

LEADERSHIP | PARTNERSHIP | STEWARDSHIP



# 5-YEAR WORK PLAN

Fiscal Year 2025-26





## District Locations

### District Headquarters

31111 Greenspot Road  
Highland, CA 92346

### Sterling Natural Resource Center (SNRC)

25318 5th Street  
San Bernardino, CA 92410



## District Leadership



**James Morales, Jr.**  
*Chairman of the Board*



**Ronald L. Coats**  
*Vice Chairman of the Board*



**Chris Carrillo**  
*Governing Board Member*



**Phillip R. Goodrich**  
*Governing Board Member*



**David E. Smith**  
*Governing Board Member*



**Michael Moore, P.E.**  
*General Manager/CEO*

**Brian Tompkins**  
*Chief Financial Officer*

**Jeff Noelte**  
*Director of Engineering &  
Operations*

**Justine Hendricksen**  
*District Clerk*

**Kerrie Bryan**  
*Director of  
Administrative Services*

**Manny Moreno**  
*Water Reclamation Manager*

**Patrick Milroy**  
*Operations Manager*

**William Ringland**  
*Public Affairs/Conservation Manager*



## *East Valley Water District remains dedicated to delivering safe and reliable drinking water and wastewater services to the community.*

Through collaboration between the Governing Board, staff, and community members, the District has established a shared vision for fostering a resilient, efficient and effective organization. Recognizing the complexities of operating a water and wastewater district, it is essential to plan for key projects, prioritize resources, and maintain diligent stewardship to ensure the District can manage daily operations while addressing critical long-term needs.

### **Purpose**

The District adopted the current Strategic Plan in 2024, which includes Vision and Mission Statements, Core Values, as well as the Pillars and Strategies. The purpose of the 5-Year Work Plan is to facilitate collaboration and prioritization beyond the current budget cycle supporting the Strategic Plan. Key considerations include known planning cycles, regulatory guidelines, budgeting, projects that will require phasing over a number of years, and other critical actions necessary. This process aids with resource allocation and planning, including funding, staffing, professional services, and capital improvement construction. It is important to note that while planning efforts are critical to maintaining the high standards of the organization, it is essential that on-going operations are valued along with the ability to respond to external factors not originally factored into the plan.

Updated annually, the document incorporates the needs for an additional year, ensuring that planning efforts remain focused five years into the future. It also serves as the foundational guide for the development of the District's annual budget.

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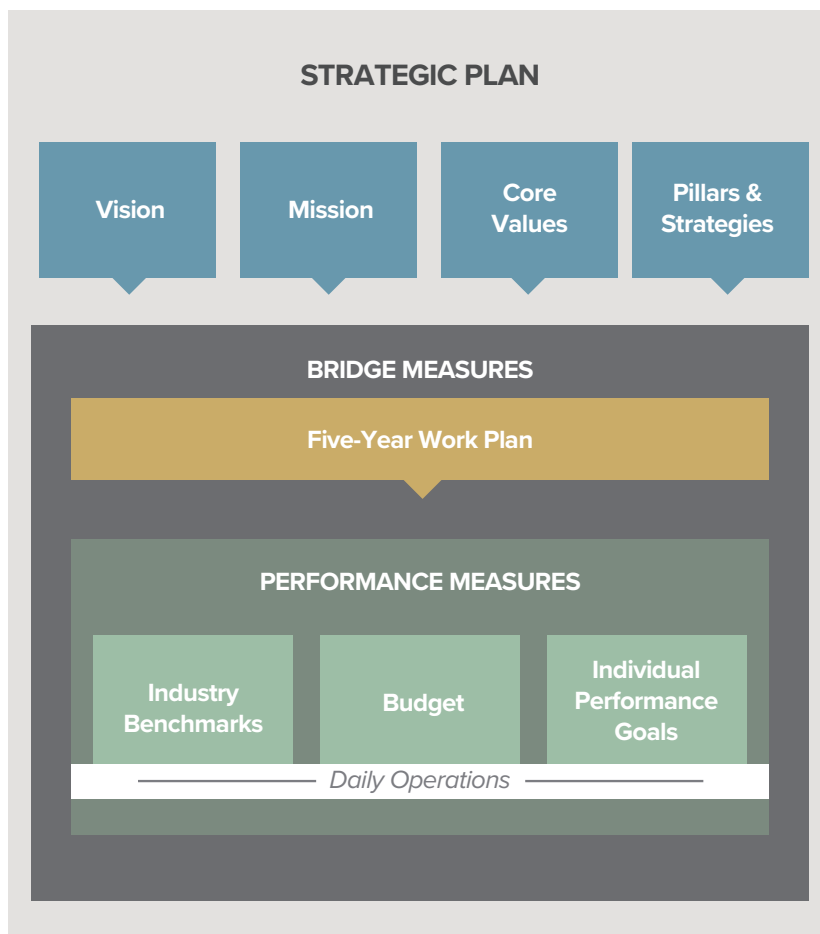
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# Work Flow

