

WSSC

Highlights

Fiscal Year 2018 Annual Report

Celebrating 100 years serving you



Know your
"H₂O People"
page 8

Where does
your water
come from?
page 12



Did You Know?

We have 6 water resource recovery facilities that treat **70 million** gallons of wastewater each day.

We produce **60 billion** gallons of water a year.

We are the largest provider of water and wastewater services in the state of Maryland.

We provide safe, clean drinking water to **1.8 million** people in Prince George's and Montgomery counties.

Our crews repair more than **1,800** water main breaks and leaks each year.

500,000 people visit our recreation areas for fishing, boating and other outdoor activities each year.

We have two water treatment plants. The Potomac Plant treats **123 million** gallons of water per day, and the Patuxent Plant treats **40 million** gallons of water per day.

We have **5,700 miles** of water pipe. If you laid that pipe out, it would stretch from here to California and back.

WSSC uses solar panels and wind power to run our plants.

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Story of a STEM Girl

What do you want to be when you grow up?

I grew up to be an engineer, but if you had asked me that question when I was 8 or 9 years old, I don't think engineer would have been my answer. There weren't many females with careers in math and science, much less engineering, for me to look up to.

As a young girl, I didn't play with dolls, but I loved science and math, and I loved learning. In fact, the best Christmas was the year I got a desk, a blackboard and index cards. All through school, I studied hard and my love for math and science is what made me want to become a civil engineering student at Howard University.

When I came to WSSC after graduation, I was the first civil engineer to work in our meter shop. During my first 20 years with WSSC, I had eight different jobs. With each job, I learned something new and had more responsibility. My eighth job was deputy general manager.

I left WSSC in 2006 and spent 10 years working for both Montgomery and Prince George's counties, learning everything I could about the two counties that WSSC serves. In 2016, I was chosen WSSC's first female general manager.

As a female engineer leading a water utility, I know what an important role female engineers play in our society. I encourage all young people, but especially girls, to study science, technology, engineering and math (STEM) and think about having a STEM career. I want to make sure that young problem solvers of today become tomorrow's problem-solving professionals.

And maybe you'll be inspired to be an engineer when you grow up, too.

Carla A. Reid
WSSC General Manager/CEO

Only **8%** of ninth-grade girls consider a STEM career, compared to **27%** of ninth-grade boys.

Each year, **WSSC** helps **3,500** students (elementary through college) get to know about STEM-related jobs through fun and educational programs.



It's About the People

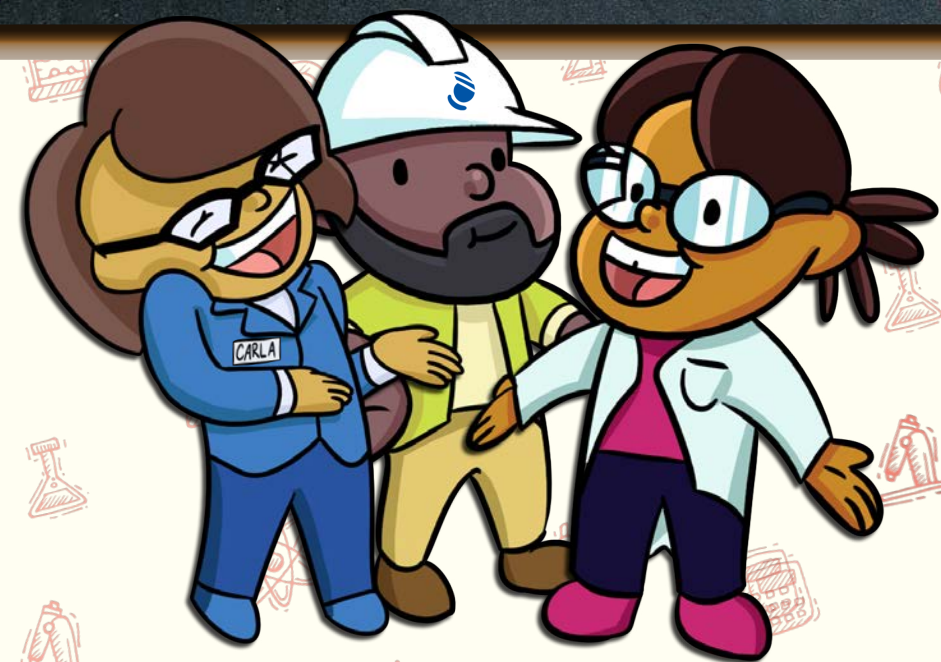
If you've ever been part of a team, you know the importance of working together. At WSSC, we work as ONE TEAM and our team name is H₂OPeople.

