

GOVERNING PRINCIPLES

Section 1. PURPOSE

The guiding principles of Bedford Regional Water Authority (“Authority”) define the basic function and essence of the organization. The MISSION STATEMENT defines what the Authority is, what it does, and who it serves; the VISION STATEMENT is a guiding image of the Authority’s desired future; the VALUES describe what is important to the Authority and describes its culture.

Section 2. MISSION STATEMENT

The Authority exists to provide its customers with high quality water and wastewater services at rates that are reasonable and just. The Authority shall anticipate the needs of the greater community by continually maintaining responsive, reliable service and through systematic expansion whenever economically possible.

Section 3. VISION STATEMENT

The Authority strives to provide quality, responsive, reliable, and efficient services utilizing the latest technology and highly trained staff. Through leadership, the Authority endeavors to maintain a work environment that attracts and retains professional, highly competent, motivated, and dedicated employees.

Section 4. VALUES

1. Excellent, high quality service
2. Creativity
3. Independence
4. Efficiency
5. Honesty, integrity, and respect
6. Fiscally responsible
7. Open communications with public and employees

Section 5. CORE VALUE

Providing Quality Service to Everyone

Section 6. REVISIONS

- A. This policy was approved and adopted by the Authority’s Board of Directors on December 18, 2012, effective July 1, 2013.