



Fiscal Year 2026-27

STRATEGIC PLANNING DOCUMENT

5-YEAR WORK PLAN

Highland, California



District Leadership



James Morales, Jr.
Chairman of the Board



Phillip R. Goodrich
Governing Board Member



David E. Smith
Governing Board Member



Ronald L. Coats
Vice Chairman of the Board



Chris Carrillo
Governing Board Member



Michael Moore, P.E.
General Manager/CEO

Management

Brian Tompkins
Chief Financial Officer

Jeff Noelte
Director of Engineering & Operations

Justine Hendricksen
District Clerk

Kerrie Bryan
Director of Administrative Services

Manny Moreno
Water Reclamation Manager

Patrick Milroy
Operations Manager

Ryan Ritualo
IT Manager

William Ringland
Public Affairs/Conservation Manager

Locations

District Headquarters

3111 Greenspot Road
Highland, CA 92346

Sterling Natural Resource Center (SNRC)

25318 5th Street
San Bernardino, CA 92410

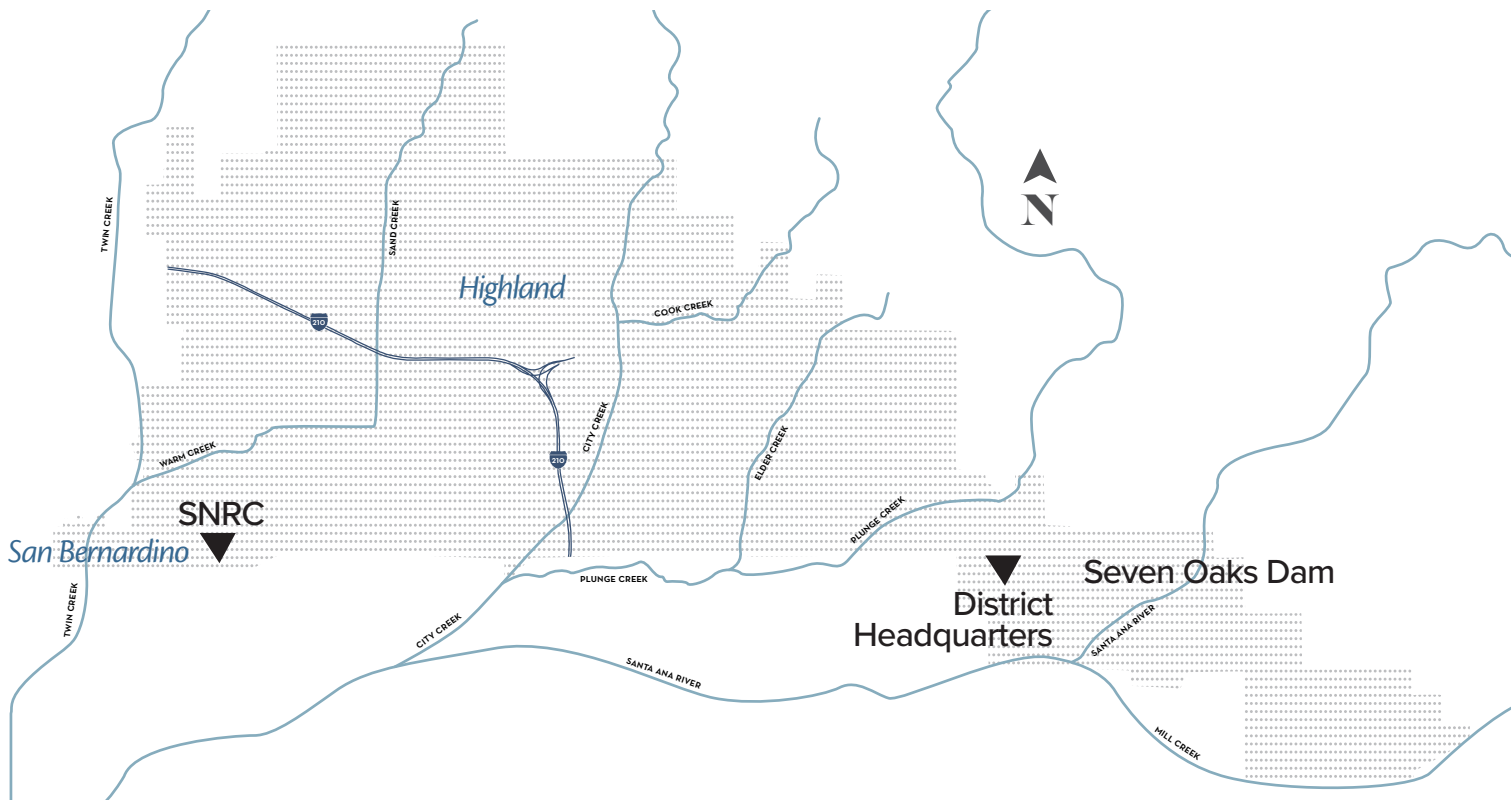
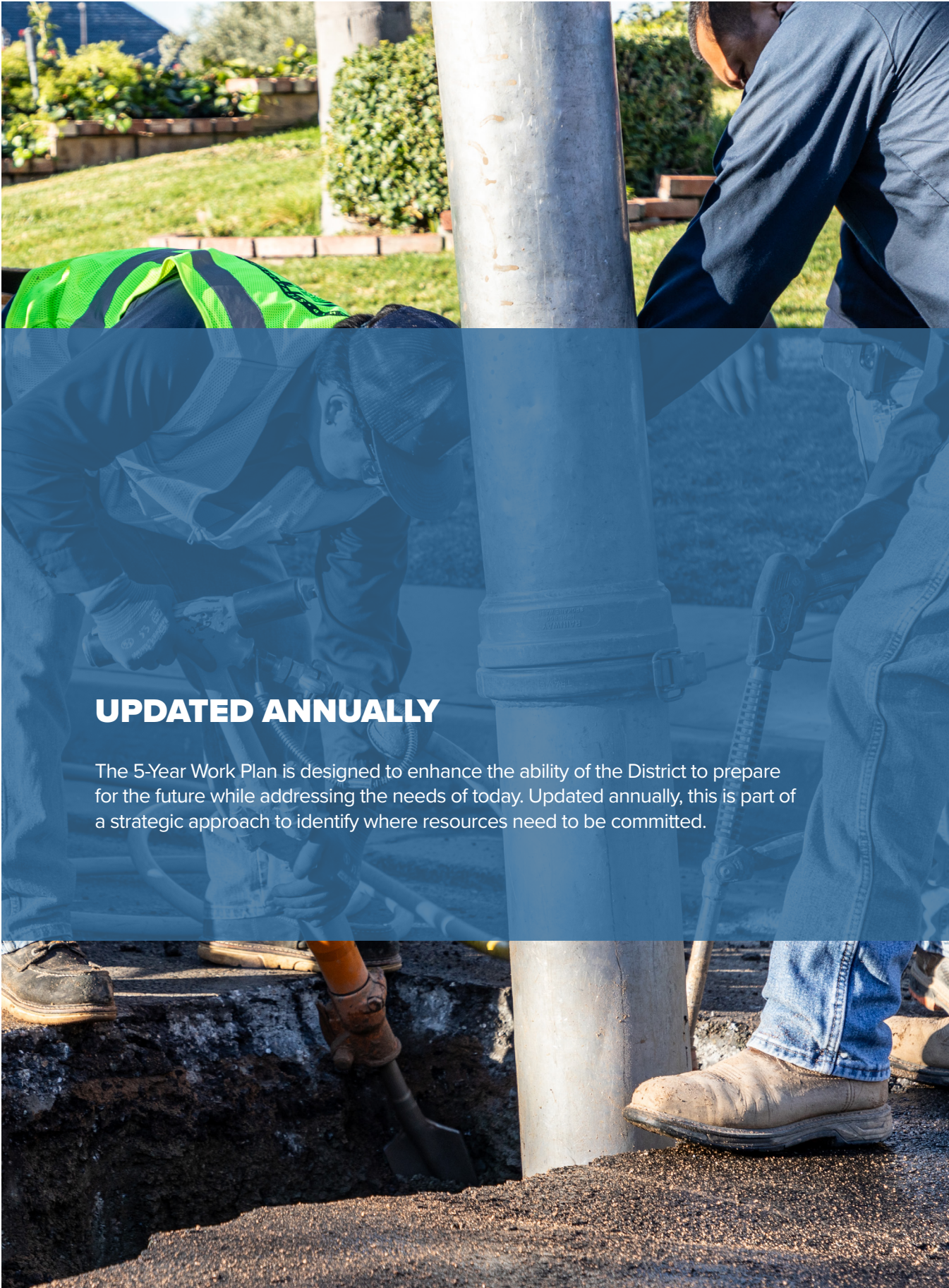


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UPDATED ANNUALLY

The 5-Year Work Plan is designed to enhance the ability of the District to prepare for the future while addressing the needs of today. Updated annually, this is part of a strategic approach to identify where resources need to be committed.



East Valley Water District remains dedicated to delivering safe and reliable drinking water and wastewater services to the community.

Purpose

Through ongoing collaboration among the Governing Board, staff, and community members, the District continues to shape a shared vision for a resilient and well-prepared organization. Operating a water and wastewater system involves many complex and evolving responsibilities, making it essential to plan ahead, prioritize resources, and manage projects with careful stewardship. This approach helps the District meet daily operational needs while preparing for long-term system demands.

