

Customer Pipeline

General Manager/CEO, Jerry N. Johnson

January–March 2012

Customer Alerts, Bill Paying at Your Fingertips

Touch, tap or click. That's the convenient new way to do business with WSSC.



WSSC Mobile, our new app, lets customers pay their bills and report water problems from their mobile devices, including smartphones and iPads. With a few taps you can also check for service issues in your area, read the latest news from WSSC and check job postings.



Join the more than 10,000 customers who receive e-mail and text message alerts on WSSC-related incidents affecting your service or daily routine by signing up for our free **Customer Notification System (CNS)**. Go to wsscwater.com and click on the CNS logo to register your e-mail and/or cell phone based on your home, school and/or office addresses.

With a few clicks, our web-based e-services allow you to pay your bill online using your credit or debit ATM card or e-check. We also offer access to your previous bills and payment history.



IVRS, our Interactive Voice Response System, offers the convenience of paying your bill by credit card, splitting it into two payments, placing a seven-day hold on your account or entering a meter reading. To use this option, call 1-800-634-8400. You will need your WSSC account number.

For information about all of these services, visit our homepage: wsscwater.com.

In A Word...Excellent

WSSC has won the prestigious Platinum Award for Utility Excellence from the Association of Metropolitan Water Agencies (AMWA). The award recognizes WSSC's extraordinary performance in producing clean, safe drinking water.

Calling us a "forward-thinking and exceptionally well-managed public utility," AMWA President James McDaniel says this achievement is based on management vision and employee commitment. The award further commended WSSC's clearly demonstrated sustainability in issues related to water supply, green and efficient acquisition of energy, reduction of greenhouse gas and community outreach and education.

"This is a confirmation of the quality and excellence we strive to achieve on behalf of our customers," said General Manager Jerry N. Johnson. "It is a confirmation that this organization is heading in the right direction."

AMWA is an organization of the largest publicly owned drinking water suppliers in the U.S.

Break Time Means No Rest for WSSC



General Manager Jerry N. Johnson demonstrates WSSC's new mobile app.

At WSSC, winter is synonymous with water main breaks. WSSC customers experience an average of 2,000 each year. Pictured above, WSSC crew members demonstrate for reporters how to replace water mains. General Manager Jerry N. Johnson and other WSSC experts fielded questions about aging infrastructure and offered valuable tips about keeping pipes and inside water meters from freezing and bursting (see back page). The Commission's new mobile app and Customer Notification System were highlighted as innovations WSSC offers to inform the public of water main breaks.

Commissioners:

Chair Dr. Roscoe M. Moore, Jr., Vice Chair Chris Lawson, Gene W. Counihan, Melanie Hartwig-Davis, Antonio L. Jones, Adrienne A. Mandel
Water or sewer emergency: 301-206-4002 • TTY: 301-206-8345 • www.wsscwater.com • 14501 Sweitzer Lane, Laurel, MD 20707

Fraud, Waste & Abuse Hotline Launched

WSSC has launched a new program to combat fraud, waste and abuse with an emphasis on security and anonymity. Concerned citizens, rate-payers, employees and other community stakeholders are urged to report suspected unethical or unlawful activities, such as theft of water, meter tampering, bribery, or other suspicious behavior by calling 1-877-WSSC-FWA (1-877-977-2392) or online at www.reportonline.com/wssc.

Having an anonymous and secure program protects anyone showing the courage and willingness to report suspicious activity and assists WSSC in maintaining fair, honest and open business practices. You can report anonymously on our secure hotline or website, or provide your contact information for follow up. The hotline is available 24 hours a day, seven days a week.

Calls to the hotline remain secure and will be promptly relayed by the WSSC Internal Audit Office for appropriate action.

Strengthening and Securing the Watershed

WSSC has contracted an independent consultant to study the health of our watershed and the reservoirs that supply water to many of our 1.8 million customers. It's part of our continuing efforts to improve water quality, strengthen water security and establish responsible rules governing public access to our watershed.



By taking a comprehensive look at our watershed management, the consultant can help WSSC improve our understanding of how our actions or inactions affect the watershed. Included in the study is a review of access, fees and fines that have not kept pace with increased costs, and regulations that haven't received proper scrutiny over time.

WSSC recently issued new watershed regulations closing the watershed to all recreational users for the entire winter, which is when the watershed is most susceptible to damage and allowing runoff into the water. The regulations also restricted horseback riding to the 10 miles of access road. WSSC will engage stakeholders and watershed users as part of the study.

Volunteer for the Environment



As part of WSSC's environmental stewardship efforts, the Commission is organizing cleanups throughout Prince George's and Montgomery counties during the spring and summer months. We are looking for volunteers to join us, including students needing service learning hours.

For more information, check out our two Facebook pages: Friends of Brighton Dam and WSSC Water. Or you may e-mail Community Outreach Manager Kim Knox at kknox@wsscwater.com.

We've Got This in the Bag

In greater numbers each year, disposable plastic bags are littering our waterways and polluting the environment. But some shoppers are looking for a way to bag their goods and be eco-friendly at the same time.

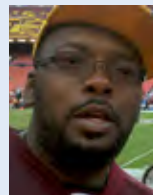


That's why WSSC joined with Prince George's and Montgomery counties to promote an alternative. The Commission donated 2,600 reusable bags toward the counties' reusable bag day events.

Prince George's County held its Green Up, Clean Up: Reusable Bag Day on November 22, and distributed 15,000 reusable bags at libraries, community centers and non-profit agencies. Montgomery County turned Black Friday – one of the busiest shopping days of the year – into Green Friday, with its distribution of reusable bags at malls and stores throughout the county.

As of January 1, 2012, merchants in Montgomery County must charge a 5-cent tax on non-reusable bags. Prince George's County is taking steps toward introducing a similar tax.

Plastic bags are among the top items found in streams and stormwater basins, which results in millions of dollars spent for litter prevention and clean-up programs.



In Memoriam Charles "Chuck" Duckett

A 12-year employee of WSSC, Mr. Duckett died while at work on the Triadelphia Reservoir in December 2011. He is survived by his wife, Kisha, and three children.

"This is a tragedy for Mr. Duckett's family and friends, as well as for WSSC," said General Manager Jerry N. Johnson. "All of us at WSSC extend our sympathy and share in their grief."

Protect Your Pipes This Winter

This is the season to be wary of freezing pipes and ice-covered water meters. Here are some tips to help protect your home:

Frozen Pipes

- Turn off the water to outside faucets, remove hoses and drain the pipes;
- If a pipe freezes, completely open the cold water faucet nearest the frozen pipe. This will relieve the pressure and reduce the chance of breakage;
- Use a hand-held dryer if you decide to thaw the pipe yourself. Do NOT use a blow torch; and
- If you're not certain what to do, call a registered plumber for help.

For water or sewer emergencies, call 1-800-828-6439 or 301-206-4200.

Our Mission

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 ethically and financially responsible manner.

