

Guiding Statements

Portland Water Bureau

**Proposed Draft*

Mission

We serve excellent water every minute of every day.

Vision

The water Portlanders love is safe and abundant for generations to come.

Commitment to Equity

All employees and the communities we serve are respected, valued, and treated equitably.

Values

Honor our responsibility.

We are part of a long legacy of careful stewardship of natural resources and infrastructure. We never forget that water is essential.

Serve our community.

We know people depend on us. We are committed to serving with compassion, listening to our community, and sharing what we know.

Combine courage and careful consideration.

We choose when to lead and when to build on the best work of others. We strive to be deliberate, thoughtful, and open minded as we make decisions.

Use money wisely.

We know people have a lot of bills to pay. We keep the water flowing and offer important services while investing to make our water system stronger, more flexible, and better prepared for challenges ahead.

Work well together.

Our strength lies in the skills and expertise each of our employees brings to work every day. We work hard, we work safely, and we adapt when we face challenges.

Build relationships.

We recognize the power of partnership. Whether we're collaborating with another agency on a construction project or helping a customer understand their bill, our relationships enhance our work.

Draft 04/27/2018

**The Guiding Statements will remain in draft mode throughout the Risk Phase of the Strategic Business Plan, and will be revisited, revised, and finalized in October 2018.*