H₂O is the chemical name for water, so that makes us the "water people." It's the perfect name for our 1,700+ employees, all of whom believe in working together to deliver safe, clean water to all our customers. Because whether an employee repairs water main

breaks or tests water samples or answers customer questions, each knows that he or she makes a difference and what they do matters.

H₂OPeople come from different countries and cultures. We volunteer in the community. We are always learning new things that make us better at our jobs. And we believe in being fit and healthy. All of that makes us a happy team, and makes WSSC a great place to work.

Go Team!



Our Leadership



Thomasina V. Rogers
Chair FY 2018
Prince George's County



T. Eloise Foster
Vice Chair FY 2018
Montgomery County



Fausto R. Bayonet
Montgomery County



Omar M. Boulware
Prince George's County



Howard A. Denis
Montgomery County



Chris Lawson
Prince George's County



Arthur Elkins, Jr.
Inspector General



Carla A. Reid
General Manager/CEO



Sheila R. Finlayson
Corporate Secretary



Maxene Bardwell
Audit Director



Jaclyn Vincent
Chief of Staff



Amanda Stakem Conn
General Counsel



Monica J. Johnson
Deputy General Manager
for Strategic Partnerships



Joe Mantua
Deputy General Manager
for Operations



Joseph F. Beach
Deputy General Manager
for Administration



Chuck Brown
Communications &
Community Relations Director



Donald King
Equal Employment
Opportunities Officer



Gary Gumm
Chief Engineer



J.C. Langley
Production Director



Damion Lampley
Utility Services Director



Vennard Wright
Chief Information Officer



Patricia Colihan
Chief Financial Officer



Todd Allen
Human Resources
Director



Karyn Riley
Intergovernmental
Relations Office Director



Crystal Knight-Lee
Customer Service
Director



Thais Vitagliano
Asset Management
Office Manager



David McDonough
Police &
Homeland Security



Laura Ruprecht
General Services Director



Caprecia Poole-Williams
Chief Procurement Officer
(Acting)



Courtney Edmonds
Office of Supplier Diversity
& Inclusion Director
(Acting)

Jobs at WSSC

There are a lot of different kinds of jobs at WSSC.

To explore additional job titles, visit

<http://info.wsscwater.com/annual-reports/2018/jobs-at-wssc.php>

ACCOUNTANT
ARBORIST
CHEMIST
CREW CHIEF

ENGINEER
INSPECTOR
LAWYER
METER READER

MICROBIOLOGIST
POLICE OFFICER
TECHNICIAN
WELDER

V V S P A H T R G N Y B Y C S
T E L Y D I N Y C V S E M D E
E V I L U T N A T N U O C C A
C M V F U L Y A R Q Q T R R Z
H I B D Q T X O J I S K E T F
N L U K X N K N N I E D X R R
I R U F K Q M S R Q A Z M E I
C I N Y Y R P O C E U X C W Z
I Y W I C E B N R I D I Y Q M
A A X E C R I R V T F N C C Y
N Q I T A L E L X F G U W P W
Q J O B Z T P W O N U Y C X N
N R I B E O C E C E G P P W Y
R E M M R I C H W H F C Q X U
E O N D I I M X E K I N F E U
Y N N R L U M F L M V E Q T R
W F E O W D D I D I I N F C Y
A W P N Y F J N E T G S Q L Q
L W R B B E U Q R K L S T A F
O T S I G O L O I B O R C I M
M R E E N I G N E N F T V U J
A P I U C M E D X I Z F W L C
Y U F H J C N V X I I B A P O
J Y V B K K Y E J H K C L S L
J W K I C Q D R E M T A I B H



Get to Know Your H₂O People

H₂O People do all sorts of important jobs at WSSC. In fact, we could not deliver clean, safe water to our customers without every one of them.

We work 24 hours a day, seven days a week, to make sure you get the water you need to wash, flush, clean and brush.

So, let's meet a few of our H₂O People...



Bobby Trimble

Bobby is the superintendent of the Patuxent Water Filtration Plant in Laurel, one of two plants at WSSC that produce the clean, safe drinking water delivered to homes and businesses. The Patuxent Plant produces 40 million gallons of water each day. Bobby proudly calls it "some of the finest drinking water in the world."