Strategic planning efforts are dynamic. They are designed to allow the organization to prepare for large undertakings in future years, while addressing daily needs.

## Strategic Planning Workflow

The elements identified below ensure a process of preparation and growth. This process is intended to foster communication throughout the District along with community stakeholders and residents. By visualizing the interconnected nature of activities, staff has a clear understanding of their role within the organization and how each element contributes to the Strategic Plan. The timing of these measures can be organized in on-going, annual, intermediate, and long-term.





## *District Vision*

East Valley Water District aspires to be a beacon of excellence and innovation within the water industry. Through visionary leadership, we strive for a sustainable, transparent, and accountable future.

## *District Mission*

Provide our community with exceptional water and wastewater services by prioritizing sustainability, efficiency, innovation, and ongoing collaboration.

## *Core Values*

### **LEADERSHIP**

Inspiring people to improve our community and advance water resources.

### **PARTNERSHIP**

Developing relationships through collaboration and shared responsibility.

### **STEWARDSHIP**

Protecting our community's resources, now and in the future.



# District Pillars & Strategies



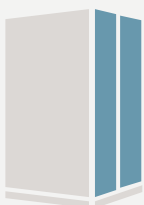
## Effective Solutions

Identify Opportunities to Optimize Natural Resources

Encourage Performance Based Results through Staff Empowerment

Maximize Internal Capabilities Through Ongoing Professional Development

Utilize Current Technology and Invest in Future Solutions



## Sustainability, Transparency, and Accountability

Uphold Transparent and Accountable Fiscal and Resource Management

Manage Energy Footprint and Consumption

Pursue External Beneficial Funding Sources

Develop a Resilient Local Water Supply



## Organizational Resiliency

Advance Emergency Preparedness Efforts

Promote a Positive Organizational Culture

Provide Exceptional Customer Service

Embrace an Environment of Active Learning and Knowledge Sharing



## Planning, Maintenance, and Preservation of District Resources

Develop Projects and Programs to Ensure Safe, Reliable, and Resilient Service

Dedicate Efforts Toward System Maintenance and Modernization

Utilize a Comprehensive Asset Management Approach

Enhance Planning Efforts that Respond to Future Demands



## Community Engagement, Advocacy, and Leadership

Utilize Effective Communication Methods to Foster Exceptional Community Relations

Cultivate and Strengthen Collaborative Partnerships within the Water Industry

Enhance Legislative Advocacy to Promote Water Security and Sustainability

Provide Education Programming that Empowers the Community



5-YEAR PROJECTS  
**LOOK AHEAD**



## Effective Solutions

Create innovative, efficient, and strategic approaches to achieve the District's goals and meet any challenge. Prioritize resources, foster the professional development of employees, and embrace new technology driving innovation.

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Develop a Roadmap to Meet and Implement Water Use Efficiency Objectives</b>	Staff will develop a Water Use Efficiency compliance roadmap to comply with regulatory requirements and list steps needed to meet the objectives.	Conservation	Engineering, Finance	●	●	●		
<b>Digitize Conservation Rebate Application</b>	With the advances of technology, the District will streamline, update and refine the rebate application to help increase efficiency of the process.	Conservation	Public Affairs	●	●			
<b>Customer Service Internal Cross Training</b>	Develop opportunities for Customer Service to learn and be exposed to the operations of the District, including field ride alongs, cross departmental training, and knowledge sharing.	Customer Service		●	●			
<b>Urban Water Management Plan (UWMP)</b>	Review and update the UWMP in accordance with regulations.	Engineering	Operations	●				
<b>City Creek Mutual Water Company Dissolution</b>	Work with legal counsel to dissolve the City Creek Mutual Water Company with the remaining shareholder.	General Administration		●	●			
<b>Organizational Administrative Review</b>	Assess and review the District's processes, systems and staffing.	General Administration		●				
<b>Develop Permitting Module</b>	Create a new permitting process for Engineering in asset management.	Information Technology			●			
<b>Public Engineering Plan Portal</b>	Design and launch a portal for developers to access "as-built" designs of the District.	Information Technology		●				
<b>Develop SCADA Support Plan</b>	Develop a support approach for SCADA infrastructure.	Information Technology	Human Resources	●				



Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Develop and Implement SCADA Resiliency Program</b>	Replace outdated equipment and radios.	Information Technology	Engineering, Operations	●	●	●	●	●
<b>IT Master Plan Update</b>	Update the IT Master Plan to identify needs/priorities to maintain the District's CIS Servers and Firewalls.	Information Technology				●		
<b>Upgrade Phone System</b>	Conduct phone system assessment and determine an on-premise or hosted phone solution.	Information Technology		●	●			
<b>District Security Camera Assessment</b>	Implement new camera system at key sites.	Information Technology		●	●			
<b>Implement Multi-factor Authentication Security</b>	Implement multi-factor authentication (using Cisco Duo) to all District technology, increasing security posture.	Information Technology		●	●			
<b>Develop and Implement Virtual Desktop Infrastructure (VDI)</b>	Reduce computer refreshment cost and increase replacement schedule by implementing virtual desktops for staff.	Information Technology			●	●		
<b>Update Access Control to District Sites</b>	Refresh all access control technology due to end-of-life policy.	Information Technology					●	
<b>Develop and Implement SCADA Enhancements at SNRC</b>	Develop plan to update the SCADA technology at the SNRC.	Information Technology	Water Reclamation		●	●		
<b>Upgrade Email Security</b>	Enhance and implement email security to continue hardening the District's digital infrastructure.	Information Technology		●				
<b>Update Tyler ERP Workflows</b>	Work with District staff to update business workflows for Finance and Customer Service	Information Technology	Customer Service/Finance	●	●	●		
<b>Implement .GOV Domain with associated email addresses</b>	Finalize the .GOV domain transition and update staff platform email addresses to align with District website.	Information Technology	Public Affairs	●				
<b>Santa Ana River Watershed Sanitary Survey</b>	A surface water sanitary survey must be updated every five years. The District will assess the source water quality of the Santa Ana River to ensure safe and reliable water service.	Operations			●			

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Establish SNRC Maintenance Support Services</b>	Issue competitive contracts for preventative maintenance, corrective repairs, and emergency services, including the replacement of components for electrical systems, mechanical systems, SCADA (Supervisory Control and Data Acquisition), instrumentation, and contingency measures for catastrophic failures.	Water Reclamation	Finance	●				
<b>Professional Regulatory Support Services Contract</b>	Issue a contract with professional service providers to ensure compliance with regulations set forth by State Water Resources Control Board (SWRCB), Division of Drinking Water (DDW), Air Quality Management District (AQMD), and other governing agencies. The scope includes support for preparing reports, addressing existing and future compliance requirements, and maintaining regulatory adherence.	Water Reclamation	Finance	●				





## Sustainability, Transparency, and Accountability

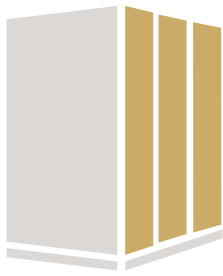
Responsibly manage resources while maintaining open communication and fiscal integrity. Actively build sustainable programs, maintain transparent operations, and open accountability to the community.

