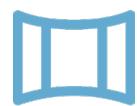## MISSION STATEMENT

To provide a safe, reliable, high-quality water supply with exceptional service and value.

VISION STATEMENT

WaterOne: Setting the standard for utility excellence.

VALUES

Quality | Integrity | Safety

Accountability | Respect

WaterOne
Water District No. 1 of Johnson County

> STRATEGICPLAN

WaterOne
Water District No. 1 of Johnson County

10747 Renner Boulevard
Lenexa, KS 66219

www.waterone.org

SETTING THE STANDARD FOR UTILITY EXCELLENCE

1 Ensure a safe, reliable, high quality water supply

- Protect the public health by producing and distributing water that meets or exceeds all state and federal regulations.
- Meet or exceed Board-established water quality goals and customer expectations.
- Plan for long-range water resources and infrastructure to reliably serve current and future customer demands.
- Monitor emerging issues and participate in activities that protect water resources.

2 Provide excellent customer service

- Continuously improve customer service.
- Periodically evaluate customer perceptions and satisfaction.
- Evaluate and expand technology to meet customer expectations.
- Provide education and outreach through the use of innovative communication tools and social media.
- Maintain effective relationships with local public agencies, community partners, and stakeholders.
- Cultivate a strong customer-oriented mindset among all employees.
- Provide timely emergency alerts to customers using mass notification systems.

3 Be an employer of choice

- Attract and retain a high-quality, diverse, and engaged workforce.
- Provide a competitive total compensation package.
- Train, develop, mentor, and plan for succession of employee talent.
- Foster an equitable and inclusive culture so employees have opportunity to thrive.
- Promote open employee communication.

WATERONE GOALS

Our eight guiding principles that

define utility excellence.

4 Ensure financial stability & predictable rates

- Develop effective annual budgets and long-range plans.
- Maintain rates and charges that are fair and equitable within a "growth pays for growth" philosophy.
- Continuously monitor revenue and manage expenditures versus budget.
- Communicate financial plans, results, and audits to stakeholders.
- Pursue opportunities for additional revenue beneficial to our ratepayers.

5 Continuously improve business processes

- Meet or exceed established key performance indicators.
- Leverage the use of technology resources and assets.
- Ensure that institutional knowledge is documented, retained, and improved over time.
- Utilize effective project and risk management concepts, including broad communication of lessons learned.
- Maintain transparency and appropriate governance practices in all business processes.

6 Proactively manage infrastructure

- Monitor condition of water supply and distribution assets.
- Meet or exceed established service levels.
- Prioritize asset replacement using lowest life cycle cost.
- Coordinate plans with stakeholders and communicate results.

7 Be good stewards of the environment

- Promote efficient water use by fostering an educated, aware, and engaged community.
- Develop alternative methods of performing activities to minimize environmental impact.
- Use sustainable materials and processes by balancing societal, financial, and environmental impacts.
- Develop efficient, cost-effective programs to reduce, recycle, and reuse consumables.
- Conduct business operations that meet or exceed applicable environmental regulations.

8 Promote a safe work environment and a security conscious culture

- Maintain a safe workplace that maximizes employee safety.
- Safeguard facilities, electronic assets, and intellectual property by proactively identifying and addressing vulnerabilities.
- Ensure business continuity by maintaining redundant and resilient facilities and critical staffing capabilities.
- Maintain and practice emergency response plans to support ability to respond to and recover from any incident.
- Promote employee awareness and training on safety and security issues.