Brian Mosby

Brian is the superintendent of our Western Branch Water Resource Recovery Facility in Upper Marlboro, one of our six facilities that treat 70 million gallons of wastewater every day. When you flush your toilet, take a shower, or brush your teeth, the water that leaves your house travels to one of our water resource recovery facilities. "The water we treat goes back into the streams and rivers cleaner than the water that's already there," says Brian.



James Lawrence

"A lot of people don't realize WSSC has a police force," says Officer James Lawrence. He's part of a full-service police department that patrols WSSC's 5,600-acre watershed surrounding our reservoirs by boat, ATV, vehicle and foot. The police also patrol all of our WSSC facilities spread out across Montgomery and Prince George's counties.



Diego Garcia

Diego is one of our utility technicians. He repairs and replaces leaking or broken water and sewer pipes. It's a lot of work, because we have more than 5,700 miles of water pipes and more than 5,500 miles of sewer pipes. Diego says, "I like making sure our WSSC customers always have water flowing from their tap."



Sabrina Darius

Sabrina is a water quality technician in our busy Consolidated Laboratory, where chemists, lab analysts and microbiologists analyze 500,000 water samples each year to make sure our water is clean and safe. "Water quality for our 1.8 million customers is our top priority," says Sabrina.



Jessica Shiao

Working in the Sewer Condition Assessment Section, Jessica says her job can get a little dirty, "but we love what we do." Jessica gets to work with cool equipment, like cameras that go into the sewer pipes to see what is going on inside. One of the things they see most is lots of grease in the sewer mains, which can lead to clogs and backups. Jessica reminds everyone: don't put grease down your drain.

What Did You Do With Water Today?

