



## **MISSION STATEMENT**

**April 25, 2006**

**To safely and responsibly collect and treat wastewater for the Tri-cities while protecting human health and improving the environment in a way that benefits our customers, employees and the community.**

### **How we accomplish our Mission:**

#### **We demonstrate our commitment to safety by:**

- Protecting employees and the community
- Having an effective safety program
- Committing resources (equipment, training, staff)
- Planning to work safely
- Looking out for each other while we work

#### **We demonstrate responsibility by:**

- Being fiscally responsible
- Being accountable for our actions and decisions
- Anticipating and meeting future needs and demonstrating stewardship
- Maintaining compliance with laws and regulations
- Effectively managing our assets
- Continuously improving our processes

#### **We collect and treat wastewater, including:**

- Maintaining our infrastructure
- Providing capacity in the collection system and plant
- Regulating connections
- Disposing of treated wastewater and biosolids
- Effectively using technology
- Having effective pretreatment and pollution prevention programs
- Testing for compliance

#### **We protect human health by:**

- Preventing sewer spills and back-ups
- Reducing health risks through treatment of wastewater
- Responding to emergencies

#### **We improve the environment by:**

- Enhancing the San Francisco Bay and Hayward Marsh ecosystems
- Maintaining compliance with effluent and air quality regulations
- Promoting pollution prevention
- Recycling biosolids
- Co-generating electric power



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### **We benefit our customers by:**

- Providing 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
- Being non-bureaucratic
- Supporting businesses through permitting, education and by providing capacity

### **We benefit our employees by:**

- Providing competitive wages and benefits in a stable work environment
- Providing a safe work environment
- Demonstrating equality and fairness
- Valuing employee input, and offering opportunities for involvement and creativity
- Recognizing employee contributions
- Providing training and resources
- Communicating and sharing information openly and honestly
- Encouraging cooperation and collaboration

### **We benefit the community by:**

- Protecting the environment and controlling odors
- Communicating with the public and educating them on wastewater issues
- Responding to emergencies and providing mutual aid
- Participating in community outreach activities and charity events
- 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