



This Strategic Plan outlines Mountain Regional Water’s commitment to excellence in safe reliable drinking water, sustainability, community outreach, financial stability, and employee engagement. By focusing on these strategic goals, MRW aims to achieve its vision of becoming a leader in the water service industry.

VISION

To be a leader in providing sustainable, reliable, and high-quality drinking water services, ensuring the well-being of our community and environment.

MISSION

To deliver exceptional drinking water that meet the highest standards of quality, reliability, and sustainability through innovation, efficient resource management, and community engagement.

CORE VALUES

- **Responsibility:** Commitment to the stewardship of resources and infrastructure.
- **Integrity:** Upholding transparency, honesty, and ethical practices.
- **Innovation:** Embracing new technologies and practices to enhance water delivery

STRATEGIC GOALS

SAFE, RELIABLE DRINKING WATER

- **Objective:** Achieve and maintain quality and reliable water services.
- **Initiatives:**
 - Continue to monitor water quality through regulatory treatment technologies and best practices.
 - Enhance system maintenance via asset management practices.

CONSERVATION AND SUSTAINABILITY

- **Objective:** Promote conservation practices and protect water resources.
- **Initiatives:**
 - Implement water conservation programs.
 - Invest in renewable energy projects and infrastructure.

COMMUNITY OUTREACH

- **Objective:** Strengthen relationships with the community and partners.
- **Initiatives:**
 - Conduct community outreach and education programs.
 - Improve communication and transparency.

FINANCIAL STABILITY

- **Objective:** Ensure financial stability and effective resource allocation.
- **Initiatives:**
 - Optimize planning and financial management.
 - Financial viability for capital improvement projects.

EMPLOYEE ENGAGEMENT

- **Objective:** Foster a skilled, motivated, and engaged workforce.
- **Initiatives:**
 - Provide continuous training and development opportunities.
 - Enhance wellness employee wellness and safety programs.

IMPLEMENTATION PLAN

- **Monitoring: Develop key performance indicators (KPIs) to track progress.**
- **Review: Conduct annual reviews and updates to the strategic plan to reflect changing needs and circumstances.**

Timeline: Establish short-term (current to 18 month), medium-term (18 months to 3 years), and long-term (beyond 3 years) goals.

ID	Strategic Goal	Priority	2024				2025				2026				2027				2028			
			Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Safe, Reliable Drinking Water																						
SR1	EAM System Selection and Implementation	Ongoing	Existing/planned project or program																			
SR2	Asset Management Policy	Short	Short (current to 18 month)																			
SR3	CIP Prioritization Process	Medium																	Medium (18 months - 3 years)			
SR4	Asset Management Plans	Medium																	Medium (18 months - 3 years)			
SR5	Life Cycle Modeling	Long																	Long (beyond 3 years)			
SR6	Safe and Resilient Water Source Development	Ongoing	Existing/planned project or program																			
Conservation and Sustainability																						
CS1	Complete transition to Elektron	Ongoing	Existing/planned project or program																			
CS2	Update Water Conservation Plan.	Medium																	Medium (18 months - 3 years)			
CS3	Water Conservation program....	Long																	Long (beyond 3 years)			
Community Outreach																						
CO1	Finalize External (Customer) Levels of Service	Short	Short (current to 18 month)																			
CO2	Continue Community Outreach Through Events...	Medium																	Medium (18 months - 3 years)			
CO3	Communication and Transparency...	Long																	Long (beyond 3 years)			
Financial Stability																						
FS1	ERP System Selection and Implementation	Ongoing	Existing/planned project or program																			
FS2	Stage Gate Process?	Medium																	Medium (18 months - 3 years)			
FS3	Business Case Analysis?	Medium																	Medium (18 months - 3 years)			
Employee Engagement																						
EE1	Continue Ongoing Lead Tech Training Program	Ongoing	Existing/planned project or program																			
EE2	Training and Development...	Medium																	Medium (18 months - 3 years)			
EE3	Wellness...	Medium																	Medium (18 months - 3 years)			
EE3	Safety...	Medium																	Medium (18 months - 3 years)			

- Existing/planned project or program
- Short (current to 18 month)
- Medium (18 months - 3 years)
- Long (beyond 3 years)