HERITAGE RANCH COMMUNITY SERVICES DISTRICT

Water Resource Recovery Facility Program Charter

VISION

Provide cost-effective, adaptable wastewater treatment that achieves reliable compliance and sustainably meets the long-term needs of the community and environment.

MISSION

Deliver a new Water Resource Recovery Facility that exceeds regulatory requirements and positions the District to maximize the beneficial use of recycled water.

GUIDING PRINCIPALS

- Communicate openly and clearly
- Commit to transparency
- Consider the impacts on diverse stakeholders
- Inform and educate the community
- Act as responsible stewards of ratepayers' interests
- Earn public trust and support
- Maintain professional relationships based on honesty and mutual respect
- Listen to understand
- Be open-minded to different perspectives and new ideas
- Make informed decisions
- Remain present and engaged

PERFORMANCE MEASURES

- Maximize the value of the ratepayers' investment
- Design a facility that is adaptable, easy to maintain and operate
- Implement cost-effective solutions
- Leverage appropriate technologies
- Promote production of recycled water
- Deliver a project that is supported by the community
- Design a robust process that provides consistent regulatory compliance
- Build a facility we are proud of