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Assess Bill Processing Partner</b>	Review and assess the District's customer bill processing partner (Infosend) to determine best optimization of customer billing process.	Customer Service		●				
<b>Assessment of Residential Formula for Default Household Number</b>	Review industry standard to determine the best approach to allocate the default number of customers living in each household. Identify solution for new account signups and existing customers, currently defaulting to four people per household.	Customer Service			●			
<b>Evaluate Customer Payment Option Vendor</b>	Assess the various market solutions and determine the most efficient vendor to work with the District.	Customer Service	Finance	●				
<b>Water Data Access (AMI)</b>	Enhance utilization of AMI data to provide a resource that empowers customers to proactively reduce water waste prior to receiving inefficiency tier charges.	Customer Service	Public Affairs					
<b>Facility Alternative Energy Sources</b>	Conduct an analysis and recommendation for the District to strategically construct alternative energy generation to offset electricity costs.	Engineering	Operations	●				
<b>Canal 3 Zone Reservoir</b>	Complete Canal Zone Storage Reservoir design.	Engineering	Operations		●	●	●	
<b>Foothill Zone Reservoir</b>	Design new reservoir to service the Foothill zone.	Engineering	Operations				●	
<b>New Well Construction</b>	Identify site, design, and drill a new well in the lower, middle and upper zones.	Engineering	Operations		●	●	●	●

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Water Supply Reliability</b>	Take measures to evaluate and implement projects that improve water supply capacity, raw water storage, resiliency, and reliability.	Engineering	Operations	●	●			
<b>Financing Opportunities for Capital Improvements</b>	Consider alternatives for new capital financing needs, including issuing new debt.	Finance		●	●			
<b>Tyler Enterprise Resource Planning (ERP) Software Review</b>	Assessment of the District's current Tyler ERP and review potential enhancements of the platform.	Finance		●				
<b>Cost of Service Analysis / Rate Study</b>	Establish rates based on current costs for wastewater services.	Finance		●				
<b>Review Banking Agreement</b>	Assess and update the District's current banking solution. If necessary, establish a new contract for a banking solution.	Finance		●				
<b>Procurement Policy and Fraud Prevention Policy Review</b>	Assess the District's procurement policy and determine updates necessary to ensure continued transparency and efficiency.	Finance		●				
<b>Internal Contract Assessment</b>	Conduct internal assessment of the contract compliance and RFP posting process. Identify solutions for procurement and purchasing in compliance with District's policies.	Finance	Engineering		●			
<b>Review Investment Policy/Investment Fund Analysis</b>	Review and assess the current investment strategy. Determine if any updates are needed.	Finance		●				
<b>Document Management</b>	Scan and digitize documents into the District's electronic repository in accordance with adopted Records Retention Policy. Enhance document management process and features for document retrieval.	General Administration	Information Technology	●	●	●	●	●

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Elections/Board Members</b>	Board Member Elections and orientation for new directors.	General Administration			•		•	
<b>Optimize Agenda Management Platform</b>	Review the current agenda management platform and determine if new features or upgrades are necessary to improve the user experience. The upgrades can include a Board voting module, minutes dictation, and board portal.	General Administration		•	•			
<b>Electronic File Management Training</b>	Train departments on the process/standards of classifying files in accordance with the records retention policy.	General Administration		•	•			
<b>Disposing of Remanent Parcels</b>	Identify properties across the District for disposal and sale.	Operations		•	•	•		
<b>Septic-to-Sewer Conversions</b>	Pursue grant funding sources to convert septic tanks to the District's sewer service. Identify zones to conduct environmental review.	Public Affairs	Engineering	•	•	•		
<b>Develop Artificial Intelligence (A.I.) Policy and Guidelines</b>	Assess the needs, opportunities and potential risk surrounding A.I.; creating a policy to foster innovation, while protecting assets.	Information Technology	Public Affairs, Human Resources	•	•			
<b>Evaluate Backup Power Support at SNRC</b>	Review backup power plan at the SNRC to ensure the continued reliable operations of the plant. Assess feasibility of backup generator powering the entire site and SCE Preferred Service (PE).	Water Reclamation		•	•	•	•	•





## Organizational Resiliency

Prepare, adapt, and respond to challenges facing the District through a visionary organization. Build a strong internal framework to prioritize emergency preparedness, exceptional customer service, and a positive workplace culture.

