

Loudoun Water 2025-29

Strategic Plan



Vision

Trusted leaders,
excellent service,
sustainable water.

Mission

We provide high-quality water
services to protect public
health and the environment.

Values

Dedicated

We commit to serving our customers, our partners, and each other.

Collaborative

We build meaningful relationships that benefit our team and community.

Visionary

We look beyond the present and prepare for the future.

Customer-Focused

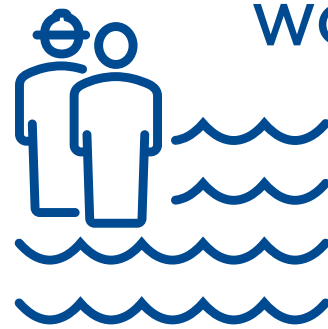
We listen to our customers and continually improve to meet their needs.

Resilient

We adapt to challenges with strength in all circumstances.

Goal Areas

EXEMPLARY WORKFORCE



SUSTAINABLE INFRASTRUCTURE



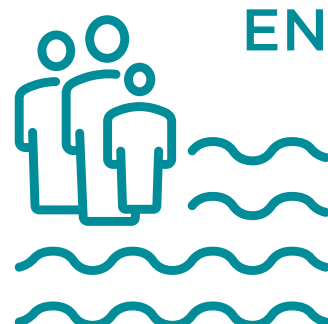
EXCEPTIONAL OPERATIONS



SOUND FINANCIAL POSITION



ACTIVE COMMUNITY ENGAGEMENT



EFFECTIVE WATER RESOURCES MANAGEMENT