The District adopted its current Strategic Plan in 2024, which outlines the Vision and Mission Statements, Core Values, and the Pillars and Strategies that guide organizational direction. The 5-Year Work Plan supports that framework by extending planning efforts beyond a single budget cycle and helping identify and prioritize work that aligns with the Strategic Plan. The Plan considers ongoing planning cycles, regulatory requirements, budgets, multi-year projects, and other essential actions needed to support the District's goals.

This process strengthens resource planning across the organization, including funding, staffing, professional services, and capital projects. While planning is vital to maintaining high standards of service, it must also balance day-to-day operations and allow flexibility to address emerging needs or external factors that may arise.

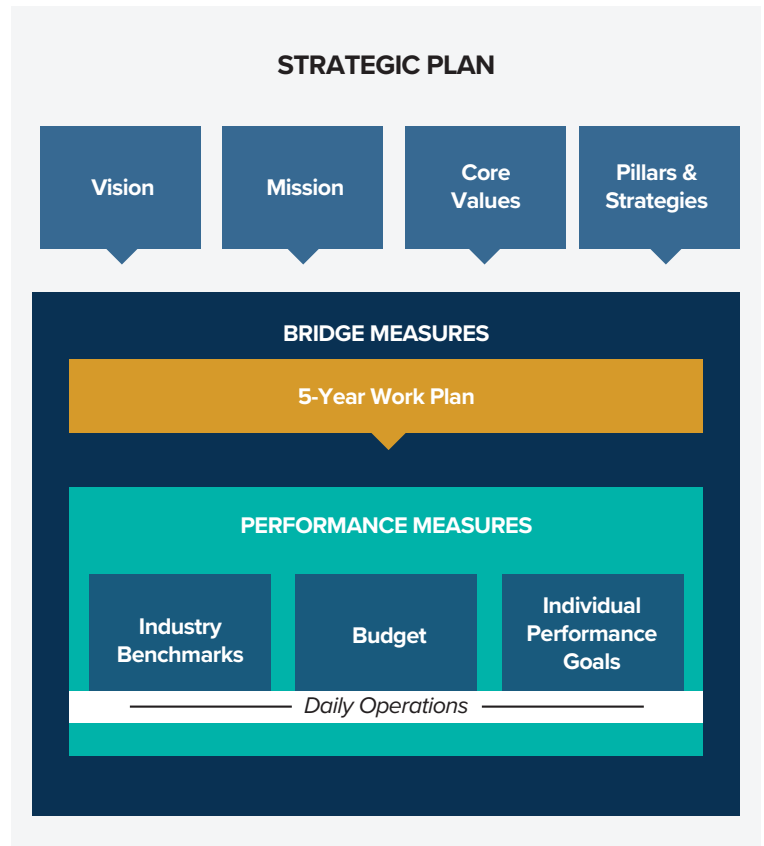
The Plan is updated each year to add an additional planning horizon, ensuring the District is consistently looking five years ahead. It also serves as a foundational tool in developing the District's annual budget and long-term decision-making.



Strategic planning efforts are dynamic. They are designed to allow the organization to prepare for large undertakings in future years, while addressing daily needs.

Strategic Planning Workflow

The elements identified to the right ensure a process of preparation and growth. This process is intended to foster communication throughout the District along with community stakeholders and residents. By visualizing the interconnected nature of activities, staff has a clear understanding of their role within the organization and how each element contributes to the Strategic Plan. The timing of these measures can be organized into ongoing, annual, intermediate, and long-term.



District Vision

East Valley Water District aspires to be a beacon of excellence and innovation within the water industry. Through visionary leadership, we strive for a sustainable, transparent, and accountable future.

District Mission

Provide our community with exceptional water and wastewater services by prioritizing sustainability, efficiency, innovation, and ongoing collaboration.

Core Values



LEADERSHIP

Inspiring people to improve our community and advance water resources.



PARTNERSHIP

Developing relationships through collaboration and shared responsibility.



STEWARDSHIP

Protecting our community's resources, now and in the future.



District Pillars & Strategies

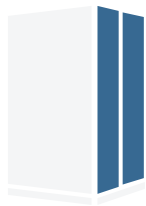
The following pillars and strategies reflect the District's commitment to responsible management and service to the community.