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Evaluate Mobile Customer Solutions</b>	Review the mobile applications available for payments and customer service solutions.	Customer Service				●	●	
<b>Review Answering Service</b>	Analyze the District's answering service to determine efficient and effective partners.	Customer Service		●				
<b>Community Heritage and Education Foundation (CHEF) Assessment</b>	Determine the direction and activities of CHEF.	General Administration		●	●			
<b>Enhance Emergency Preparedness Training Program</b>	Develop an emergency preparedness training program and prepare employees to follow plans established by the District. Update the District's emergency response documents to reflect current conditions, regulations, and identified actions.	Human Resources		●				
<b>Negotiation of a New MOU</b>	Negotiate a 3-year MOU before the current MOU expires, and ensure that agreed-upon salaries, benefits, and related programs are implemented as adopted.	Human Resources		●	●			
<b>Develop and Implement Comprehensive Succession Plan</b>	Review and update a succession plan tailored to the District's needs, audit existing plan and identify gaps.	Human Resources		●	●			
<b>WW Operator-in-Training (OIT) Program</b>	Develop an in-house OIT program; incorporating State requirements necessary for Treatment certification.	Human Resources	Water Reclamation	●	●			

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Update Crisis Communication Plan</b>	Conduct audit of existing crisis communication plan, identify gaps and technology changes. Develop, exercise and implement annual training program following a new crisis communication plan.	Public Affairs		●	●			
<b>New Customer Welcome Packets</b>	Overhaul the District's customer welcome packets to better showcase services provided by the District and conservation resources available.	Public Affairs	Conservation	●	●			
<b>Customer Experience Assessment</b>	Audit and review the customer experience and identify improves necessary to better communicate and improve experience.	Public Affairs	Customer Service	●	●			
<b>Develop a Wastewater Operator Safety Program</b>	Develop a comprehensive District Operators' Core Competencies Program focusing on ten key areas of expertise. Integrate the program into daily operations to enhance proficiency, ensure consistent performance, and support professional safe environment among District operators.	Water Reclamation	Human Resources	●	●			
<b>Establish a Regional Knowledge Sharing Coalition</b>	Establish a coalition with regional partners to find partnering opportunities and develop emergency assistance programs.	Water Reclamation	Human Resources	●	●			
<b>Host Wastewater Seminars and Workshops</b>	Develop an educational track and host a series of seminars/workshops to highlight industry best practices along with innovative solutions.	Water Reclamation	Public Affairs	●	●			



## Planning, Maintenance, and Preservation of District Resources

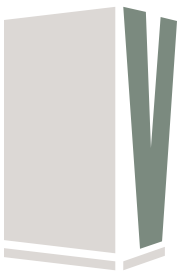
Focus on the long-term stewardship of the District's infrastructure and resources to ensure reliable service and be proactive in planning, ongoing maintenance, and modernization to meet the community's current and future needs.

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Monitoring "Well #3</b>	Construct a water monitoring well near Plant 40 for Recycled water recharge testing.	Engineering	Operations			●		
<b>North Fork Creek Crossings</b>	Replacing plunge creek pipeline. Review alternatives and scope construction of the pipeline.	Engineering	Operations	●	●			
<b>Pipeline Replacement Program</b>	Develop a pipeline replacement schedule to replace necessary pipelines to promote ongoing system maintenance.	Engineering	Operations				●	●
<b>Plant 101 Rehabilitation</b>	Retrofit and upgrade the water facilities at Plant 101.	Engineering	Operations	●	●			
<b>Plant 134 Process Improvements</b>	Evaluate operational adjustments, solids residual disposal and preliminary treatment improvements in order to maximize the surface water treatment capabilities of Plant 134.	Engineering	Operations		●	●		
<b>Water and Sewer System Master Plans</b>	Review the current Water and Sewer Master Plans and identify any necessary updates needed. Update the documents accordingly to ensure these can be used for planning efforts including cost of service analysis and emergency response documents.	Engineering	Operations			●	●	
<b>Water Reservoir Rehabilitation Program</b>	Rehabilitate the District's water storage reservoirs.	Engineering	Operations	●	●	●	●	●

