

District Service Policy

Section A Mission Statement and Authority

MISSION STATEMENT: Provide customers with an adequate supply of high quality, affordable potable water consistent with the Districts Objectives.

Prioritized Objectives:

1. Provide that all water delivered to customers meet state and federal quality requirements.
2. Provide customers with the quantity of water that is usual and customary during normal conditions, allowing for reduced water availability during drought or other water shortage conditions.
3. Provide water to customers at the lowest possible cost, compatible with objectives one & two.
4. Provide water for new customers.
5. Be responsive to customers.
6. Provide a pleasant workplace environment for employees: a.) safe and free of any health hazards, b.) free of any kind of harassment, c.) encourages career development.

AUTHORITY

1. This Service Policy was adopted by resolution by the Board of Directors of the District on September 7, 2009. This Service Policy supersedes all utility service policies, adopted or passed by the Board of Directors previously, unless otherwise provided.
2. The adoption of this Service Policy shall not affect any violation or act committed or done, or any penalty or forfeiture incurred, or any contract or vested right established or accrued under any prior Service Policy.
3. An original of this Service Policy as approved shall be maintained in the records of the District and all additions, deletions and changes thereto shall be clearly exhibited.
4. Laws and regulations of state and federal agencies having applicable jurisdiction, promulgated under any applicable state or federal law, shall supersede all terms of the Service Policy that directly conflict with such state and federal laws or regulations. If any section, paragraph, sentence, clause, phrase, word or words of the Service Policy are declared unconstitutional or in violation of law, the remainder of the Service Policy shall not be affected thereby and shall remain in full force or effect.
5. This Service Policy is immediately effective upon the date of adoption unless otherwise specified.