



DENVER WATER

Charting the Course for our Future

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Overview

- **Denver Water's scope**
- **Current challenges**
- **Strategic plan**
- **Key initiatives**
- **Results**



Denver Water's scope

- Established in 1918
- Separate from City
- Governed by independent Board appointed by Mayor
- Serve 1.3 million people — 25% of Colorado's population
- Total watershed area: 4,000 square miles
- Water comes from across Continental Divide



2010 Current state & challenges

- Relationship with Board
- Employee morale
- Outdated pay system
- Distributor relationships
- Political pressures
- Retirees
- Lack of proactive external strategy
- Lack of strategic vision



Vision & Strategic Plan

Denver Water aspires to be the best water utility in the nation.

We will meet our mission by focusing on four perspectives:

- **Customer**
- **Financial**
- **Organizational**
- **External**



Laying the foundation

- **Pay-for-Performance**
- **Lean**
- **Budget accountability**
- **Employer of the Future**
- **External relationships**
- **Customer culture**

Results

- **Greater efficiency**
- **Better accountability**
- **Improved public & political awareness**
- **Improved relationship with the Board**





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