



**PALMDALE WATER DISTRICT**

A CENTURY OF SERVICE

## **PRESS RELEASE**

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**FOR IMMEDIATE RELEASE**

## **PWD BOARD APPROVES 2018 STRATEGIC PLAN, BUDGET**

*Palmdale, CA* – The Palmdale Water District (PWD) Board of

Directors approved a new, two-year Strategic Plan that will serve as a blueprint for the Board and staff to execute short-term and long-term goals to ensure that PWD's water supply and reliability are secure for existing and future customers.

Most importantly, the Strategic Plan holds PWD accountable to its ratepayers as it continues to push the boundaries of water-treatment innovation, transparency, excellent customer service and regional leadership.

“Developing a Strategic Plan is necessary to better serve our customers,” said newly appointed Board President Vincent Dino.

“Positioning PWD as a regional leader and community partner will help us achieve our goals and meet our obligations to the ratepayers.”

In adopting the Strategic Plan and a \$23.6 million budget for 2018, the Board emphasized its commitment to maintaining financial stability,

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increasing reliability of water supply, upkeeping the aging infrastructure, and providing customers with exceptional service. To show its support for infrastructure maintenance, the Board approved \$3.025 million for the Facilities Department to repair and maintain pipelines, vehicles, equipment, and other related needs. To keep the infrastructure system running in efficient condition, staff has strategically planned a preventative maintenance program by making it a priority to take care of assets before they reach the end of their life span. Focusing on preventative maintenance will decrease the amount of emergency repairs and save PWD money.

Other key components in the Strategic Plan include building of a grade-control structure for the Littlerock Reservoir Sediment Removal Project; continuing work on the next phase of Palmdale Regional Groundwater Recharge and Recovery Project; and focusing on the Succession Planning Program to overlap pending retirees and new hires to improve training for key positions. This year, PWD will be hiring an Assistant General Manager and a Facilities Manager, two vital positions for the District. The new budget allocates \$200,000 for succession planning.

“Our cross-training program is very important to the District as a part of our succession planning,” said Human Resources Director Jennifer Emery. “Many of PWD’s long-term employees will be retiring over the next few years, and cross-training allows us to transfer their knowledge to the next generation of water utility workers.”

During the past year, there were major accomplishments that fulfilled the 2016 Strategic

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Plan, including signing of the Record of Decision for the Littlerock Sediment Removal Project by the U.S. Forest Service that allows for work to begin on increasing the storage capacity of the Littlerock Dam and Reservoir. Other important achievements in 2017 were the installation of two electric vehicle charging stations onsite at PWD; extension of the water purchase agreement with Butte County; completion of major repairs and maintenance of the wind turbine; repairing 97 main line leaks and 79 service line leaks; and preliminary testing of Phase II for the Palmdale Regional Groundwater Recharge and Recovery Project.

The six initiatives of the 2018 Strategic Plan are Water Resource Reliability; Organizational Excellence; Systems Efficiency; Financial Health and Stability; Regional Leadership; and Customer Care, Advocacy and Outreach.

Since 1918, the Palmdale Water District has provided high-quality water at a reasonable cost. We pride ourselves on providing great customer service; advocating for local water issues that help our residents; educating the community on water conservation; and leading our region in researching and implementing emerging technologies that increase operational efficiency. For more information about PWD, visit [www.palmdalewater.org](http://www.palmdalewater.org).

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