COVID-19 Briefing

May 15, 2020

500,000 Laboratory tests per year

164,000,000 gallons per day

delivered to **1.8 million** residents

5,700 miles

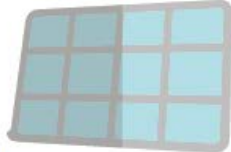**100** years & counting!
No drinking water quality violations...ever.

3 reservoirs

2 Water Filtration Plants

60 Tanks

Reducing our carbon footprint with **17,000** solar panels

Average daily consumption of **55 gallons** per person per day

Wind energy accounts for **28%** of WSSC's total power consumption
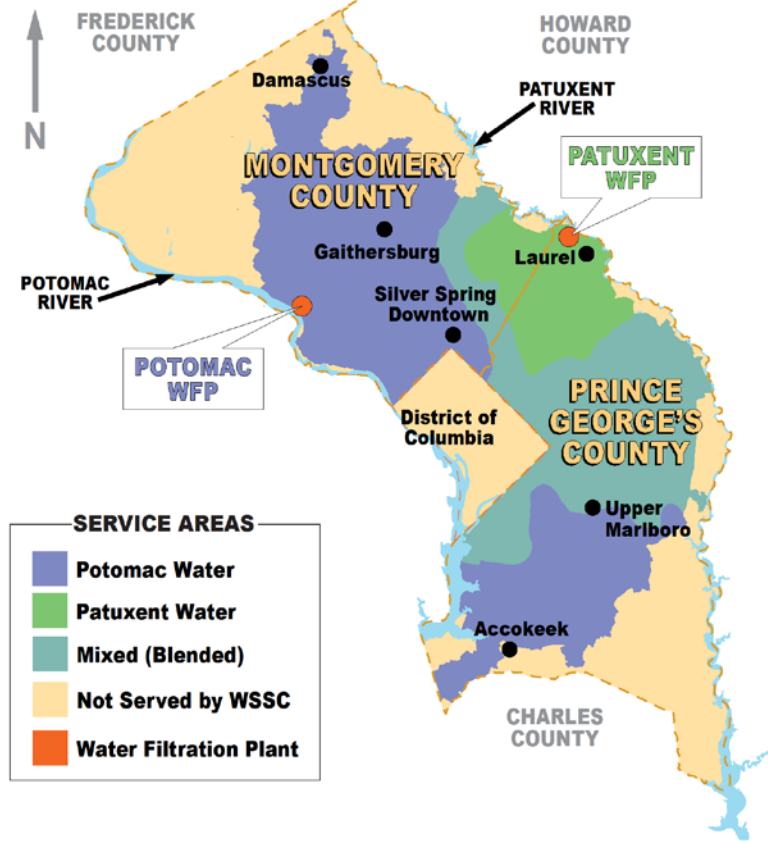
Our Wastewater System Spans **5,500 miles**

