

Business Goals

For any organization to remain relevant and effective, its ability to adapt and prepare for change is essential. As illustrated below, the six identified IEUA Business Goals encompass key objectives which must be continually evaluated and derived into work plans to ensure that current and future needs of the Agency and region are acted upon. The IEUA Business Goals were adopted by the IEUA Board of Directors on December 21, 2016.

Mission Statement

Inland Empire Utilities Agency is committed to meeting the needs of the region by providing essential services in a regionally planned and cost effective manner while safeguarding public health, promoting economic development, and protecting the environment.

Key areas of service:

- Securing and supplying imported water.
- Collecting and treating wastewater.
- Producing high-quality renewable products such as recycled water, compost, and energy.
- Promoting sustainable use of groundwater and development of local water supplies.

Vision

To become a world class leader in water management and environmental stewardship, including water quality, water-use efficiency, recycled water, and renewable energy, in order to enhance and preserve the quality of life throughout the region.

Values

Leading the way. Planning for the future. Protecting the resources of the communities we serve. The Inland Empire Utilities Agency is:

- Committed to applying ethical, fiscally responsible, transparent and environmentally sustainable principles to all aspects of business and organizational conduct.
- Working with integrity as one team, while celebrating the region's diversity.
- Staying in the forefront of the industry through education, innovation, efficiency, and creativity.



Business Goal Overview

A. Fiscal
Responsibility

B. Work
Environment

C. Business
Practices

D. Water
Reliability

E. Wastewater
Management

F. Environmental
Stewardship

Goal: IEUA is committed to safeguarding the Agency's fiscal health to effectively support short term and long term needs, while providing the best value for our customers.

Key Objectives

Funding &
Appropriations

Objective: IEUA will fund operations and capital investments by maintaining reasonable service rates and fees that fully support the costs of service.

Budget Planning

Objective: IEUA will plan for multi-year budgets and rate requirements in support of maintaining fiscal stability for IEUA and the member agencies.

Reserves

Objective: IEUA will maintain fund reserves which can withstand significant changes to the economy and funding sources.

Credit-
worthiness

Objective: IEUA will improve its credit rating, with the goal of reinstating a AAA rating, to reduce IEUA's future borrowing costs.

Business Goal Overview

A. Fiscal Responsibility

B. Work Environment

C. Business Practices

D. Water Reliability

E. Wastewater Management

F. Environmental Stewardship

Goal: IEUA is committed to providing a dynamic work environment with a highly skilled and dedicated workforce.

Key Objectives

Mission, Vision & Values

Objective: IEUA will adopt Business Goals and Objectives that support and advance the Agency's Mission, Vision and Values, ensuring the highest standard of conduct throughout the Agency by promoting values of leadership, integrity, collaboration, open communication, accountability, and respect for each other.

Agency Culture

Objective: IEUA will foster a collaborative work environment that values communication, innovation and work-life balance, adheres to the Agency's policies and procedures, and respects all aspects of diversity.

Training

Objective: IEUA will maintain a highly skilled workforce to meet current and anticipated Agency and industry needs by facilitating and providing opportunities for staff to further their professional development.

Staff Safety

Objective: IEUA will promote and ensure a safe and healthy work environment, exceeding industry best practices in support of achieving the CalOSHA Star Voluntary Protection Program (CAL/VPP) certification.

Business Goal Overview

G. Fiscal
Responsibility

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Environment

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Practices

J. Water
Reliability

K. Wastewater
Management

L. Environmental
Stewardship

Goal: IEUA will be ethical, cost-effective and apply environmentally sustainable regional planning principles in all aspects of business and public service.

Key Objectives

Efficiency &
Effectiveness

Objective: IEUA will apply best industry practices in all processes to maintain or improve the quality and value of the services we provide to our member agencies and the public.

Customer
Service

Objective: IEUA will provide outstanding service that supports our member agencies and region in a cost effective, efficient and reliable manner.

External Affairs
& Gov't
Relations

Objective: IEUA will support effective public outreach and education, and advocate for the development of policies, legislation and regulations that benefit the region.

Business Goal Overview

A. Fiscal Responsibility	B. Work Environment	C. Business Practices	D. Water Reliability	E. Wastewater Management	F. Environmental Stewardship
Goal: IEUA is committed to providing a reliable and cost-effective water supply and promoting sustainable water use throughout the region.					

Key Objectives



Business Goal Overview

A. Fiscal
Responsibility

B. Work
Environment

C. Business
Practices

D. Water
Reliability

E. Wastewater
Management

F. Environmental
Stewardship

Goal: IEUA is committed to meeting regional demands in an environmentally responsible and cost effective manner.

Key Objectives

Water Quality
Asset
Management

Objective: IEUA will ensure that Agency systems are planned, constructed and managed to protect public health, the environment, and meet anticipated regulatory requirements.

Organics
Management

Objective: IEUA will manage organics to meet regulatory compliance standards in a fiscally prudent and environmentally sustainable manner.

Energy
Management

Objective: IEUA will effectively manage energy resources including renewable energy initiatives and programs to achieve statewide environmental and renewable energy goals, and stabilize future costs.

Business Goal Overview

A. Fiscal Responsibility	B. Work Environment	C. Business Practices	D. Water Reliability	E. Wastewater Management	F. Environmental Stewardship
Goal: IEUA is committed to enhancing and promoting environmental sustainability and the preservation of the region’s heritage.					

Key Objectives

