



## **Authority Mission Statement and Performance Measurements Report for 2019**

**Report date:** March 12, 2020

**DCWWA Mission Statement:** The mission of the Authority is to protect and enhance the health, environmental sustainability and economic stability of Dutchess County and its residents through the provision of clean drinking water and proper treatment of wastewater, acting at all times with a commitment to accountability and transparency. As an owner and operator of water and wastewater systems, the Authority is committed to the provision of reliable water and wastewater service with quality customer service and at a reasonable cost, commensurate with the cost of proper operation and environmental stewardship. Through our knowledgeable and innovative team of professionals, the Authority offers assistance to the County and its municipalities in all issues related to the planning, development, financing and operation of water and wastewater infrastructure, and the identification of aquifer and other groundwater sources.

### **DCWWA Goal and Performance Measurement Review:**

- Has the Authority produced and distributed safe and reliable potable water service to its water customers? - YES.
- Has the Authority collected, processed and treated wastewater from the part-county sewer districts in an environmentally-responsible and lawful manner? – YES.
- Has the Authority delivered quality and responsive customer care and service? - YES.
- Has the Authority developed and implemented in a cost-effective manner, a 5-year capital improvement plan for Authority-owned water and wastewater systems? – YES.
- Has the Authority maintained sound fiscal management practices and controls in accordance with government accounting and other applicable standards and guidelines? – YES.

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