MAINTAINS **42,000+** FIRE HYDRANTS

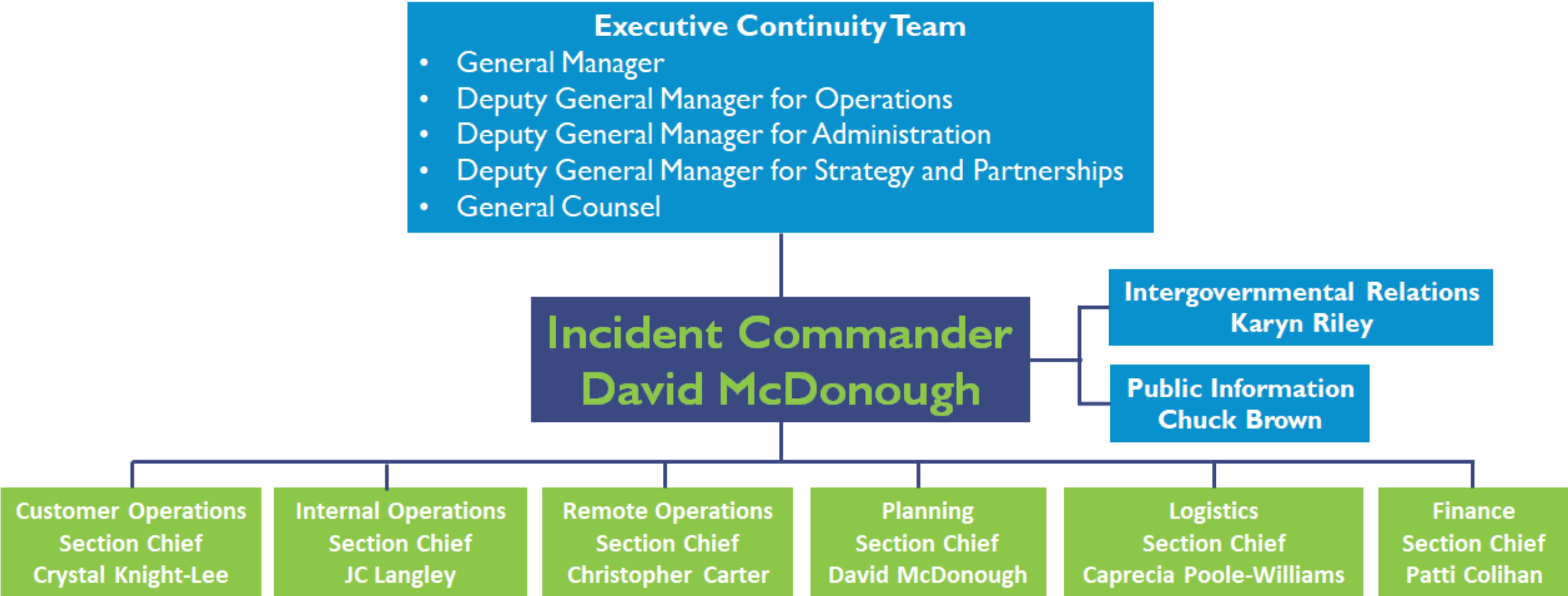**FIRE PROTECTION**

6 Water Resource Recovery Facilities

55 pumping stations

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Where Does My Water Come From?

FREDERICK COUNTY

HOWARD COUNTY

Damascus

PATUXENT RIVER

PATUXENT WFP

MONTGOMERY COUNTY

POTOMAC RIVER

Gaithersburg

Laurel

Silver Spring Downtown

POTOMAC WFP

PRINCE GEORGE'S COUNTY

District of Columbia

Upper Marlboro

Accokeek

CHARLES COUNTY

SERVICE AREAS

- Potomac Water
- Patuxent Water
- Mixed (Blended)
- Not Served by WSSC
- Water Filtration Plant

COVID-19 Incident Command Structure

Command Staff

Executive Continuity Team
- General Manager
- Deputy General Manager for Operations
- Deputy General Manager for Administration
- Deputy General Manager for Strategy and Partnerships
- General Counsel

**Incident Commander
David McDonough**

**Intergovernmental Relations
Karyn Riley**

**Public Information
Chuck Brown**

Customer Operations Section Chief Crystal Knight-Lee	Internal Operations Section Chief JC Langley	Remote Operations Section Chief Christopher Carter	Planning Section Chief David McDonough	Logistics Section Chief Caprecia Poole-Williams	Finance Section Chief Patti Colihan

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Active

Task Forces

Personnel Policy Task Force

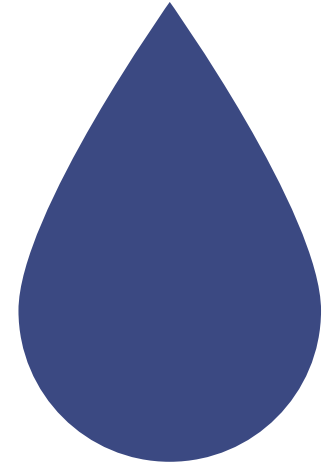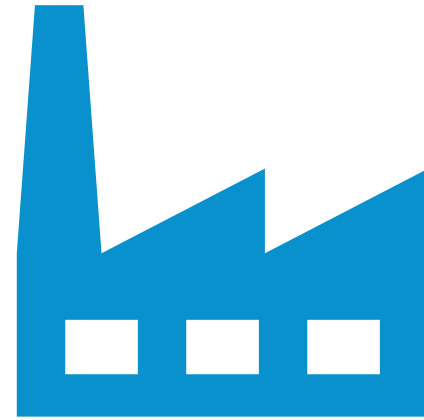**Revenue & Billing Task Force**

