired, and 5 other separations occurred during the month of March 2021.

Retirement Eligibility (Full) now

- For March 2021, full retirement eligibility is 11% which is consistent with eligibility in March 2020.

Retirement Eligibility (Early)

- For March 2021, early retirement eligibility early is 12% which is consistent with eligibility in March 2020.

Retirement Eligibility (Full) Within 5 Years

- For March 2021, full retirement eligibility within 5 years is 21% which is consistent with eligibility in March 2020.

Retirement Eligibility (Early) Within 5 Years

- For March 2021, early retirement eligibility within 5 years is 15% which is consistent with eligibility in March 2020.

Protect Our Resources

Emergency and Coordinated Responses

- There were 2 responses in March 2021 which included the continued Covid-19 response and a response to multiple chemical/oil spills in the Potomac Watershed.

Occupational Injuries

- During the month of March 2021, 6 occupational injuries occurred. This is 2 more occupational Injuries than occurred in March 2020. This month, physical injuries included employees struck by objects, strains and falls; however, no injuries were life threatening.

Sanitary Sewer Overflows

- There were five Sanitary Sewer Overflows during the month of March 2021. The total volume of discharge was 7,215 gallons. Defective pipe material in Gaithersburg caused an overflow that was responsible for 96% of the volume released.