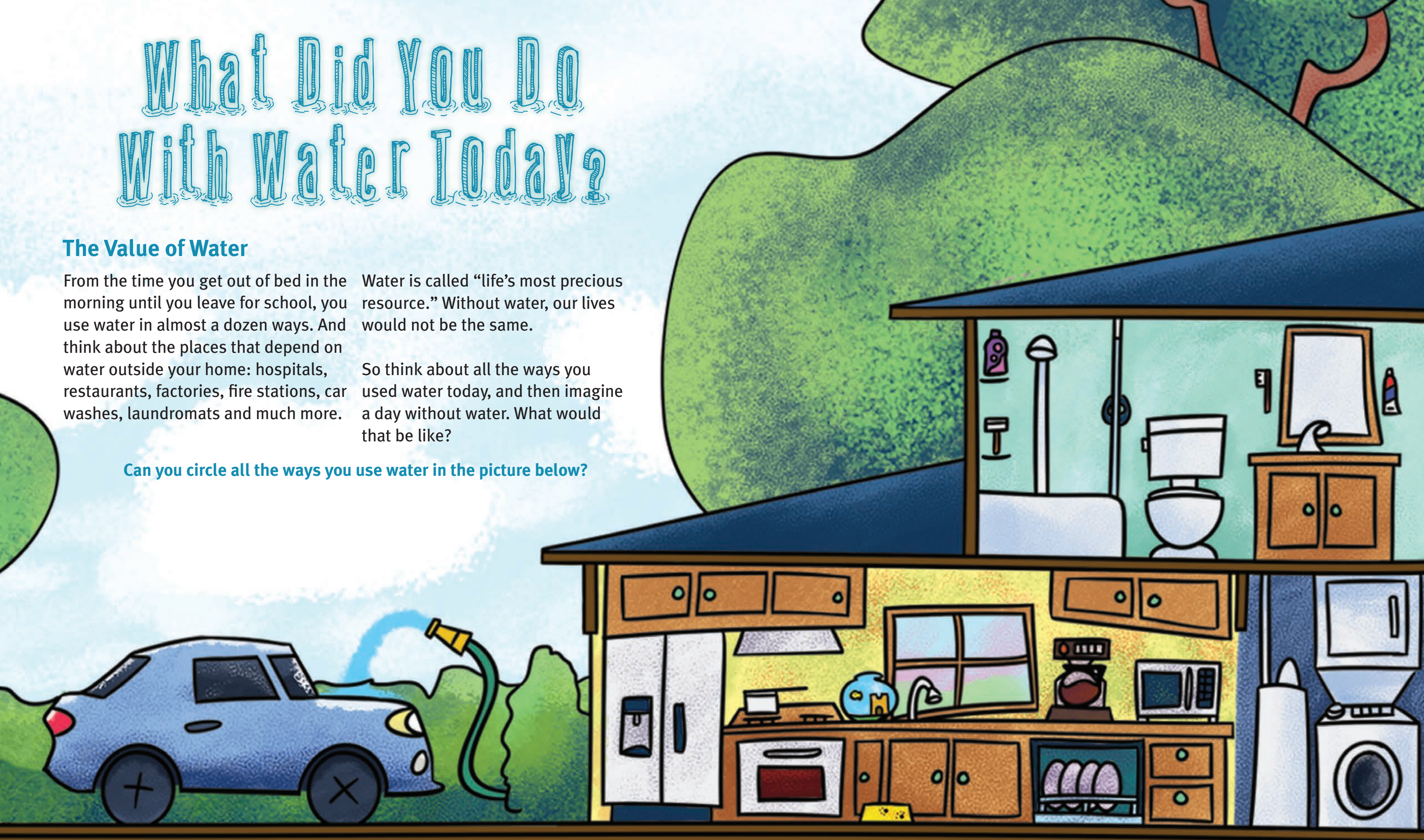
The Value of Water

From the time you get out of bed in the morning until you leave for school, you use water in almost a dozen ways. And think about the places that depend on water outside your home: hospitals, restaurants, factories, fire stations, car washes, laundromats and much more.

Water is called “life’s most precious resource.” Without water, our lives would not be the same.

So think about all the ways you used water today, and then imagine a day without water. What would that be like?

Can you circle all the ways you use water in the picture below?



WSSC Service Area by the Numbers



For a company serving 1.8 million customers in both Montgomery and Prince George's counties, you can imagine the area we cover is large. On this map, see if you can spy our:

6 Water Resource Recovery Plants
 Damascus, Hyattstown, Parkway, Piscataway, Seneca and Western Branch. All together, they treat 70 million gallons of wastewater each day.

4 Maintenance Depots
 Anacostia, Gaithersburg, Lyttonsville and Temple Hills

3 Reservoirs
 Little Seneca, Rocky Gorge and Triadelphia, which hold a combined total capacity of 14 billion gallons.

2 Water Filtration Plants
 Patuxent and Potomac

1 Blue Plains Advanced Wastewater Treatment Plant
 Although operated by DC Water, the plant handles up to an additional 169 million gallons per day. This plant treats about 65 percent of WSSC's wastewater each year.

Note: WSSC's service area does not include Washington, D.C. and Virginia.

All About Water Towers

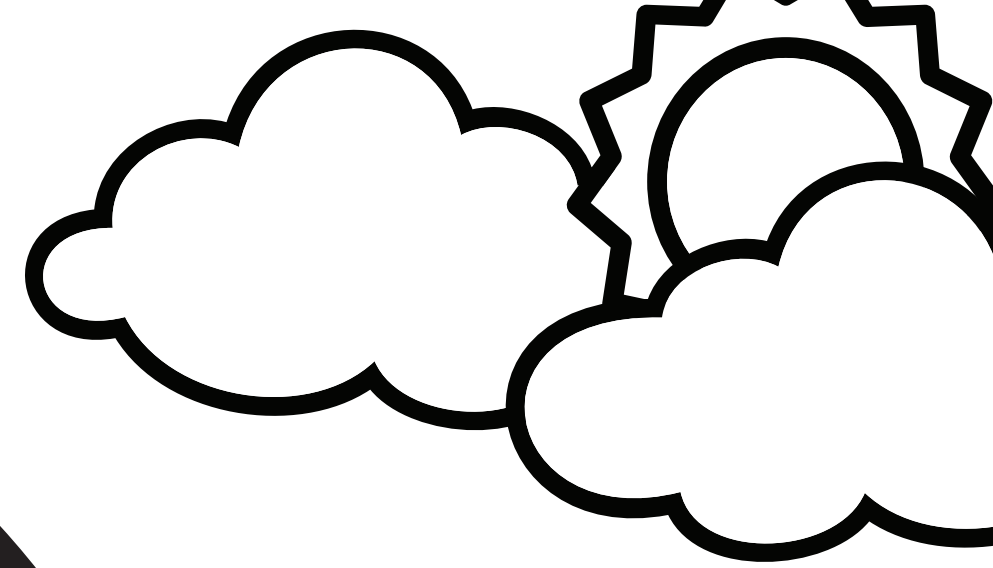
Have you ever seen a water tower sitting high above your town and wondered what it does? Water towers not only store water, but also help make sure water flows from your faucets.

