

Authority Mission Statement and Performance Measurements

Name of Public Authority: Clifton Park Water Authority

Public Authority's Mission Statement:

We will continually strive to provide our customers with the highest quality water, at the lowest possible cost, while maintaining a superior level of customer service.

Date Adopted: February 24, 2011

List of Performance Goals:

- Comply with all NYS Department of Health water quality regulations to ensure that our water is safe for human consumption.
- Evaluate complaints on an ongoing basis to ensure our objective to provide a high quality product and superior customer service.
- Annually evaluate water rates and capital reserves to ensure that our water rates are both fair to the customer, and sufficient for the operation and maintenance of the water system.
- Continually evaluate system infrastructure to ensure the continued supply of water to our customers.

Additional Questions:

Have the board members acknowledged that they have read and understood the mission of the public authority? Yes

Who has the power to appoint the management of the public authority: The CPWA Board of Directors

If the Board appoints management, do you have a policy you follow when appointing the management of the public authority? No

Briefly describe the role of the Board and the role of management in the implementation of the mission. The Board's role is to evaluate reports, requests, audits, presentations, etc. from management and professional consultants, and make decisions that both directly and indirectly affect the Authority's ability to meet the goals of its mission. The role of management is to execute the policies established by the Board on a day-to-day basis. Management is also responsible for providing the Board with information they need to make sound, educated decisions.

Has the Board acknowledged that they have read and understood the responses to each of these questions? Yes