

Authority Mission Statement and Performance Measurements

Name of Public Authority:

Dutchess County Water and Wastewater Authority

Public Authority's Mission Statement:

“The mission of the Dutchess County Water and Wastewater 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.”

Date Adopted: October 20, 2010

List of Performance Goals (If additional space is needed, please attach):

- 1 Produce and distribute safe and reliable potable water service to DCWWA water customers.
- 2 Collect, process and treat wastewater from part-county sewer districts in an environmentally-responsible and lawful manner.
- 3 Deliver quality and responsive customer care and service.
- 4 Develop and implement in a cost-effective manner a 5-year capital improvement plan for DCWWA-owned water and wastewater systems.
- 5 Maintain sound fiscal management practices and controls in accordance with government accounting and other applicable standards and guidelines.