New Normal Task Force

Customer Operations Section

- Potential for higher water bills
- Increased number of estimated bills
- Affordability challenges

Internal Operations Section

- Managing illnesses within workforce
- Cleaning and sanitizing workspaces
- Maintaining Operations
- Availability of resources and commodities

Remote Operations Section

- Ensuring telework capabilities remain available

- Facilitating paperless processes
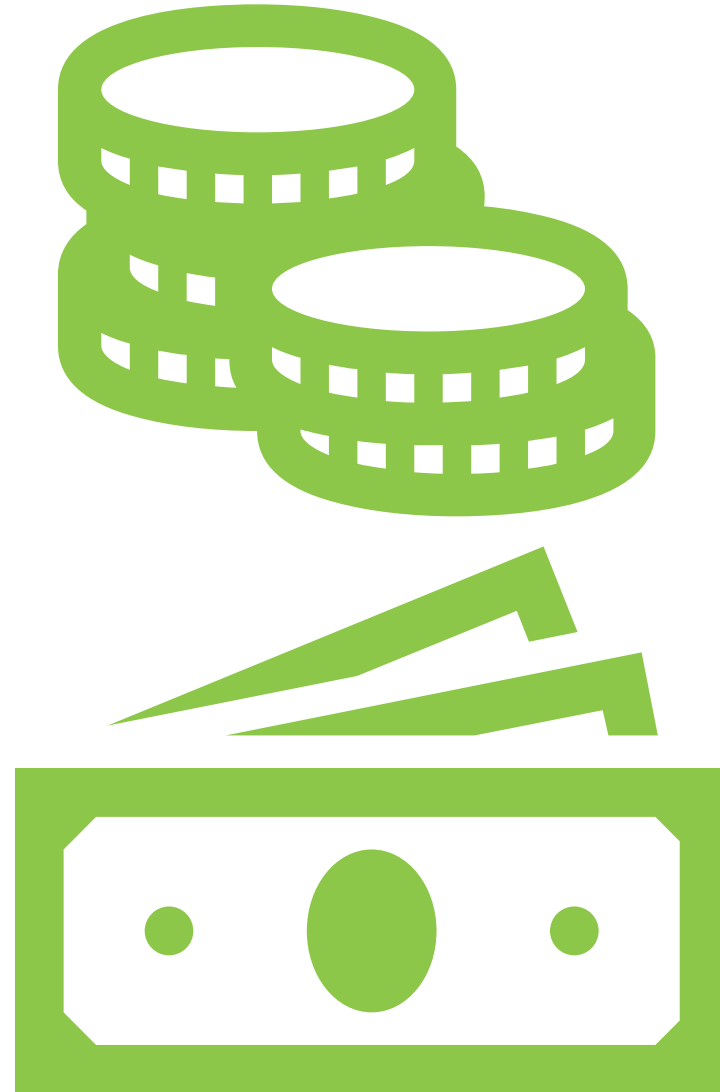
- Supporting teleworkers

Logistics Section

- Securing and tracking Personal Protection Equipment (PPE)

- Managing limited resources

- Maintaining supplies of hand sanitizer, surface cleaner, and PPE
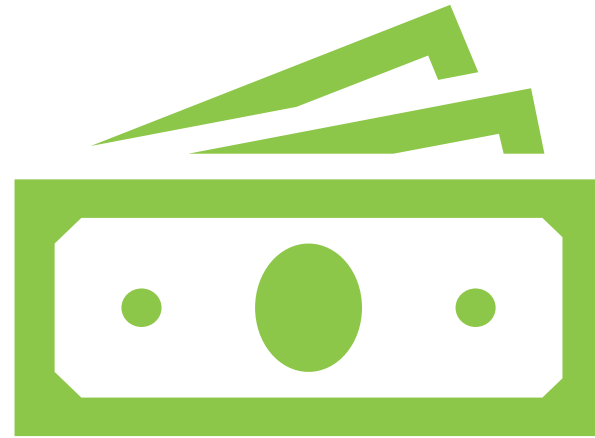
- Planning for supply during future outbreaks

