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## **Authority Mission Statement and Performance Measurements**

### **Name of Public Authority:**

Upper Mohawk Valley Regional Water Board

### **Public Authority's Mission Statement:**

To be a company of excellence, providing water of superior quality and outstanding customer service.

**Date Adopted:** October 25, 2004

### **List of Performance Goals (If additional space is needed, please attach):**

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1. To achieve a high degree of customer satisfaction in everything we do.
2. To optimize the use of our financial resources.
3. Through science, technology, and engineering, to provide our customers with a safe, secure and dependable supply of high quality water.
4. To develop a professional work force and a safe work environment for our employees.

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**Additional questions:**

1. Have the board members acknowledged that they have read and understood the mission of the public authority?

Yes

2. Who has the power to appoint the management of the public authority?

The Water Authority Board

3. If the Board appoints management, do you have a policy you follow when appointing the management of the public authority?

Yes

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4. Briefly describe the role of the Board and the role of management in the implementation of the mission.

The role of the Board is to set the strategic direction to guide and direct the activities of the Water Authority; ensure the effective management of the Water Authority and its activities; and to monitor the activities of the Water Authority to ensure it is keeping within its mission.

The role of Management is to implement the Water Authority's policies and strategy; to move the Water Authority towards its purpose by assigning activities to fulfill its goals; and ensures that all the activities are designed effectively so that the Water Authority will attain its mission.

5. Has the Board acknowledged that they have read and understood the responses to each of these questions?

Yes