Loudoun Water Strategic Plan

2020–2024

Mission

Loudoun Water works to ensure a healthy environment and high quality of life through effective and sustainable management of resources entrusted to our care.

Vision

Collaborative and trusted partner contributing to a healthy, thriving community.

Values

LOUDOUN WATER IS:

DEDICATED
We value our team of highly trained individuals committed to working together to provide outstanding service to our customers, partners and each other.

COLLABORATIVE
We value the relationships we have developed and strive to build others that benefit our community and the region we support.

VISIONARY
We value the ability to innovate and contribute to the overall health of the region for generations to come.

CUSTOMER-FOCUSED
We value the opportunity to serve our customers, stakeholders and community while striving to continually improve and meet their needs.

RESILIENT
We value the capacity to make realistic, reliable and sustainable plans that foster strength and growth in an ever-changing world.

Strategic Goals

EXEMPLARY WORKFORCE
Create a dynamic work environment with a commitment to learning, development, advancement, safety, trust and respect.

SUSTAINABLE INFRASTRUCTURE
Drive efficiency by proactively managing our infrastructure for generations to come.

EXCEPTIONAL OPERATIONS
Enhance and optimize operations by leveraging technology and business process improvements.

SOUND FINANCIAL POSITION
Protect our customers’ investment and maintain a long-term financial plan that supports our strategic objectives.

ACTIVE COMMUNITY ENGAGEMENT
Cultivate and develop relationships to build support, understanding and mutual respect.

EFFECTIVE WATER RESOURCES MANAGEMENT
Plan and manage water resources to ensure sustainable service to our customers.