Finance Section

- Continuing budget preparation and hearings with both counties
- Revenue and other financial projections
- Cost tracking for potential future reimbursement
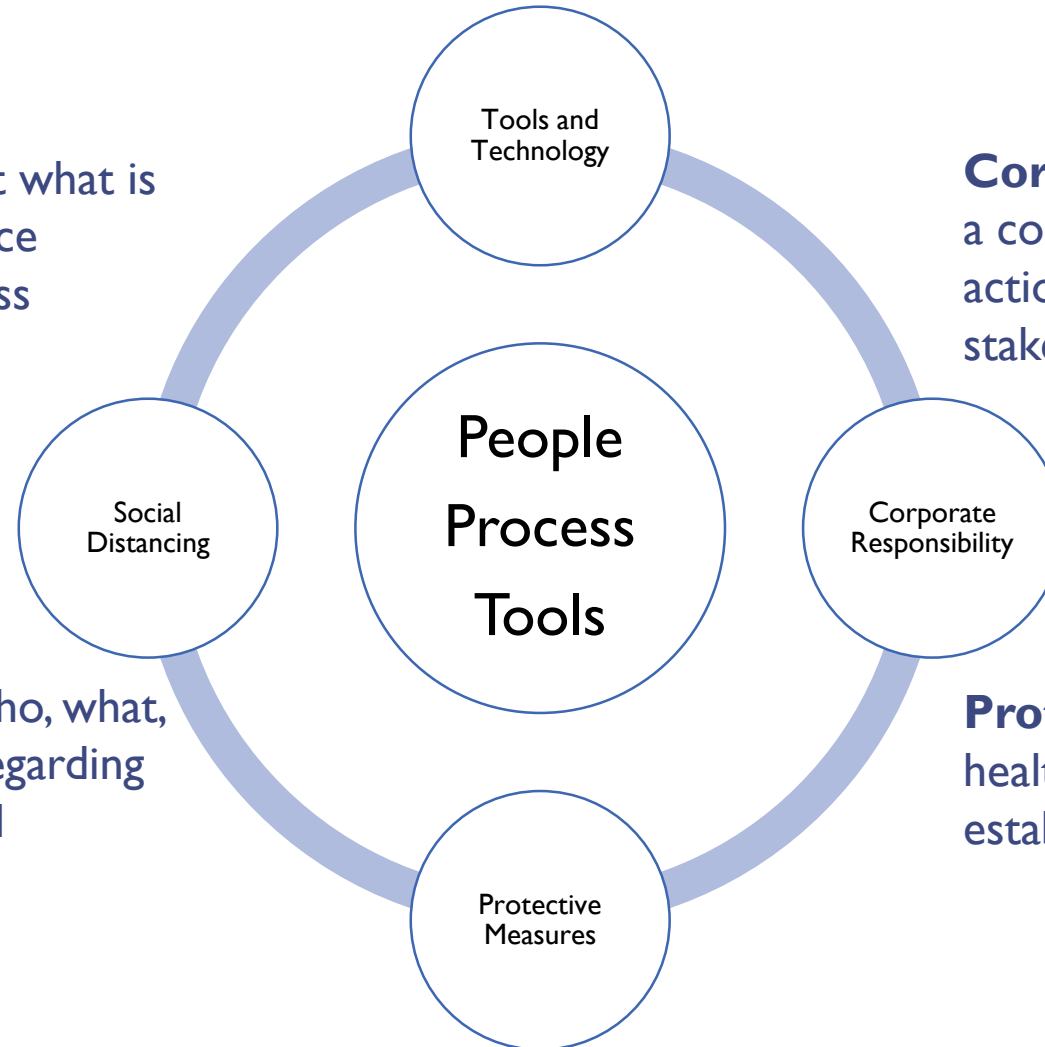- Savings plan

