

Improve Every Customer Experience

1. Focus on building a Water Affordability Roadmap.
2. Convert more customers to monthly billing through AMI project.

Sustain Partnership/Partner for Progress

3. Continue to focus efforts as it relates to the Equity in Contracting & Procurement Task Force.
4. Administer New Billing Agreement requirements for collection process; continue to discuss process improvements in billing practice, customer service and collection activities.

Drive Revenue Growth

5. Set Up Internal Working Group to evaluate opportunities to offer Billing Services to other entities.