Pillar One: Effective Solutions



Identify Opportunities to Optimize Natural Resources	Encourage Performance Based Results through Staff Empowerment	Maximize Internal Capabilities Through Ongoing Professional Development	Utilize Current Technology and Invest in Future Solutions
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Pillar Two: Sustainability, Transparency, and Accountability



Uphold Transparent and Accountable Fiscal and Resource Management	Manage Energy Footprint and Consumption	Pursue External Beneficial Funding Sources	Develop a Resilient Local Water Supply
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Pillar Three: Organizational Resiliency



Advance Emergency Preparedness Efforts	Promote a Positive Organizational Culture	Provide Exceptional Customer Service	Embrace an Environment of Active Learning and Knowledge Sharing
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Pillar Four: Planning, Maintenance, and Preservation of District Resources



Develop Projects and Programs to Ensure Safe, Reliable, and Resilient Service	Dedicate Efforts Toward System Maintenance and Modernization	Utilize a Comprehensive Asset Management Approach	Enhance Planning Efforts that Respond to Future Demands
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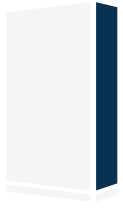
Pillar Five: Community Engagement, Advocacy, and Leadership



Utilize Effective Communication Methods to Foster Exceptional Community Relations	Cultivate and Strengthen Collaborative Partnerships within the Water Industry	Enhance Legislative Advocacy to Promote Water Security and Sustainability	Provide Education Programming that Empowers the Community
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A photograph of industrial water treatment equipment, including a large blue valve and various pipes, with a semi-transparent blue overlay. A cluster of yellow and green dots is positioned to the right of the text.

**5-YEAR PROJECTS
LOOK AHEAD**



Effective Solutions

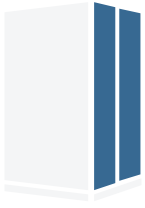
Create innovative, efficient, and strategic approaches to achieve the District’s goals and meet any challenge. Prioritize resources, foster the professional development of employees, and embrace new technology driving innovation.

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Digitize Conservation Rebate Applications	Digitize the District’s conservation rebate application process to improve efficiency, accessibility, and tracking for both customers and staff.	Conservation	●	●			
Nonfunctional Turf Ordinance Update	To comply with State regulations, staff will update the District’s 403 ordinance in order to mandate the removal of nonfunctional turf.	Conservation	●				
Commercial, Industrial, and Institution (CII) Nonfunctional Turf Resource Development	Engage the CII community on non-functional turf (NFT) requirements. Develop educational materials, website content, and HOA workshops to support compliance with State regulations and promote water-efficient landscaping.	Conservation	●	●	●		
DIM/SLA Landscape Area Measurement	Conduct the Dedicated Irrigation Meter (DIM) and Special Landscape Area (SLA) measurement assessment to comply with the State’s Water Use Efficiency Objectives.	Conservation	●	●			
Update Water Shortage Contingency Plan	Review and update the District’s adopted Water Shortage Contingency Plan as required every five years.	Conservation	●	●			
Identify Tools and Resources Accessible in Tyler Cloud	Identify modules/capabilities that would be available if the District migrates to a hosted version of Tyler. Develop timeline for adoption of new capabilities.	Customer Service	●	●			
Urban Water Management Plan (UWMP)	Review and update the UWMP in accordance with regulations.	Engineering					●
City Creek Water Company Dissolution	Work with legal counsel to dissolve the City Creek Mutual Water Company with the remaining shareholder.	General Administration	●	●			
Organizational Administrative Review	Assess and review the District’s processes, systems, staffing and regulations.	General Administration	●	●	●	●	●
Electronic Personnel Files	Develop a plan for converting personnel files to electronic format and implement this plan to improve accessibility, and reduce physical storage needs, supporting a more sustainable and secure HR operation.	Human Resources	●	●			

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Develop Permitting Module	Create a new permitting process for Engineering in asset management.	Information Technology	●				
Develop and Implement SCADA Resiliency Program	Replace outdated Supervisory Control and Data Acquisition (SCADA) equipment and radios.	Information Technology	●	●	●	●	
IT Master Plan Update	Update the IT Master Plan to identify needs/priorities to maintain the District's CIS Servers and Firewalls.	Information Technology		●			
District Security Camera Assessment	Implement new camera system at key sites.	Information Technology	●	●			
Develop and Implement Virtual Desktop Infrastructure (VDI)	Reduce computer refreshment cost and increase replacement schedule by implementing virtual desktops for staff.	Information Technology		●	●		
Update Access Control to District Sites	Refresh all access control technology due to end-of-life policy.	Information Technology			●	●	
SCADA Enhancements at SNRC	Develop plan to update SCADA technology at the SNRC.	Information Technology	●	●			
Data Analytics for SCADA	Implement software to export SCADA Data to a centralized reporting system for Water Production.	Information Technology	●	●			
Geographic Information System (GIS) Public Portal for Pressure Zones	Implement a GIS public portal that displays the District's pressure zones, providing customers and partners with accessible, easy-to-understand system information.	Information Technology	●	●			
Institute Artificial Intelligence (AI) Capabilities to Existing Systems	Develop and implement an AI-based solution to improve reporting and access to operational data. Identify opportunities where AI can streamline information retrieval, support analysis, and strengthen decision-making across District functions.	Information Technology		●	●	●	●
Implement GIS Mapping Portal to Identify Fixed Assets	Implement a GIS portal to collectively gather all Fixed Assets information on a GIS layer.	Information Technology	●				
Develop Analytics Dashboard in GIS	Develop analytics dashboards within GIS to track preventative maintenance, corrective maintenance, main breaks, and repair activities.	Information Technology	●	●			
Evaluate Enterprise Financial Software	Develop a plan to transition Tyler Financials to a cloud-hosted platform.	Information Technology	●	●			
Migrate Phone System to New Provider	Migrate the District's phone system to Session Initiated Protocol (SIP) trunk routing through the Cisco platform.	Information Technology	●				

