

vision values mission

vision: To be a world-class water utility.

values: **respectful** –Serve with a positive attitude, courtesy, and respect that engender collaboration and trust. **ethical** –Maintain high ethical standards, accountability, and honesty as we advance the greater good. **vigilant** –Attend to public health, the environment, quality, efficiency, and sustainability of our enterprise.

accountable –Address challenges promptly, implement effective solutions, and provide excellent service as a committed team.

mission: exceed expectations by providing high quality water services in a safe, environmentally friendly, and efficient manner.

focus areas

leadership DC Water will advocate and lead local, regional, and national collaborations, while internally developing the workforce of the future.

value DC Water will be recognized for the value it delivers by protecting public health and the environment, supporting community sustainability, and providing for economic vitality.

innovation DC Water will achieve international prominence in development and adoption of science, technology and processes in support of a culture of innovation.

goal 1: Develop, Maintain and Recruit a High Performing Workforce

objectives

1. Improve employee and internal customer satisfaction levels
2. Maintain all regulatory licenses and certifications as required by assigned job positions
3. Increase workforce productivity
4. Implement organizational succession planning
5. Enhance employee performance management
6. Reward employee performance and contributions

goal 2: Collaborate Locally, Regionally, Nationally, and Internationally

objectives

1. Increase DC Water's collaboration and visibility locally, regionally, nationally, and internationally
2. Positively influence laws, policies, and regulations through collaborations
3. Collaborate with DC Water contractors to increase local hiring

goal 3: Increase Board Focus on Strategic Direction

objectives

1. Ensure the Board and committees are fully informed about the strategic plan
2. On-time implementation of objectives and initiatives

goal 4: Enhance Customer and Public Confidence, Communications, and Perception

objectives

1. Increase customer satisfaction
2. Improve public understanding and support of DC Water

goal 5: Promote Financial Sustainability, Integrity and Responsible Resource Allocation

objectives

1. Achieve treasury, debt and risk management objectives
2. Achieve an affordable and fair rate structure
3. Ensure robust internal controls at DC Water
4. Ensure timely preparation, adoption and administration of DC Water's operating and capital budgets
5. Ensure integrity of DC Water's Financial Systems

goal 6: Assure Safety and Security

objectives

1. Achieve consistent improvement on a composite of national safety indices annually
2. Successfully implement appropriate recommendations of the vulnerability assessment
3. Implement improvements to the safety program

goal 7: Maximize water quality treatment, compliance and efficiency

objectives

1. Optimize DC Water's Role in drinking water treatment
2. Achieve distribution system optimization to enhance water quality
3. Ensure compliance with sewer and water systems permits and regulations
4. Advance innovation in drinking water and wastewater treatment processes

goal 8: Optimally Manage Infrastructure

objectives

1. Replace and/or rehabilitate at least 1% of linear infrastructure annually
2. Reduce impact of infiltration & inflow and critical infrastructure failures
3. Optimize the ratio of preventive versus corrective maintenance
4. Improve cost effectiveness of infrastructure repair and replacement

goal 9: Enhance Operating Excellence Through Innovation, Sustainability, and Adoption of Best Practices

objectives

1. Develop, Measure and evaluate specific indices of efficiency
2. Achieve top quartile asset management performance against benchmarks
3. Increase adoption of sustainability processes and programs
4. Increase adoption of innovative processes and programs
5. Leverage innovation to develop alternative revenue sources