

March 30, 2009

Dear Customer:

Over the last seven months the Albemarle County Service Authority (ACSA) Board of Directors and staff have worked to develop a Strategic Plan. The intent of the Strategic Plan is to guide the efforts of the ACSA over the next three years. The plan addresses our fiduciary responsibilities, infrastructure assessment, communication and employee retention and satisfaction. The following six goals were identified:

1. Protect public funds by prudent budgeting and equitable, sustainable pricing structures.
2. Plan collaboratively to timely provide future infrastructure and policies to meet community needs.
3. Manage and maintain existing infrastructure to ensure reliable service to our customers.
4. Use external communication to increase customer and community partner awareness, confidence and support.
5. Use structured inter/intra-departmental communications to fully inform staff, in order to enhance workforce proficiency and dedication.
6. Educate, train, mentor and encourage employees to achieve their highest potential.

The major emphasis during the many discussions among ACSA Board members and staff was customer service. This is evident in our Mission Statement and Guiding Principles which are on the back page of this letter. We are proud of our service, but realize that we must remain flexible in order to meet our customer's needs. Your input is always appreciated.

If you are interested in learning more about the strategies and tasks we plan to implement in order to achieve these goals, please consult our website at www.serviceauthority.org or call 434-977-4511.

Sincerely,

Gary W. Fern, P.E.
Executive Director

GWF/dbh/dmg

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Vision Statement:

Conserve today, sustain tomorrow, and protect water and environmental resources forever.

Mission Statement:

With pride and dedication we serve our customers by providing clean safe water, exemplary wastewater services and fire protection systems. Together with our community partners we maintain and improve our infrastructure in a timely, cooperative and financially responsible manner.

Guiding Principles:

Value Honesty and Integrity
Maintain the Public Trust
Provide Responsive Customer Service
Recognize Pride and Dedication
Promote Professional Excellence
Foster Mutual Respect and Open Communication
Ensure a Safe Working Environment
Practice Strategic Foresight and Fiscal Responsibility
Collaborate fully with our Community Partners
Commit to Conservation and Environmental Stewardship