

# Padre Dam Municipal Water District

## Vision Statement

**We set the standard for delivering exceptional value and service in providing important life necessities for our Customers and Community.**

## Mission Statement

**Our mission is to provide quality water, recycled water, park and recreational facilities, and wastewater management services for our Customers.**

**We accomplish this mission in the most cost-effective manner possible, earning Customer and Community respect.**

The strategies described in this document are intended to assist the District in practices and attitudes which bring life, substance, and meaning to the Vision, and fully support the Mission of the District. We believe holding ourselves individually and collectively responsible for conducting our daily business within the framework of the District's values is essential to successfully achieving the District's vision and fulfill our mission in service to our customers.

## TRUST

- Truth:** We will be true to our beliefs; Our word is our bond; Zero tolerance for lies of commission or lies of omission (with holding relevant or useful information).
- Confront Issues:** We take issues and questions directly to those involved and positively confront; no one causes gossip.
- Team Work:** Labor and Management will compliment each other as a team; and sharing of power.
- Communication:** We will be willing to share information; there will be full disclosure; opinions from all employees are sought and respected.
- Decisions:** Meaningful decisions are made by consensus of those involved.
- Respect:** We respect and take pride in each other and our contributions to the organization.

## INTEGRITY

- Walk the talk:** Everyone will walk the talk.
- A step above:** Our integrity is a step above trust; it is about morality and principles.
- Performance:** We hold ourselves and others to a higher standard; people are following through and doing what they say they will do.
- Ownership:** We take ownership in what we do and the outcomes that result.

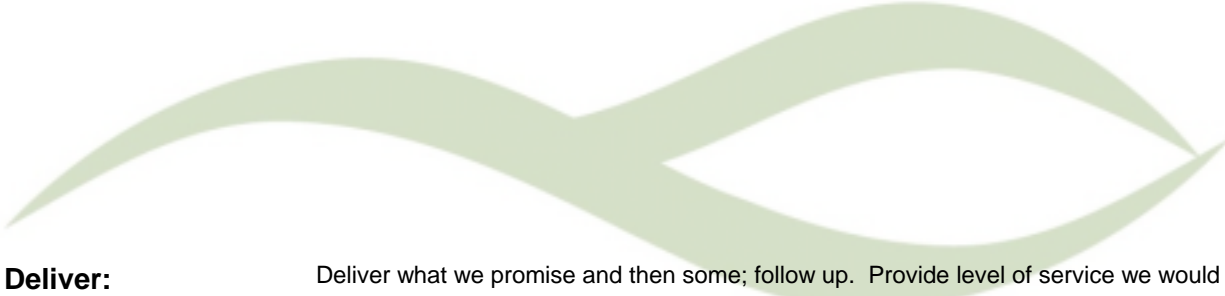
## COMPETENCE

- Benchmark:** Padre Dam M. W. D. is the industry benchmark; experts; an award winning organization nationally recognized.
- Learning:** People want to, and are encouraged toward self betterment and training.
- Mastery:** Everyone masters their job; we are both managerially and technically professional; we go beyond what is routinely expected.
- Challenges:** We accept challenges as opportunity.
- Technology:** We stay current with developments in work technology.

## ACCOUNTABILITY

- Responsibility:** We take responsibility for all that we do; responsible for our actions; no excuses or blaming; no "passing the buck."
- Acceptance:** We admit our mistakes, and we accept errors and mistakes as the investment for taking action.
- Risk Taking:** Risk taking is encouraged and mistakes are expected. Mistakes are seen as learning opportunities.
- Ownership:** We own the results of collaborative decisions because we have personally invested in them.

## SERVICE



**Deliver:** Deliver what we promise and then some; follow up. Provide level of service we would expect.

**Listen:** Listen to other persons point of view and need.

**Ownership:** Care about what I do, and how I do it; This is my business.

