



## VISION/MISSION STATEMENT

April 10, 2017 revision

To safely and responsibly collect and treat wastewater, and to recover resources from process waste streams, while protecting human health and improving the environment in a way that benefits the Tri-Cities and all USD stakeholders.

How we continue to accomplish our Vision:

Commitment to safety:

- Continually reviewing our safety program for opportunities to improve
- Focusing on protecting employees and the community in all our activities
- Allocating resources to ensure safe operations (equipment, training, staff)
- Collaboratively promoting a safe work environment

Responsibility:

- Being accountable for our actions and decisions
- Being fiscally prudent
- Maintaining and upgrading infrastructure
- Anticipating and meeting future District and stakeholder needs
- Compliance with laws and regulations (local, state, federal)
- Effective asset management
- Effective use of technology
- Looking for innovative ways to reduce or reuse our waste streams

Collect, treat, and recover/reuse wastewater:

- Providing capacity in the collection system and plant
- Regulating connections
- Increasing efforts for resource recovery (biogas, biosolids, etc.)
- Exploring ways to maximize water reclamation and reuse potential

Human health and environmental stewardship

- Preventing sewer spills and back-ups
- Limiting health risks through treatment of wastewater
- Responding to emergencies
- Enhancing water quality in the San Francisco Bay estuary
- Meeting or exceeding all water and air quality standards
- Promoting pollution prevention and pretreatment through outreach and educational programs
- Maximizing use of green energy sources when feasible
- Working towards energy neutrality



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We benefit our stakeholders by:

- Community**
  - Complying with all local, state, and federal regulations, protecting the environment and controlling odors
  - Communicating with the public and bringing awareness about wastewater issues
  - Responding to emergencies and providing mutual aid
  - Participating in community outreach activities
  - Contributing to the wastewater treatment profession by participating in professional associations, partnering with other agencies and organizations, and sharing best practices
  - Working cooperatively with cities and other government agencies
  
- Customer**
  - Providing award-winning, reliable service
  - Being fiscally responsible and cost effective, and providing value
  - Promptly responding to customers' needs
  - Being professional and courteous
  - Proactively and creatively meeting customer needs
  - Supporting businesses through permitting, education and by providing capacity
  
- Employees**
  - Providing a safe work environment
  - Recognizing employee contributions
  - Encouraging cooperation and collaboration
  - Demonstrating equality and fairness
  - Valuing employee input, and offering opportunities for involvement and creativity
  - Providing training and resources
  - Providing competitive wages and benefits in a stable work environment
  - Communicating and sharing information openly and honestly