

Our Strategies

Organizational Management

Organizational Management includes leading the Authority in a collaborative manner that (1) develops our current and future workforce; (2) promotes economic development; and (3) works with partner jurisdictions to provide a sustainable source of water and wastewater service for the greater regional area.

Technology & Innovation

The Authority will utilize technology and innovative water management practices to improve the efficiency of the organization. This includes (1) the use of current computer technology for billing, geospatial systems (GIS) and work orders, and back office operations to reduce costs; (2) upgrading equipment, vehicles and facilities to increase work output and be more energy efficient; (3) improving the organization's cyber security; and (4) increasing efficiencies with current and new software.

Sustainable Practices

The focus on sustainable practices includes (1) positioning the Authority for service opportunities and system expansion; (2) developing a rate structure that provides for the safe upkeep and efficient operation of its facilities; and (3) providing infrastructure that is resilient and meets customer needs.

Community Engagement

As a regional entity, the Authority will embrace community engagement through (1) active involvement on community boards; (2) educational outreach to current and future customers; (3) a strong presence on electronic media and at community events; and (4) the delivery of excellent customer service.

Resource Management

The Authority will pro-actively manage our water and wastewater systems by (1) identifying and reducing inflow & infiltration into the sanitary collection system; (2) identifying and minimizing unaccounted for non-revenue water; (3) meeting all regulatory compliance requirements; and (4) investing in infrastructure replacement and rehabilitation.



Our Mission is Clear