Water moves down a large pipe from the tower and then through underground pipes that go to your house. Gravity helps the water flow from the tower to supply water, even when the power goes out.

Water towers provide pressure for the water pipes in your community, helping us maintain high water quality standards. That pressure is really important for things like fire hydrants because, without it, firefighters wouldn't have the water they need to fight fires.

Most water towers are painted solid colors, like blue, but in Montgomery County, there is a water tower painted to look like the Earth!

Color In Montgomery County's Earthoid Water Tower!



Where Your Water Comes From

River

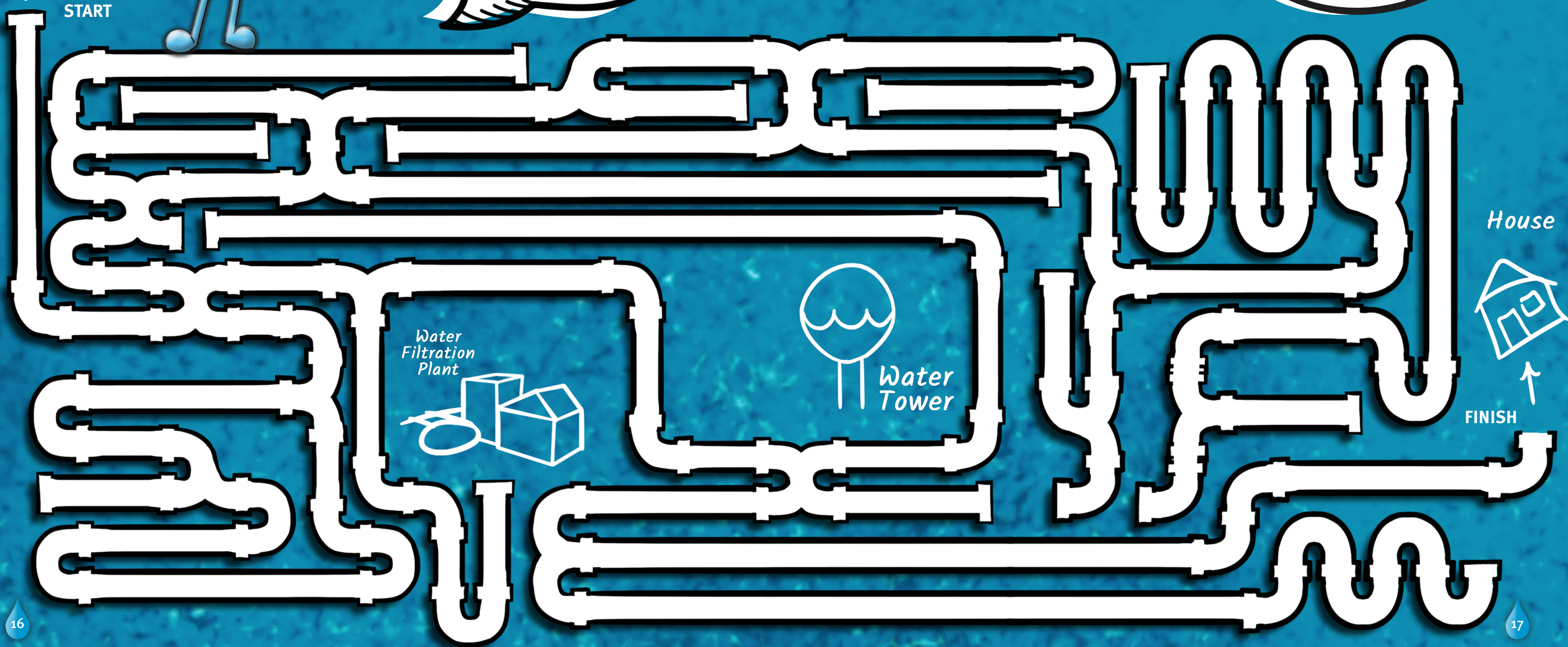
START



Hi, I'm Willy Water Drop!

My journey to WSSC began when I fell from the sky into either the Patuxent or Potomac Rivers. But how does a water drop like me get from the river to your home?

Join Willy on his journey through this maze and he'll show you!



