

Improve Every Customer Experience

1. Focus on building a Water Affordability Roadmap.
2. Promote Drops of Kindness Program.
3. Convert more customers to monthly billing through PureConnect.

Sustain Partnership/Partner for Progress

4. Review recommendations from the Equity in Contracting & Procurement Task Force with consultant to determine feasible future efforts.
5. Administer New Billing Agreement requirements.

Drive Revenue Growth

6. Maintain collaboration efforts on economic development and regionalization opportunities.
7. Set Up Internal Working Group to evaluate opportunities to offer Billing Services to other entities.