

Challenges and Opportunities (May Be Helpful Background Information)

Below is a list of key issues and challenges identified in the process that are expected to face the District in the future. Each participant was asked to *Identify a short list of key issues that the District must effectively respond to if it is to meet its mission and serve its customers.*

Finance

Rates and Charges

Adoption of rates and charges that are fair and equitable for all customers.

Rate sustainability, affordability

Fiscally Responsible and Sustainable

Other issues are trumped by maintaining a fiscally responsible district.

[x2] Fiscal sustainability long-term

Vision

What is our 10-year vision?

Customer Focused

Collaborative

[x3] Collaborate with nearby agencies to reduce costs and consolidate activities that would develop new sources of water

Proactively Influence Regulations

Influencing the regulatory requirements

Organization and Workforce Development

Help employees create a more efficient and sustainable workforce. Succession planning

Importance of Employees

[x2] Our people are our most important asset -- attract, retain, maximize and leverage their ability to support initiatives with other efforts.

Good Infrastructure

Focus on good strong infrastructure.

Leverage assets to create opportunities that create sustainability.

Investing in infrastructure or investments that result in cost reductions for customers.

Environmental

Many people want to do be environmentally conscious -- would they pay more to be better stewards of the environment?

Environmentally responsible - as much of an opportunity as well as a threat

Water

Water Quality. Water quality and regulatory compliance -- relates to infrastructure and planning.

Tied to succession planning.

Water resources, sustainability. New supplies are more expensive than current costs.

Water transfers / share in repair and maintenance of Hodges.

[x3] Water use efficiency & Water Supply Sustainability

Water Treatment. Can we treat cost effectively over time?

Commitment to Customers

Customers have no other choice. There is a role for the District to play given this fact.

Remain customer-focused, whether it's rates or preparedness.

Strategic Focus Areas

[some are not strategic] Strategic focus areas are directly linked to the business plan and those focus areas.

Board

Ongoing role of Board working together for best interests of all its customers.