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Warm Springs Channel Spill Containment</b>	Expand the SSO approach and partner with local jurisdictions to ensure proper containment processes are in place.	Engineering	Water Reclamation	●	●	●		
<b>Implement Plant 39 Technology</b>	Install Access Control, Security Cameras, Internet Fiber, and Computer/Server Hardware at new warehouse facility	Information Technology	Operations	●	●			
<b>Site Security and Improvements</b>	Increase perimeter security of satellite facilities and access controls to improve aesthetics/security.	Operations	Information Technology	●	●	●	●	●
<b>Water Main Replacement Program</b>	Repair and replacement of linear assets due to age, corrosion, or leak history.	Operations		●	●	●	●	
<b>Plant 134 Membranes Replacements</b>	Replacement of five membrane trains at Plant 134.	Operations			●	●	●	●
<b>Valve Replacement Program</b>	Develop a strategic Valve Replacement Program to replace 40 of the District's aging, shut-off valves.	Operations		●				
<b>Backflow Device Program</b>	Evaluate the backflow program to determine the most efficient means of maintaining customer owned backflow devices.	Operations		●	●	●		
<b>Plant 101 Site Drainage and Fencing Improvements</b>	After the completion of the 101 rehab, implement the site drainage and fencing into the plant.	Operations				●		
<b>Evaluate Salt Mitigation Approach</b>	Partner with regional coalitions and identify an approach to assess the needs for salt mitigation in the region.	Water Reclamation	Engineering	●	●	●	●	●
<b>SNRC Train Five (T5) Process Expansion</b>	Expand MBR capacity at the SNRC from four process trains to five.	Water Reclamation		●	●	●		
<b>Total Organic Carbon (TOC) Removal/ Lysimeter</b>	Monitor the TOC and determine if a deeper lysimeter is needed.	Water Reclamation			●			



Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
Update Odor Minimization Plan	Improve the odor control system and reduce odor complaints by half each fiscal year, until zero complaints are achieved in a FY.	Water Reclamation	Engineering	●	●	●		
Rollout a SNRC Asset Management Program	Work with IT to develop the asset management approach at the SNRC. Add solids equipment to Tyler and provide operator training on the system.	Water Reclamation	Information Technology	●				
SNRC Process and Mechanical Enhancements	Improve reliability of SNRC operations through process and equipment upgrades.	Water Reclamation	Engineering	●	●	●	●	●
Solids Processing and Dewatering Process Improvements	Research cost-effective equipment to improve solids thickening and dewatering, including belt press, rotary drum thickeners and gravity belt thickeners.	Water Reclamation	Engineering	●	●	●	●	



## Community Engagement, Advocacy, and Leadership

Build strong local and regional partnerships furthering the District's priorities and advocating on behalf of the District's community. Foster solid community relationships through effective, informative, and educational communication.

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Conservation Rebate Program Enhancements</b>	Enhance rebate programs to maximize customer water savings through the development of new rebate opportunities.	Conservation		●		●		
<b>Water Education Program Enhancements</b>	Enhance the engagement with students in the classroom environment to provide current water conservation and water resource materials consistent with state curriculum.	Conservation		●	●			
<b>Develop Conservation Educational Video Series</b>	Create an informative video series to engage with residents on "how to" be water efficient.	Conservation		●	●			
<b>Community Advisory Commission Member Appointment</b>	Conduct a community recruitment process and subsequent commission onboarding/training to fill vacancies resulting from the term limits of sitting members.	Public Affairs			●		●	
<b>SNRC Community Programming</b>	Reassess and evaluate SNRC programming to maximize community engagement at the SNRC in line with the District's vision.	Public Affairs			●	●		
<b>Community Engagement Enhancements</b>	Enhance community engagement through increased in-person activities, develop a targeted outreach initiative surrounding the SNRC and use of technologically based communications tools.	Public Affairs		●	●			
<b>Industry Engagement (Awards and Presentations)</b>	Showcase the District's projects and programs through participation in industry related conferences and awards.	Public Affairs	Engineering, Finance	●	●			

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>75th Anniversary</b>	Celebrate the District's 75th anniversary and showcase the many years of service provided to the community.	Public Affairs				●	●	
<b>Facility Rental Assessment</b>	Assess the District's usage of the facility rental program and the overall impact on facility resources.	Public Affairs		●				●
<b>Community Influencer Engagement</b>	Actively engage with community groups, HOAs, and informal neighborhood organizations to develop relationships with the "informal" community leaders.	Public Affairs		●	●	●		
<b>Track and Monitor PFAS Requirements</b>	Monitor the legislative and regulatory environment surrounding PFAS.	Public Affairs	Water Reclamation	●	●	●		
<b>Develop Strategic Communications Plan</b>	Create and implement a Strategic Communications Plan to effectively engage with the community and highlight the District's strategic initiatives.	Public Affairs		●	●			
<b>Assess and Enhance Facility Tour Program</b>	Monitor and assess the District's Facility Tour Program. Create and test alternative tour program features such as tours on Saturdays, virtual tour options, and educational program material.	Public Affairs	Operations	●	●	●		
<b>Design a Digitally Interactive CCR</b>	Utilizing the District's new website content management system, design and code an interactive Consumer Confidence Report (CCR) for customers to learn and explore topics about their water quality.	Public Affairs			●	●		