Protect Your Pipes

Whenever you flush your toilet, run water in your sink or drain the bathtub, that water travels from your home through sewer pipes to one of our water resource recovery facilities. Those are the plants where we clean wastewater.

Only Flush the 3 P's

Fats, oils and grease – even salad dressing, gravy and peanut butter -- clog pipes. Hot grease hardens as it cools, creating a big clogging mess. Can the Grease; pour grease into a can, put a lid on it and let it cool. When the can is full, throw it in the trash.

Some people use their toilet as a trash can, but that's not good. Certain materials do not break down in water and clog the sewer pipes.



Pee



Poop



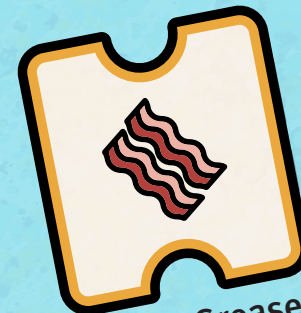
Paper



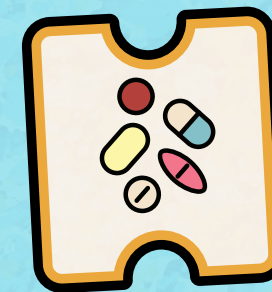
Willie and I know that because pipes are underground, it's easy to forget what happens when something goes down the drain. Please throw your trash in the trashcan or recycling bin and Can the Grease to help keep our pipes safe.

Where to Throw What

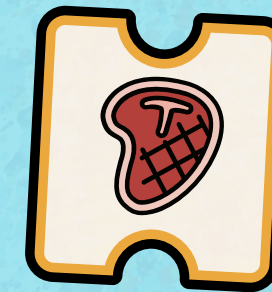
Draw a line from the item to where it should be thrown away.



Bacon Grease



Pills



Steak



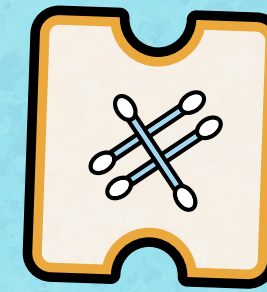
Fruit Peels or Vegetable Scraps



Wet Wipes



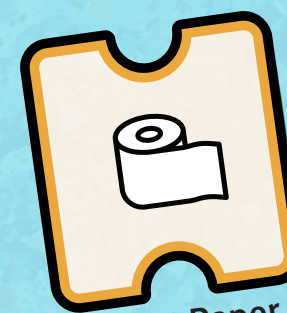
Cooking Oil



Cotton Swabs



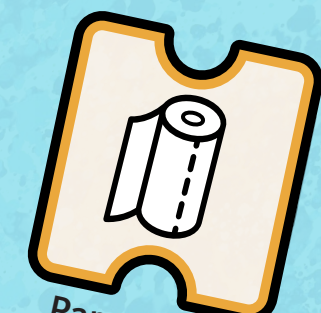
Soap



Toilet Paper



Peanut Butter



Paper Towel



Trash



Sink



Toilet



Recycling

Woo Hood! We're 100!

WSSC turned 100 in 2018! That's a big deal because not many companies have been in business for 100 years.

WSSC has gone from wooden pipes to solar power, from 30,000 customers to 1.8 million. A lot has changed since WSSC first opened its doors for business in 1918.

This is what we did to celebrate...

Centennial Saturdays

At two of our water resource recovery facilities, customers took tours and saw how wastewater gets cleaned and returned to the rivers and streams. At our Consolidated Lab, visitors saw how we test water samples and make sure our drinking water is always clean and safe.

Blue Tie Ball

In September, we held a fundraiser for WSSC's Water Fund, which provides assistance to customers who are having trouble paying their bills.

Water Symposium

WSSC's 100th birthday was May 1, 2018. On that day, we got together with other super smart water people to talk about ways to make sure we can keep delivering water for the next 100 years.

Centennial Community Celebration

In June 2018, we invited everyone to come to our house (our headquarters building) for a day of fun and games, cool experiments and education. Kids even got to meet Willy Water Drop!

Look What We Did

Celebrating 100 years of service was fun, but there is still lots of work to do at WSSC.

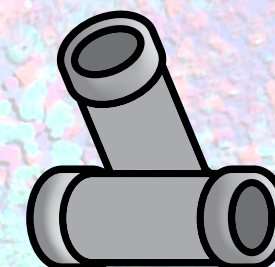


Quality is Job #1

This past winter was very cold. Our repair crews worked many hours to fix thousands of broken pipes.

