

Authority Mission Statement and Performance Measurements

Name of Public Authority: Clifton Park Water Authority

Public Authority's Mission Statement:

We will continually strive to provide our customers with the highest quality water, at the lowest possible cost, while maintaining a superior level of customer service.

Date Adopted: February 24, 2011

List of Performance Goals:

- Comply with all NYS Department of Health water quality regulations to ensure that our water is safe for human consumption.
- Evaluate complaints on an ongoing basis to ensure our objective to provide a high quality product and superior customer service.
- Annually evaluate water rates and capital reserves to ensure that our water rates are both fair to the customer, and sufficient for the operation and maintenance of the water system.
- Continually evaluate system infrastructure to ensure the continued supply of water to our customers.