

WSSC WATER STRATEGIC PLAN

Journey to World Class



MISSION: We are entrusted by our community to provide safe and reliable water, life's most precious resource, and return clean water to our environment, all in an ethical, sustainable, and financially responsible manner.

STRATEGIC PRIORITIES



Enhance Customer Experience



Optimize Infrastructure



Spend Customer Dollars Wisely



Transform Employee Engagement



Protect Our Resources

GUIDING PRINCIPLES



Simplify



Focus



Connect

CORE VALUES



Accountability



Collaboration



Environmental Stewardship



Excellence



Innovation

VISION

To be THE world-class water utility, where excellent products and services are always on tap.