



Innovation at WSSC Water

January 2023

Innovation and Research

Director



Keith Tyson

Innovation and Research Director

**Business
Development**

Robert Hsu

*Business Development
Manager*



**Innovation
and
Research
Office**



Pipe Networks

Sara Titus

Engineering Research Specialist

**Treatment Plant
Projects**

Caroline Nguyen

Principal Scientist



Product Development

James Haldeman

Principal Product Engineer

WSSC WATER STRATEGIC PLAN

Journey to World Class



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 ethical, sustainable, and financially responsible manner.

CORE VALUES

- Accountability
- Collaboration
- Environmental Stewardship
- Excellence
- Innovation

STRATEGIC PRIORITIES

- Enhance Customer Experience
- Optimize Infrastructure
- Spend Customer Dollars Wisely
- Transform Employee Engagement
- Protect Our Resources

GUIDING PRINCIPLES

- Simplify
- Focus
- Connect

VISION

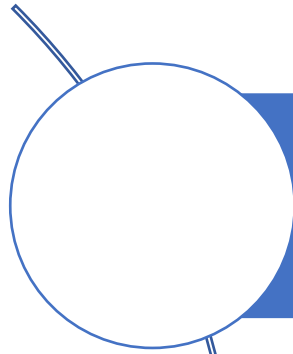
To be THE world-class water utility, where excellent products and services are always on tap.

Innovation

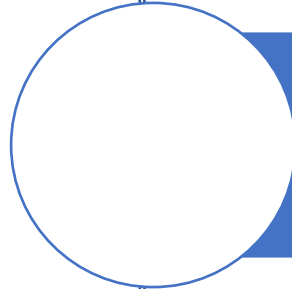
- Everyone has ideas
- Anyone can make a positive impact on the future of the water industry.
- Your idea could be the next great advancement in the water industry.



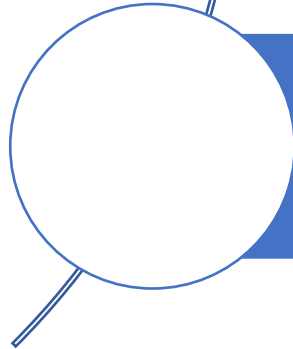
OIR and Salt Summit



Brainstorming



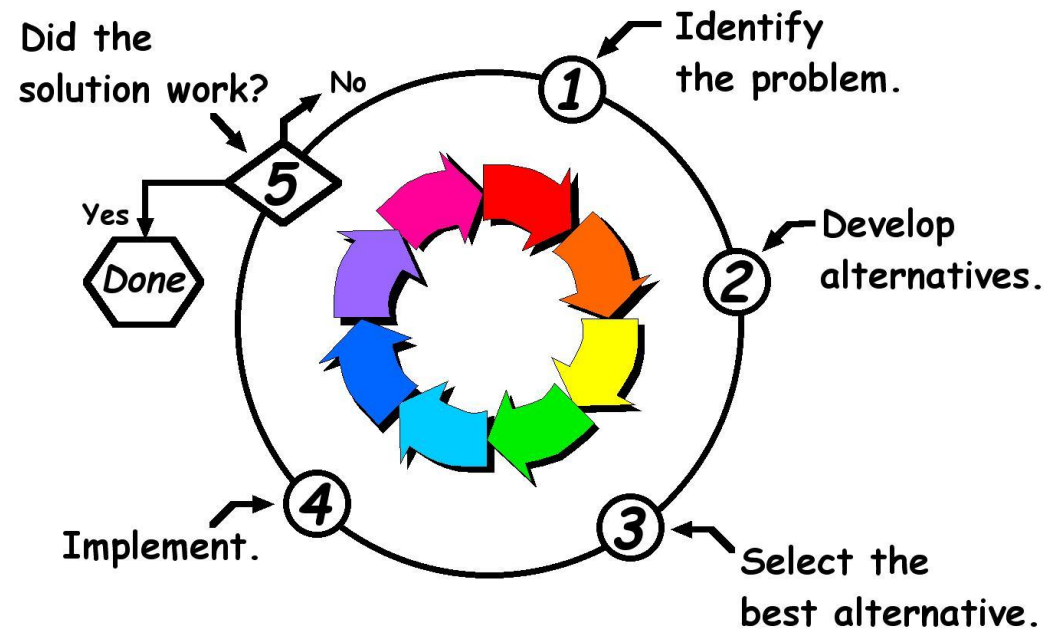
Resources



Research

Brainstorming

Steps to solve a problem...



Resources



Universities



Consultants

Research



Questions?

