



2026 -2031 Strategic Plan

Vision Statement

To sustain a thriving community by providing safe, reliable water with exceptional service to our current and future customers.

Mission Statement

(How the District Achieves its Vision)

To deliver safe, reliable water and exceptional service through strong infrastructure, efficient operations, responsible financial management, and active community engagement—serving our customers today and tomorrow.

WE PRACTICE STEWARDSHIP BY HOLDING TRUE TO THESE CORE VALUES:



Safety and Reliability –
Delivery of safe, reliable water



Customer Focus –
Exceptional service, respect, and community engagement



Stewardship –
Financial and operational transparency and accountability



Excellence –
Continuous improvement in processes and technology



Collaboration –
Teamwork and partnerships

Goals	Objectives	Key Initiatives
1 Ensure a Reliable and Resilient Water System	Sustain the District's core operations and infrastructure to deliver safe, reliable water.	<ul style="list-style-type: none"> Evaluate business viability, service levels, and cost-effectiveness Develop and implement an infrastructure resilience and reliability plan Maintain clear, transparent communication among staff, management, the Board, and the public Uphold strong financial stewardship, accountability, and transparency
2 Enhance Customer Service and Community Engagement	Strengthen customer satisfaction and build meaningful community connections.	<ul style="list-style-type: none"> Strive for customer service excellence through proactive communication and responsiveness Maintain a well-trained, competent, and collaborative workforce Identify and understand the diverse needs of our customers Provide cost-effective, reliable water service to ensure affordability Expand community engagement through public meetings, outreach programs, surveys, educational events, and online platforms
3 Enhance and Modernize Operational Performance	Continuously improve operations, strengthen financial sustainability, and leverage technology for efficiency.	<ul style="list-style-type: none"> Attract, retain, and develop skilled employees who reflect District values Utilize technology to modernize processes, including GIS and workflow improvements Review, document, and refine operational processes and procedures Monitor financial performance and operational efficiency against established benchmarks
4 Maintain and Replace Aging Infrastructure	Replace and upgrade assets as needed to ensure long-term reliability and safety.	<ul style="list-style-type: none"> Assess needs, prioritize projects, and develop funding plan Explore options for funding infrastructure upgrades, including grants, loans, and partnerships Coordinate and collaborate with other jurisdictions to align timing of infrastructure work Implement repairs and upgrades to maintain safe, reliable water