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Update Boardroom Technology	Identify Boardroom technology that has reached end-of-life and develop a plan for replacement.	Information Technology			●	●	
Update SNRC Banquet Hall Technology	Identify technology in the SNRC Banquet Hall that has reached end-of-life and develop a plan for upgrades.	Information Technology				●	●
Customer Billing	Assess the customer bill and determine e-billing outreach campaigns. Conduct a review and refresh on the District's billing documents.	Public Affairs	●	●			
Industry Coalition Engagements/ Partnerships	Develop a strategy to engage with water reclamation regional coalitions, including WaterReuse, CWEA, and AWWA.	Water Reclamation	●	●	●	●	●
Utilize a Comprehensive Asset Management Approach	Work with IT to fully develop the asset management program. Continue to utilize the system and generate useful asset reporting.	Water Reclamation	●	●	●	●	





Sustainability, Transparency, and Accountability

Responsibly manage resources while maintaining open communication and fiscal integrity. Actively build sustainable programs, maintain transparent operations, and open accountability to the community.

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Indoor Residential Standard Reduction	District to reduce the indoor residential water budget to 42 GPCD to meet State regulations.	Conservation				●	
Water Data Access Advanced Metering Infrastructure (AMI)	Enhance utilization of AMI data to provide a resource that empowers customers to proactively reduce water waste prior to receiving inefficiency tier charges.	Customer Service	●				
Customer Autopayments and Paperless Billing	Assess the District's approach to customer autopay and paperless billing. Identify opportunities to improve adoption, and support a smooth customer experience.	Customer Service	●	●	●		
Facility Alternative Energy Sources	Conduct an analysis and recommendation for the District to strategically construct alternative energy generation to offset electricity costs.	Engineering	●				
Construct Three New Wells	Identify site, design, and drill a new well in the lower, middle and upper zones.	Engineering	●	●	●	●	●
Wastewater Rate Occupancy Review	Evaluate the inclusion of household occupancy data in wastewater rate calculations to ensure equitable and accurate billing based on customer usage.	Finance		●	●		
Financing Opportunities for Capital Improvements	Consider alternatives for new capital financing needs, including issuing new debt.	Finance	●	●			
Review Existing 2020 Bonds for Potential Refinancing	Review rates with Financial Advisors and conduct analysis to determine if capital markets favor a refinancing in October 2030.	Finance				●	●
Cost of Service Analysis / Rate Study	Establish rates based on current costs for all utility services.	Finance	●	●			
Tyler Enterprise Resource Planning (ERP) Software Review	Assessment of the District's current Tyler ERP and review potential enhancements of the platform.	Finance	●				

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Internal Contract Assessment	Conduct internal assessment of the contract compliance and RFP posting process. Identify solutions for procurement and purchasing in compliance with District's policies.	Finance	●				
Biennial Financial Budget	Assess feasibility of transitioning from an annual financial budget to a biennial document. Determine related District documents, plans, and reports that will need to be updated as part of the transition.	Finance	●	●			
Review Investment Management Services	Review and assess the current investment strategy to determine if any updates are needed.	Finance	●				
Fraud Prevention Policy Review	Assess the District's fraud prevention policy and determine updates necessary to ensure continued transparency and efficiency.	Finance	●				
Close-out of Arroyo Verde Assessment District	Review bank balances, reserves held by state, and assessment schedules to ensure only the amount needed to close out the state loan is collected on the final assessment in July 2030.	Finance		●	●		
Implement GASB 103 Financial Reporting Standards	Review and implement financial GASB 103 reporting standards.	Finance	●				
Elections/Board Members	Board Member Elections and orientation for new directors.	General Administration	●		●		●
Optimize Agenda Management Platform	Review the current agenda management platform and determine if new features or upgrades are necessary to improve the user experience. The upgrades can include a Board voting module, minutes dictation, and board portal.	General Administration	●				
Document Management	Scan and digitize documents and microfilm into the District's electronic repository in accordance with adopted Records Retention Policy. Enhance document management process and features for document retrieval.	General Administration	●	●	●	●	●
Electronic File Management Training	Train departments on the process/ standards of classifying files in accordance with the records retention policy. Implement training for AI technology once the functionality has been added to the platform.	General Administration	●	●			