In January, we fixed a record 802 water main breaks alone!

In 100 years, we've had zero water quality violations!



Pipe Progress

This year, we also replaced old pipes with:

53 miles of new water pipes

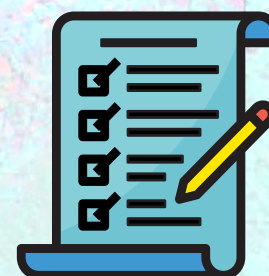
17 miles of new sewer pipes



We Get Awards

All of our water resource recovery and water filtration plants received national awards. Further proof that we do a great job of keeping the water and the environment clean.

WSSC also was nationally recognized for using solar and wind power.



The List Goes On

These are only a few of the things we did in 2018. Visit <http://info.wsscwater.com/annual-reports/2018/what-we-did.php> to see a longer list of our 2018 accomplishments.



Visit wsscwater.com/100 to learn about our history!

We're excited about all we'll do over the next 100 years!

Innovation at WSSC

There are always new and cool things happening at WSSC, especially when it comes to the tools and technology we use.

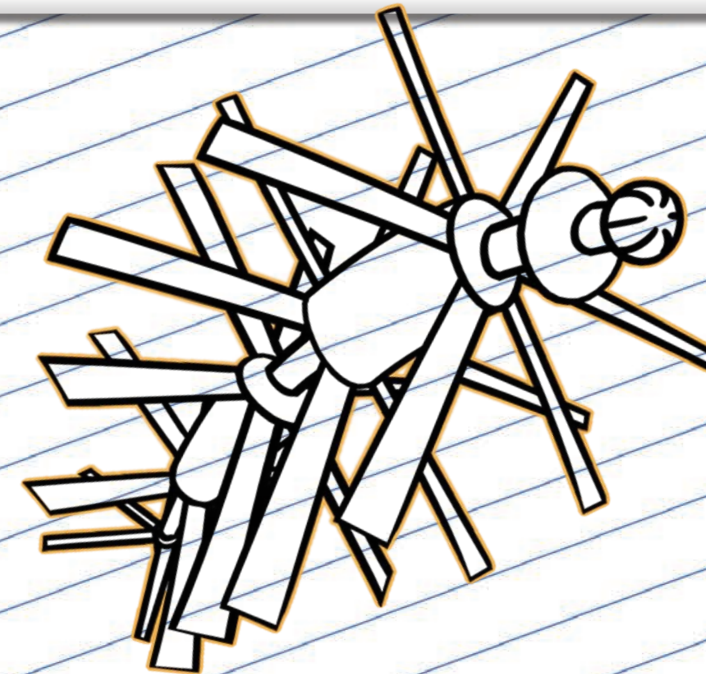
Poop to Power

As funny as it sounds, we'll soon be turning poop to power. Our Bio-Energy Project at our Piscataway Water Resource Recovery Facility will create fuel from sewage. The energy from that fuel will be used to run the plant that cleans the wastewater.

By turning poop to power, we'll also be helping to keep the air and our source water cleaner. The money we're spending to build this new bio-energy facility will save us more money in the future.



These are just a few of the innovative projects at WSSC. To learn about more cool ideas, like Acoustic Fiber Optics that monitor the condition of our largest pipes, head over to <http://info.wsscwater.com/annual-reports/2018/innovation.php>



Pipe Diver

Another cool tool we use is called a Pipe Diver, which like its name says, "dives" into and travels through the inside of our pipes. The robot-like tool can see inside and tell if the pipes are in need of repair. The sooner we know that information, the better, because it helps us know to repair or replace a pipe before it breaks.

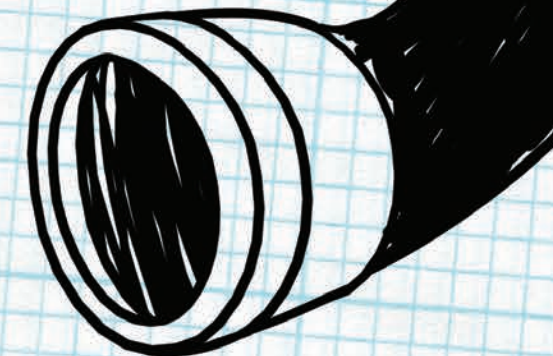
Way back when WSSC first began, many of the pipes in the ground were made of wood. Now, pipes are made of concrete or iron.