Goal	Description	Lead Program	Supporting Programs	Fiscal Year				
				25-26	26-27	27-28	28-29	29-30
<b>Educational Augmented Reality (AR) Assessment and Development</b>	Explore innovative use of AR to allow members of the public to learn about the District's water and wastewater systems. Assess the feasibility and use case of incorporating such technology into the program.	Public Affairs		●	●	●	●	
<b>Industry Coalition Engagements/ Partnerships</b>	Engage with water reclamation regional coalitions, including CASA and WaterReuse.	Water Reclamation	Public Affairs	●	●			

## Conclusion

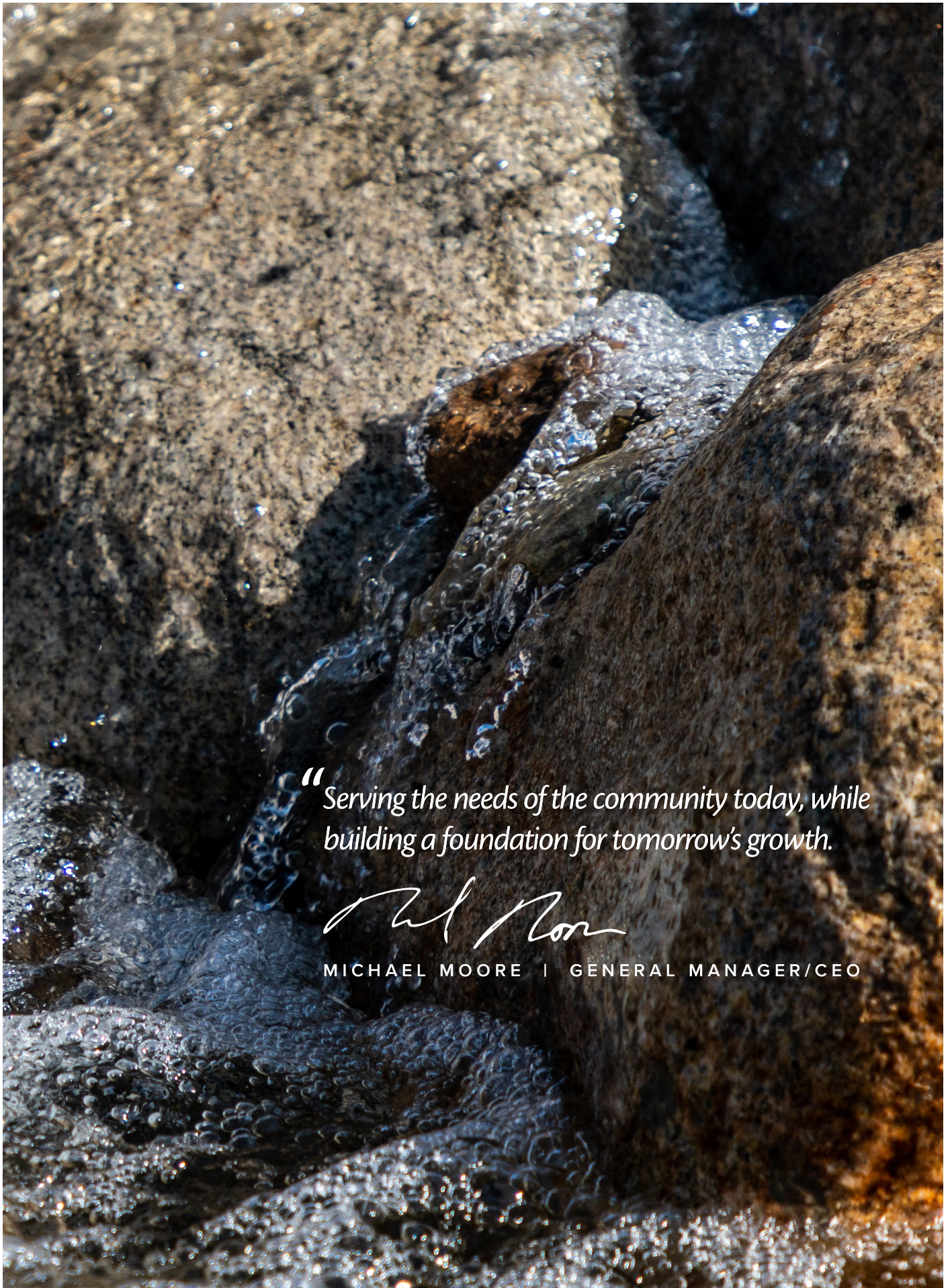
The 5-Year Work Plan reflects East Valley Water District's ongoing commitment to its Vision of fostering a sustainable, transparent, and accountable future. By aligning projects and programs with the Strategic Plan's Vision, Mission, Core Values, and Pillars and Strategies, this document ensures that new initiatives contribute to providing safe and reliable water and wastewater services for the community.

