

## **Our Vision: To be better able to serve you**

**The advanced performance of our employees will guarantee the fulfillment of our obligation to consistently satisfy the needs of our concessionaires and stakeholders through effective and efficient sourcing, treatment, delivery of safe and adequate water supply, and eventually, environmentally-sound and affordable wastewater sanitation services in the island.**

## **Our Mission: To work together with you**

- To build and maintain an organization always responsive to the needs of the concessionaires.
- To constantly build an organization of competent and highly committed public servants.
- To deliver excellent service to the concessionaires.
- To regularly update the concessionaires of the programs and policies as well as other significant developments.
- To foster a harmonious relationship with the concessionaires as partners in the development of the water district.
- To draw the cooperation of the concessionaires towards making service delivery highly-improved and reliable throughout the years to come.

## **Our Core Values: To embody the principles of W-A-T-E-R**

**W**isdom: Our policies will be governed by fair judgment and our plans will be sound and compassionate towards promoting the common good and the well-being of our environment upon which our continuous existence relies.

**A**ccountability: Our actions will center on transparency and moral conduct and our decisions will uphold honor and integrity counted upon government workers.

**T**eamwork: Our men and women will work in harmony with each other and will serve with the support and cooperation of the community as its partner towards sustainable development.

**E**xcellence: Our organization will exist to deliver the finest service worthy of Isabeleños and will dedicate its efforts towards becoming ever reliable and responsive to the needs of the concessionaires.

**R**espect: Our employees will promote respect of all individuals regardless of gender, race, religion, and/or ethnicity and will always act with courtesy and with care for the welfare of one another and of others.

**Our service commitments**

<b>Availability of Water Supply</b>	<b>TWENTY-FOUR HOURS</b>
<b>Potability of Water Supply</b>	<b>100% SAFE FOR DRINKING</b>
<b>Chlorine Residual in Water</b>	<b>≥ 0.3 PPM</b>
<b>Microbiological Quality of Water</b>	<b>ZERO PRESENCE OF COLIFORM BACTERIA</b>
<b>Response to Service Requests</b>	<b>ACTED WITHIN TWENTY-FOUR HOURS</b>
<b>Quality of Maintenance Repair</b>	<b>HIGH</b>
<b>Minimum Water Pressure</b>	<b>30 PSI AVERAGE</b>
<b>Accuracy of Meter Readings and Bills</b>	<b>99.99 %</b>
<b>Accuracy of Meter Calibration</b>	<b>95 – 98 %</b>
<b>Promptness of Bill Tendering</b>	<b>99.99 %</b>
	<b>OPEN ON MONDAYS TO FRIDAYS</b>
	<b>FROM 8AM – 5PM</b>
<b>Convenience of Bill Payments</b>	<b>NO NOON BREAK</b>
	<b>AND ON SATURDAYS AND HOLIDAYS</b>
	<b>FROM 8:00 AM – 12:00 PM</b>