Revenue and Billing Task Force

- Customer affordability programs
- Estimated billing

New Normal Task Force

Tools and Technology looks at what is available to support the workplace environment and business process optimization.
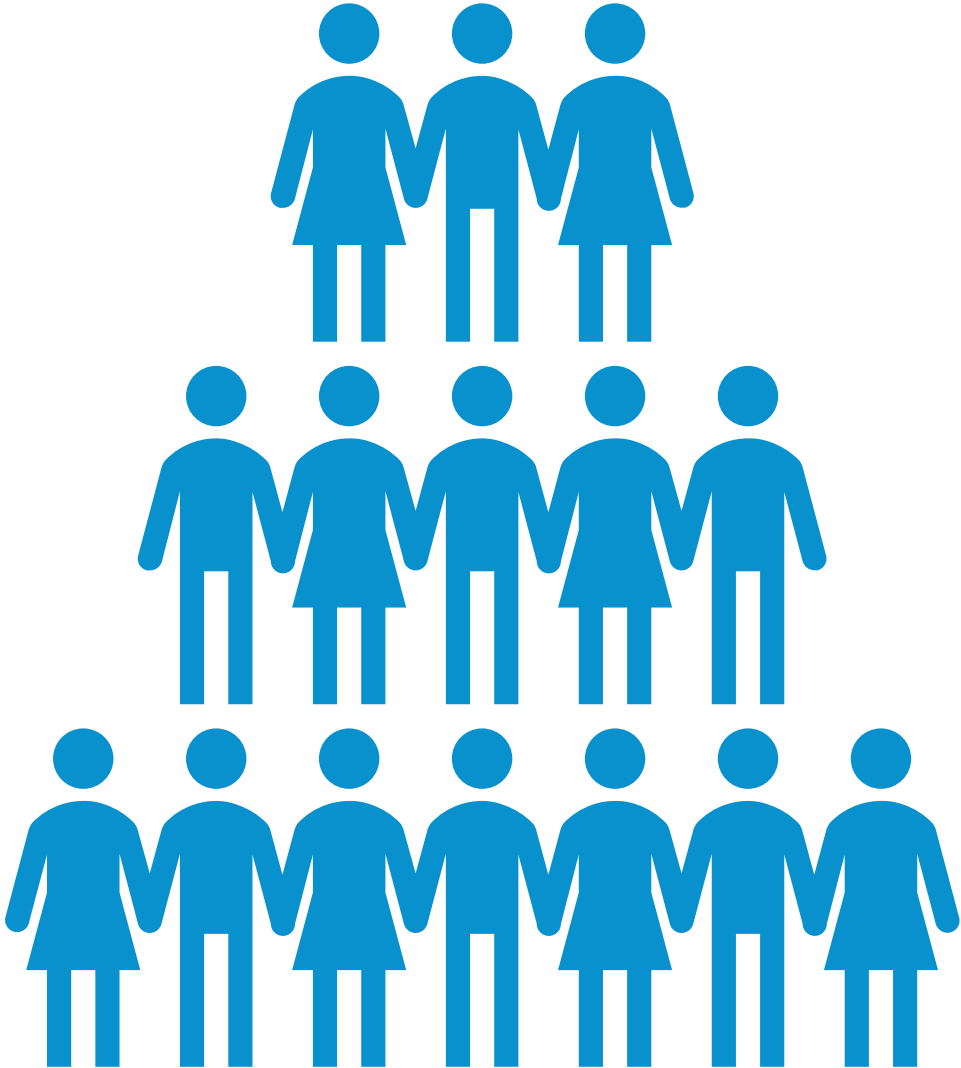
Social Distancing answers the who, what, when, where, and how questions regarding employees' and customers' physical interactions with each other.

Corporate Responsibility is the way a company takes responsibility for its actions and their impact on employees, stakeholders and communities.

Protective Measures addresses the health and safety protocol that need to be established in response to Covid-19.

Tools and Technology

Social Distancing

People Process Tools

Corporate Responsibility

Protective Measures

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Personnel Policy Task Force

- Guidance on illness in the workplace

- Personnel policy updates for COVID-19

Intergovernmental Relations

- Tracking federal, state, and local legislative action related to COVID-19

- Advocating for policies that benefit WSSC Water including assistance to customers

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Internal Communications

- All-employee livestream events

- Weekly situation report

- Regular email updates on significant events

- Coordinating with county partners on messaging

WSSC WATER
DELIVERING THE ESSENTIAL

External Communications

- Mindfulness of Water Use during Stay-At-Home and affordability

- Safety and reliability of tap water (no shortages here)

- Keep the Wipes out of the Pipes

- Water Quality scammers

- Water and Wastewater Workers are ESSENTIAL

Questions?