

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

**Name of Public Authority:** *Town of Wilton Water and Sewer Authority*

**Public Authority's Mission Statement:** *The Town of Wilton Water and Sewer Authority (WWSA) was created in 1991 by the NYS legislature to produce, develop, distribute and sell domestic water and sanitary sewer services within the Town of Wilton. Our Mission is to provide safe, high quality and reliable water and sewer service to residential, commercial, and industrial customers within the Town of Wilton. Our goal is to provide these services in an efficient and cost effective way to maintain reasonable rates while continually planning, maintaining, and upgrading our facilities to meet current and future needs. The WWSA is also committed to funding capital reserves for new improvements and future replacement of facilities and equipment.*

*We are committed to fulfilling this mission in an open, courteous, and professional manor and to uphold the confidence of our customers.*

**Date Adopted:** *March 16, 2010*

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

- *Comply with all NYS Department of Health water quality regulations to ensure that safe water is being produced and supplied.*
- *Evaluate complaints on a regular basis to ensure our objectives are met ie: Water quality, Sewer service issues, Reliability, Rate issues.*
- *Perform annual independent audit.*
- *Annually evaluate and fund capital reserves.*
- *Evaluate water and sewer rates on an annual basis.*
- *Continually evaluate plants and infrastructure to ensure reliable operation.*

**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 WWSA Board***
3. If the Board appoints management, do you have a policy you follow when appointing the management of the public authority? ***YES Part 1 of WWSA Personnel Policy***
4. Briefly describe the role of the Board and the role of management in the implementation of the mission. ***The Boards role is to evaluate reports, complaints, audits, and etc. to ensure performance measures are met.***
5. Has the Board acknowledged that they have read and understood the responses to each of these questions? **YES**