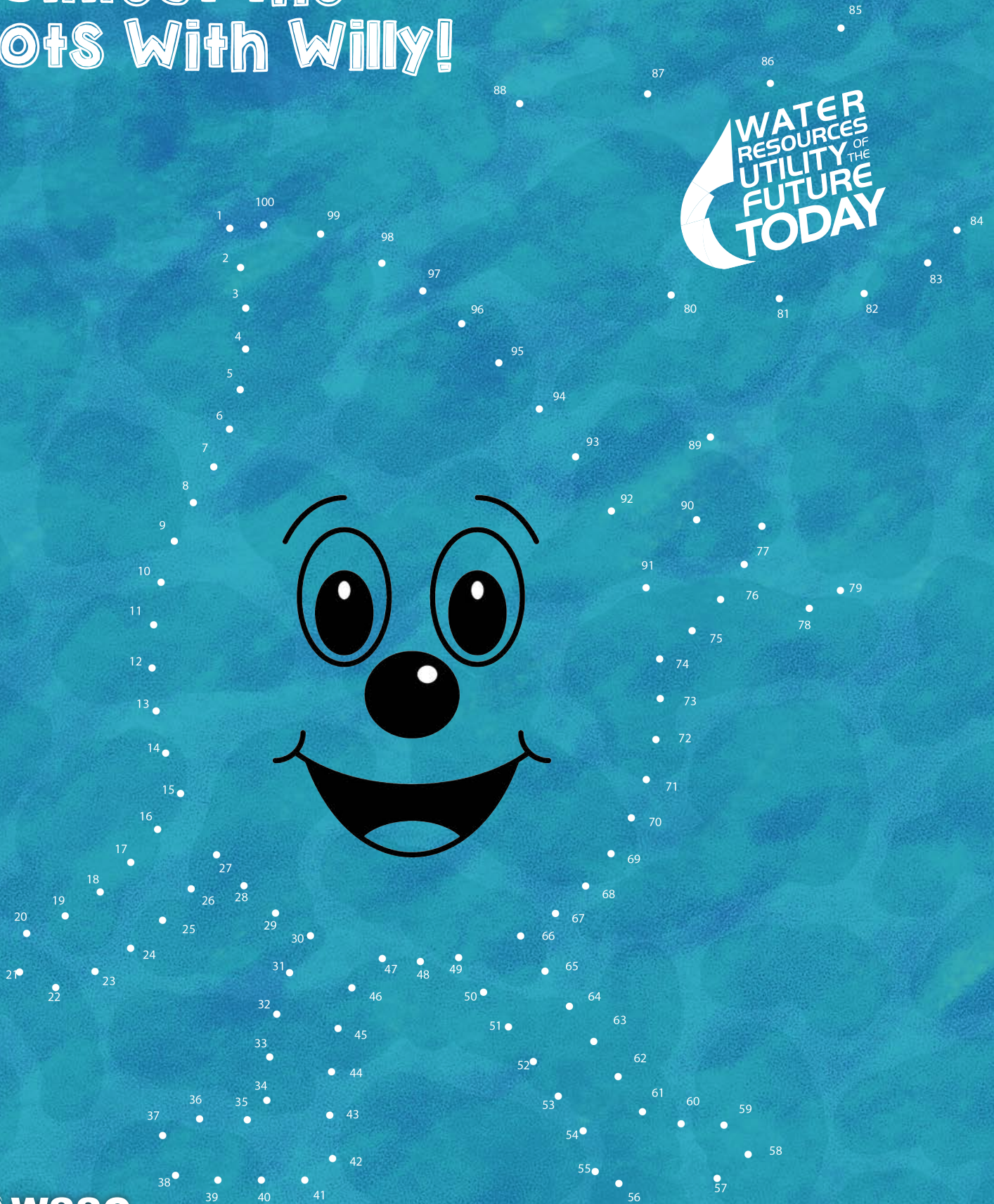
Zinc-Coated Pipes

We need to be sure the pipes that deliver the water, and take away the wastewater from your home last a long time.

That's why we're installing a special kind of iron pipe that will last for 100 years or more. First sprayed with zinc coating, this pipe is then wrapped in an extra layer of protection to make it even more durable. We're proud to say that we're the first utility in the country to make this our standard pipe.



Connect the Dots With Willy!



14501 Sweitzer Lane
Laurel, MD 20707

<http://info.wsscwater.com/annual-reports/2018/>