As a living document, the 5-Year Work Plan will continue to evolve annually, adapting to new challenges and opportunities while staying grounded in the priorities outlined in the Strategic Plan. This approach allows the District to remain proactive in addressing both immediate and long-term needs, ensuring thoughtful resource allocation, stewardship, and effective operational management.

**Together, these efforts position East Valley Water District to meet the needs of today while planning responsibly for tomorrow.**







*“Serving the needs of the community today, while building a foundation for tomorrow’s growth.”*

*Michael Moore*

MICHAEL MOORE | GENERAL MANAGER/CEO



# Program Descriptions

## Conservation

Conservation is responsible for overseeing programs that facilitate and encourage sustainable water use throughout the District. Additionally, this program is responsible for communicating conservation benchmarks to various regulatory agencies, tracking and monitoring legislative affairs, and advocating on behalf of the District's legislative platform.

## Customer Service

Customer Service provides the community with prompt, courteous, and world-class customer relations through billing and collection functions.

## Engineering

The Engineering Program responsibilities include infrastructure planning, maintaining a safe and reliable water supply, and ensuring compliance with Federal and State regulations. The Program oversees wastewater and water treatment capital projects.

## Finance

Finance and Accounting create, monitor and audit all revenue and expenses for the District. This includes evaluating rates and creating an annual budget.

## General Administration

General Administration is responsible for ensuring the District's business, operations, and daily activities are performed following Federal, State, and District Board approved policies. The General Manager/CEO provides daily oversight for interagency relations for advancing the District's initiatives.

## Human Resources

Human Resources is responsible for administering programs to attract and retain a diverse and qualified workforce. This program also oversees the District's safety program to ensure staff maintain a safe work environment. Additionally, this program is responsible for managing the District's Pathway and Risk Management programs.

## Information Technology

Information Technology oversees the District's technology infrastructure to support essential business and operational functions. The functions utilize industry specific software programs required to meet agency needs. The Program implements routine cybersecurity training campaigns to mitigate financial and data loss.

## Operations

Operations is responsible and oversees the Meter Services, Water Production, Water Treatment, Water Quality, Water Maintenance, Wastewater Maintenance, Facilities Maintenance and Fleet Maintenance programs at East Valley Water District. For the purposes of the 5-Year Work Plan, these programs have been combined into an Operations category. Many of these programs are responsible for the day-to-day world-class service provided by the District and do not encounter major capital adjustment fluctuations with the planning of the program's duties.

## Public Affairs

Public Affairs oversees internal and external communication programs consistent with the District's Vision and guiding principles. Through community and media relations, the Program provides effective and strategic communications to various stakeholders. The Program is also responsible for grant writing, emergency preparedness, and facility rental programs.

## Water Reclamation

The Water Reclamation Program is responsible for treating and disinfecting up to eight million gallons of wastewater per day (MGD) at the District's new water recycling plant known as the Sterling Natural Resource Center (SNRC). The SNRC operations include anaerobic digestion for energy generation to offset the cost of power needed to operate the plant.

The 5-Year Work Plan is designed to enhance the ability of the District to prepare for the future while addressing the needs of today. It is part of a strategic approach to understanding where resources need to be committed.

By updating this document annually, it can foster an engaging environment that embraces the value of planning.