

District GOALS

Source water protection

District water sources, including the infrastructure associated with collection of water, are responsibly monitored and maintained in compliance with all state and federal regulations in an environmentally sound and sustainable manner.

Water treatment and distribution

District water treatment and distribution infrastructure components are maintained and operated to produce the highest quality water possible while meeting or exceeding all state and federal water quality regulations.

Number of Customers

District policy is to add additional users to our water system as supply and regulatory approval allows, following Ordinance 2013-1, *Establishing Priorities for Providing Water Service Allotments*.

Transparency

The District is a public agency and its directors are elected by the public to act on the public's behalf. We exist for you. The District is committed to both electoral and participatory democracy. The District is committed to be transparent to the public and our customers regarding the District's finances, its budgeting, the quality of the water it supplies, its operations, and the plans it has to maintain and upgrade WCSD facilities. Transparency is important because an informed public is better able to monitor the District's performance, to hold the staff and directors accountable, and to provide relevant critique and insight to the District. The District will work better for everyone if members of the community ask questions, express concerns and make suggestions to the District's staff and directors. We welcome your input.

Financial responsibility

District financial policies and procedures are formulated and maintained to comply with all state and federal regulations and to provide long-range financial stability and security while striving to ensure that ratepayers experience the lowest monthly rates feasible.

Customer service

District customer service policies and procedures emphasize accessibility, transparency, and prompt resolution of customer inquiries and complaints.

Employment

District employment policies and procedures are formulated and maintained to comply with all state and federal regulations and to encourage long-term stability in the District workforce by providing a secure and supportive workplace environment, a clear and equitable framework for conflict resolution, and tangible recognition of excellence and achievement.

Safety

District safety policies and procedures are formulated and maintained to provide for the workplace safety of district employees and volunteers as well as the safety of the general public in circumstances where District operations might expose the public to hazardous conditions.