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Identify and Evaluate Real Property Assets	Develop and maintain procedures to declare properties for surplus. Prepare and process surplus property documents in accordance with the California Surplus Land Act and related state regulations.	General Administration	●	●	●		
Disposing of Surplus Parcels	Identify properties across the District for disposal and sale.	Operations	●	●	●		





Organizational Resiliency

Prepare, adapt, and respond to challenges facing the District through a visionary organization. Build a strong internal framework to prioritize emergency preparedness, exceptional customer service, and a positive workplace culture.

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Evaluate Mobile Customer Solutions	Review mobile applications available for payments and customer service solutions.	Customer Service		●	●		
Leak Alert Customization	Create customized leak alerts and over-budget usage notifications to help customers track their water consumption.	Customer Service	●				
Community Heritage and Education Foundation (CHEF) Assessment	Determine the direction and activities of CHEF.	General Administration	●				
Enhance Emergency Preparedness Training Program	Develop an emergency preparedness training program and prepare employees to follow plans established by the District.	Human Resources	●				
New Memorandum of Understanding (MOU) Negotiation	Negotiate a 3-year MOU before the current MOU expires, and ensure that agreed-upon salaries, benefits, and related programs are implemented as adopted.	Human Resources	●		●		
Develop and Implement Comprehensive Succession Plan	Review and update a succession plan tailored to the District's needs, audit existing plan and identify gaps.	Human Resources	●				
Crisis Communication Training	Develop, exercise, and implement annual training program following a new crisis communication plan.	Public Affairs	●				
New Customer Welcome Packets	Overhaul the District's customer welcome packets to better showcase services provided by the District and conservation resources available.	Public Affairs	●	●			
Customer Experience Assessment	Audit and review the customer experience and identify enhancements necessary to better communicate and improve the experience.	Public Affairs	●	●			
Develop Leak Notification Standard Operating Procedure (SOP)	Develop a Leak Notification SOP to establish a process for timely community notifications related to District work.	Public Affairs	●				
Establish a Regional Issue Management Coalition	Establish coalitions with regional partners to generate interest in regional concerns and emergency assistance.	Water Reclamation	●				



Planning, Maintenance, and Preservation of District Resources

Focus on the long-term stewardship of the District’s infrastructure and resources to ensure reliable service and be proactive in planning, ongoing maintenance, and modernization to meet the community’s current and future needs.

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Construct Two Monitoring Wells	Construct water monitoring wells near Plant 40 for recycled water recharge testing.	Engineering	●				
Pipeline Replacement Program	Develop a pipeline replacement schedule to replace necessary pipelines to promote ongoing system maintenance.	Engineering	●				
Plant 101 Rehabilitation	Retrofit and upgrade the water facilities at Plant 101.	Engineering	●				
Plant 134 Process Improvements	Evaluate operational adjustments, solids residual disposal and preliminary treatment improvements in order to maximize the surface water treatment capabilities of Plant 134.	Engineering	●	●			
Water and Sewer System Master Plans	Review the current Water and Sewer Master Plans and identify any necessary updates needed. Update the documents accordingly to ensure these can be used for planning efforts, including cost of service analysis and emergency response documents.	Engineering		●	●		
Water Reservoir Rehabilitation Program	Rehabilitate the District’s water storage reservoirs.	Engineering	●	●	●	●	●
Grant Funded Pipeline Replacement Projects	Execute two grant-funded water main replacement projects (seismic retrofit; 6.5 miles each).	Engineering	●	●	●		
Install and Refresh District Storage Area Network	Install and refresh the District’s Storage Area Network, expanding capacity as needed to support operational demands.	Information Technology				●	●
Next Gen Firewalls	Install and refresh next-generation firewalls that have reached end-of-life to maintain security and compliance.	Information Technology				●	●
Wireless Internet Appliances	Install and refresh wireless internet appliances that have reached end-of-life to maintain reliable connectivity and compliance.	Information Technology				●	●
Site Security and Improvements	Increase perimeter security of satellite facilities and access controls to improve aesthetics/security.	Operations	●	●	●	●	

