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#### GENERAL MANAGER

Carla A. Reid

Hello!

Congratulations and welcome to WSSC Water. We are entrusted by our community to provide safe and reliable water, life's most precious resource, and return clean water to our environment, all in an ethical, sustainable, and financially responsible manner. Our vision is to be THE world-class water utility, where excellent products and services are always on tap. This requires dedicated and focused efforts from some special people – our H<sub>2</sub>O People!

Named by us, H<sub>2</sub>O People is a movement and a commitment created to improve and reinforce a culture of engagement tied to WSSC Water's strategic priorities and objectives, and promote a high-performing, informed, and passionate workforce.

WSSC Water's greatest asset is its H<sub>2</sub>O People. Ultimately, you will be responsible for supporting or delivering safe and reliable water to our customers in Prince George's and Montgomery counties.

We are all here to support you as you transition to your new role. Through our orientation and training programs, we will do our best to help you become an outstanding member of our H<sub>2</sub>O People community.

We invite you to visit our website at <https://www.wsscwater.com/who-we-are> to familiarize yourself with our organization. Understanding what we do and how we do it is the first step toward your success at WSSC Water and our collective success!

I look forward to personally welcoming you as one of our newest H<sub>2</sub>O People!

If you require additional information before your start date, please call Human Resources at (301) 206-8787 or email [TalentAcquisition@wsscwater.com](mailto:TalentAcquisition@wsscwater.com).

Best regards,

Carla A. Reid  
General Manager/CEO