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For Immediate Release:

WALNUT VALLEY WATER DISTRICT DETAILS STRATEGIC VISION FOR THE FUTURE
A Thriving Workforce, System Resilience, and Customer Engagement
Are Among District's Core Priorities for 2019 and Beyond

Walnut, CA (July 3, 2019) - The Walnut Valley Water District (WVWD) Board of Directors has formally adopted a strategic plan for 2019, which represents a disciplined effort to identify initiatives and tactics to advance the District's vision and address the ongoing water supply issues plaguing California. The plan identifies the District's goals and priorities and provides the staff with a detailed blueprint for how to achieve results in the coming years.

"Everything we do as an organization ultimately relates back to the high-level decision-making we do as a group," said WVWD General Manager Erik Hitchman. "The core planning principles have been developed by a strategic planning team representing each department within the District, with a sole focus on providing value to our customers and achieving our mission. We realize that the only way to protect the future of water in our area is through proactive, long-range planning."

Initiatives laid out in the District's strategic vision are based on six core principles and include their related goals, some of which are outlined below:

- **Thriving Workforce:** build training development programs, promote organization as a great place to work, and establish competitive compensation and benefits
- **Financial Strength:** advance budget process, evaluate and analyze salary and benefits, and ensure timely dissemination of information
- **System Resilience:** invest in technology to determine best asset management approach tools, formalize pipeline refurbishment plan, and leverage existing tools and resources to mitigate risk
- **Supply Reliability:** create conservation master plan, expand recycled water program, and explore additional local water supply reliability projects
- **Collaborative Leadership:** develop legislative advocacy strategy, become trusted industry source of news and information, and foster strategic industry and regional relationships
- **Customer Engagement:** craft comprehensive communications plan to include water education and to improve internal and crisis communications, re-establish District's commitment to transparency, and develop website portal and District app

"We believe these goals are measurable, attainable, and reasonable, based on our District's resources. The resulting product is the road map that will drive the Board policies and staff action steps that will help us continue to meet the community's water needs for years to come," said WVWD Board President Edwin M. Hilden.

The adoption of the strategic plan represents the first step of a practical and innovative planning system that links department plans and implementation to employee work plans, budgets and reviews. The entire plan can be downloaded from the District's website at www.wvwd.com.

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About Walnut Valley Water District

Walnut Valley Water District was formed in 1952, and after more than six decades of service to the community, the District operates and maintains two large imported water pipelines, 497 miles of distribution mains, 17 pump plants, and 31 reservoirs with a storage capacity of 94.1 million gallons of water. The District also provides water service to more than 27,000 connections in an area encompassing 17,900 acres, serving a population of more than 100,000 residents and businesses in six local communities.