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Water Main Replacement Program	Repair and replacement of linear assets due to age, corrosion, or leak history.	Operations	●	●	●		
Plant 134 Membranes Replacements	Replacement of five membrane trains at Plant 134.	Operations	●	●	●	●	
Plant 101 Site Drainage and Fencing Improvements	After the completion of the 101 rehab, construct site drainage and fencing into the plant.	Operations		●			
Install Altitude Valve at Plant 33	Install an altitude valve to allow for greater pumping flexibility throughout the westside of the District.	Operations		●			
Stationary Generators at Plants 39 and 151	Install emergency backup power generators at Plant 39 and 151 to provide improved service reliability in during power outages.	Operations		●	●		
Install SCADA Communication on Pressure Reducing Value (PRV) stations	Install PRV communication-enabled pressure gauges at stations throughout the system to monitor pressure spikes across the service area.	Operations		●			
Evaluate Hydro Tanks	Evaluate the hydro tank at Plant 34 to assess its condition, performance, and long-term reliability.	Operations		●			
Comply with Electric Vehicle Fleet Regulations	Install new chargers and replace fleet with electric equipment.	Operations	●	●	●	●	●
Santa Ana River Sanitary Watershed Survey	Update and conduct the Santa Ana River Sanitary survey every five years.	Operations	●				
Update Spill Prevention, Control, and Countermeasure (SPCC) Plans for Plant 134 & SNRC	Update the SPCC Plans for Plant 134 and the SNRC as part of the required five-year review cycle. Assess current conditions, incorporate regulatory changes, and ensure the plans continue to reflect accurate procedures for spill prevention and response.	Operations				●	
Headquarters Facility Update	Update the internal artwork and design elements throughout District headquarters to create a refreshed and welcoming environment for staff and visitors.	Public Affairs	●	●	●		
Evaluate Feasibility of Salt Mitigation	Partner with regional coalitions and identify an approach to assess the needs for salt mitigation in the region.	Water Reclamation	●	●	●	●	●

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Improve Power Reliability at SNRC	Improve the power plan at the SNRC to ensure reliable plant operations through Southern California Edison. Evaluate circuit performance, preferred energy service options, and overall grid reliability to identify upgrades that strengthen the facility's long-term power stability.	Water Reclamation	●	●	●	●	
Odor Control System Improvements	Improve the odor control system by installing a dedicated food-waste odor control line and completing facility upgrades within the Solids Handling Building.	Water Reclamation	●	●			
Evaluate Dewatering and Solids Thickening Processes	Research cost-effective equipment options to improve solids thickening and dewatering, including belt presses, rotary drum thickeners, and gravity belt thickeners.	Water Reclamation		●	●		
Biosolids Management Plan	Conduct an assessment of alternative biosolids use options in collaboration with regional partners. Evaluate feasibility, regulatory considerations, and long-term benefits to determine viable pathways for future biosolids management.	Water Reclamation	●	●			
Natural Gas Pipeline Injection	Evaluate converting digester gas to renewable natural gas for pipeline injection.	Water Reclamation	●	●	●		
Digester Process and Mechanical Improvements	Improve digester reliability through process and equipment replacement and upgrades, including purchasing a boiler and sludge piping improvements.	Water Reclamation	●	●	●		





Community Engagement, Advocacy, and Leadership

Build strong local and regional partnerships furthering the District's priorities and advocating on behalf of the District's community. Foster solid community relationships through effective, informative, and educational communication.

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Conservation Rebate Program Enhancements	Enhance rebate programs to maximize customer water savings through the development of new rebate opportunities.	Conservation		●		●	
Water Education Program Enhancements	Develop a roadmap to enhance water education to students within the District's community. Identify opportunities to conduct classroom presentations, assemblies, and the feasibility of an operations showcase.	Conservation	●	●	●	●	
Community Advisory Commission Member Appointment	Conduct a community recruitment process and subsequent commission onboarding/training to fill vacancies resulting from the term limits of sitting members.	Public Affairs	●		●		●
Community Engagement Enhancements	Enhance community engagement through increased in-person activities, develop targeted outreach campaigns surrounding the SNRC and explore the use of technologically based communications tools for residents.	Public Affairs	●				
75th Anniversary	Celebrate the District's 75th anniversary and showcase the many years of service provided to the community.	Public Affairs	●	●	●		
Facility Rental Assessment	Assess the District's usage of the facility rental program and the overall impact on facility resources.	Public Affairs			●		
Community Influencer Engagement	Actively engage with community groups, HOAs, and informal neighborhood organizations to develop relationships with the "informal" community leaders.	Public Affairs	●	●			
Develop Strategic Communications Plan	Create and implement a Strategic Communications Plan to effectively engage with the community and highlight the District's strategic initiatives.	Public Affairs	●				
Assess and Enhance Facility Tour Program	Monitor and assess the District's Facility Tour Program. Create and test alternative tour program features such as tours on Saturdays, virtual tour options, and educational program material.	Public Affairs	●	●			

