



Prince William County
Service Authority

BOARD OF DIRECTORS' VISION - 2032



ABOUT US

The Prince William County Service Authority is an independent public body responsible for providing essential water and wastewater services in Prince William County, the second largest county in the Commonwealth of Virginia and one of the most diverse communities in the nation.



MISSION STATEMENT

Prince William County Service Authority **protects public health and the environment** by reliably providing **clean, safe and dependable** water and wastewater reclamation services to our community.





VISION

The Prince William County Service Authority is a **trusted public steward** and **nationally recognized model** for **performance excellence**. We **reflect the diverse and vibrant community we serve** and **nurture diversity, equity and inclusion** in relationships with our community, customers, businesses and industry colleagues. We **create value** for our community through our **Areas of Excellence**.





EXCEPTIONAL CUSTOMER EXPERIENCE

We deliver an **exceptional customer experience** by providing prompt, reliable service that **minimizes disruptions**; fostering **quality interactions** with staff who are courteous, knowledgeable and professional; using **leading-edge technologies**; communicating proactively; and ensuring that information is **transparent and easily accessible**. We listen to our customers, adapt our service delivery and **earn their trust** through **consistent and fair practices**.



WORKPLACE OF CHOICE

Our **people** drive our success. We are a **workplace of choice** that offers **meaningful public service, total rewards and compensation**. We develop, support and sustain a **high-performing** workforce. We attract a **diverse workforce** with an **inclusive culture** that supports employees and values their health, safety, happiness and sense of belonging.



ENVIRONMENTAL LEADERSHIP AND COMMUNITY ENGAGEMENT

We protect **precious natural resources** by implementing **environmentally sustainable practices**, meeting or **exceeding all regulatory requirements** and **informing regulatory and legislative processes**. We are **leaders** in the water and sewer industry and maintain **dynamic partnerships** that benefit the Prince William County community, the Washington, D.C. metro region and the environment. We **build trust** through sustained, responsive **community engagement and education**.



SUSTAINABLE OPERATIONS

We ensure our customers have **access to vital water and sewer services** through **proactive maintenance** and **planned capital investment**. We maintain **world-class infrastructure, consistently high levels of customer service, and reliable, resilient and secure operations** by using data-driven asset management, predictive modeling and an effective emergency preparedness plan.



FINANCIAL STEWARDSHIP

Our **long-term financial planning** allows us to be **responsive and adaptive** within a changing regulatory and economic climate. Our “Growth Pays for Growth” policy and cost-of-service structure yields **rates that are fair and affordable**, while ensuring that we deliver **essential services at the highest level of quality expected** by the community we serve.



CONTINUOUS IMPROVEMENT & INNOVATION

We achieve sustained **excellence through continuous improvement and innovation**. As a **digital utility**, we **leverage integrated, leading-edge technology and data** to generate greater **efficiencies**, accelerate **innovation** and improve our **customer experience**. Our **collaborative and proactive** approach allows us to deliver value promptly and iteratively to our customers.