Goal	Description	Program Lead	Fiscal Year				
			26/27	27/28	28/29	29/30	30/31
Educational Augmented Reality (AR) Assessment and Development	Explore innovative use of AR to allow members of the public to learn about the District's water and wastewater systems. Assess the feasibility and use case of incorporating such technology into the program.	Public Affairs		●			
Mainline Replacement/CIP Outreach	Engage with the community regarding mainline replacement projects and other Capital Improvement Program initiatives.	Public Affairs	●	●	●	●	●
Educational Displays	Assess and refine opportunities to provide educational displays throughout the District. Explore the development of displays on community vehicles and informational signage at demonstration sites.	Public Affairs	●	●			
Customer Community Survey	Conduct a comprehensive community survey every five years to measure customer satisfaction and priorities, and use the results to inform District planning and communications.	Public Affairs		●			
Digital Experience Enhancements	Implement an AI chat feature on the District website to help customers find answers, request services, and navigate forms. Pilot the tool, evaluate response quality and accessibility, and assess the viability of expanding to a live customer service chat feature.	Public Affairs	●				
Holiday Lobby/ Exterior Décor Assessment	Review the District's holiday decorations and evaluate whether a change in vendor or decorating approach is needed to enhance presentation and efficiency.	Public Affairs	●	●			
Industry Coalition Engagements/ Partnerships	Develop a strategy to engage with water reclamation regional coalitions, including WaterReuse, CWEA, and AWWA.	Water Reclamation	●	●	●	●	●

Conclusion

The 5-Year Work Plan reflects East Valley Water District's ongoing commitment to its Vision of fostering a sustainable, transparent, and accountable future. By aligning projects and programs with the Strategic Plan's Vision, Mission, Core Values, and Pillars and Strategies, this document ensures that new initiatives contribute to providing safe and reliable water and wastewater services for the community.

As a living document, the 5-Year Work Plan will continue to evolve annually, adapting to new challenges and opportunities while remaining grounded in the priorities outlined in the Strategic Plan. This approach allows the District to remain proactive in addressing both immediate and long-term needs, ensuring thoughtful resource allocation, stewardship, and effective operational management.

These efforts position East Valley Water District to meet the needs of today while planning responsibly for tomorrow.





Program Descriptions

CONSERVATION

Conservation is responsible for overseeing programs that facilitate and encourage sustainable water use throughout the District. Additionally, this program is responsible for communicating conservation benchmarks to various regulatory agencies, tracking and monitoring legislative affairs, and advocating on behalf of the District's legislative platform.

CUSTOMER SERVICE

Customer Service provides the community with prompt, courteous, and exceptional customer relations through billing and collection functions.

ENGINEERING

The Engineering Program responsibilities include infrastructure planning, maintaining a safe and reliable water supply, and ensuring compliance with Federal and State regulations. The Program oversees wastewater and water treatment capital projects.

FINANCE

Finance and Accounting create, monitor and audit all revenue and expenses for the District. This includes evaluating rates and creating an annual budget.

GENERAL ADMINISTRATION

General Administration is responsible for ensuring the District's business, operations, and daily activities are performed following Federal, State, and District Board approved policies. The General Manager/CEO provides daily oversight for interagency relations for advancing the District's initiatives.

HUMAN RESOURCES

Human Resources is responsible for administering programs to attract and retain a diverse and qualified workforce. This program also oversees the District's safety program to ensure staff maintain a safe work environment. Additionally, this program is responsible for managing the District's Pathway and Risk Management programs.

INFORMATION TECHNOLOGY

Information Technology oversees the District's technology infrastructure to support essential business and operational functions. The functions utilize industry-specific software programs required to meet agency needs. The Program implements routine cybersecurity training campaigns to mitigate financial and data loss.

OPERATIONS

Operations is responsible and oversees the Meter Services, Water Production, Water Treatment, Water Quality, Water Maintenance, Wastewater Maintenance, Facilities Maintenance and Fleet Maintenance programs at East Valley Water District. For the purposes of the 5-Year Work Plan, these programs have been combined into an Operations category. Many of these programs are responsible for the day-to-day world-class service provided by the District and do not encounter major capital adjustment fluctuations with the planning of the program's duties.

PUBLIC AFFAIRS

Public Affairs oversees internal and external communication initiatives in alignment with the District's Vision, Mission, and guiding principles. Through proactive community engagement and media relations, the Program provides strategic communications to all stakeholders, including residents, community partners, and regional agencies. The Program leads key support functions such as grant writing, crisis communications, and the management of facility rental program.

WATER RECLAMATION

The Water Reclamation Program is responsible for treating and disinfecting up to eight million gallons of wastewater per day (MGD) at the District's new water recycling plant known as the Sterling Natural Resource Center (SNRC). The SNRC operations include anaerobic digestion for energy generation to offset the cost of power needed to operate the plant.

EAST VALLEY

WATER DISTRICT

