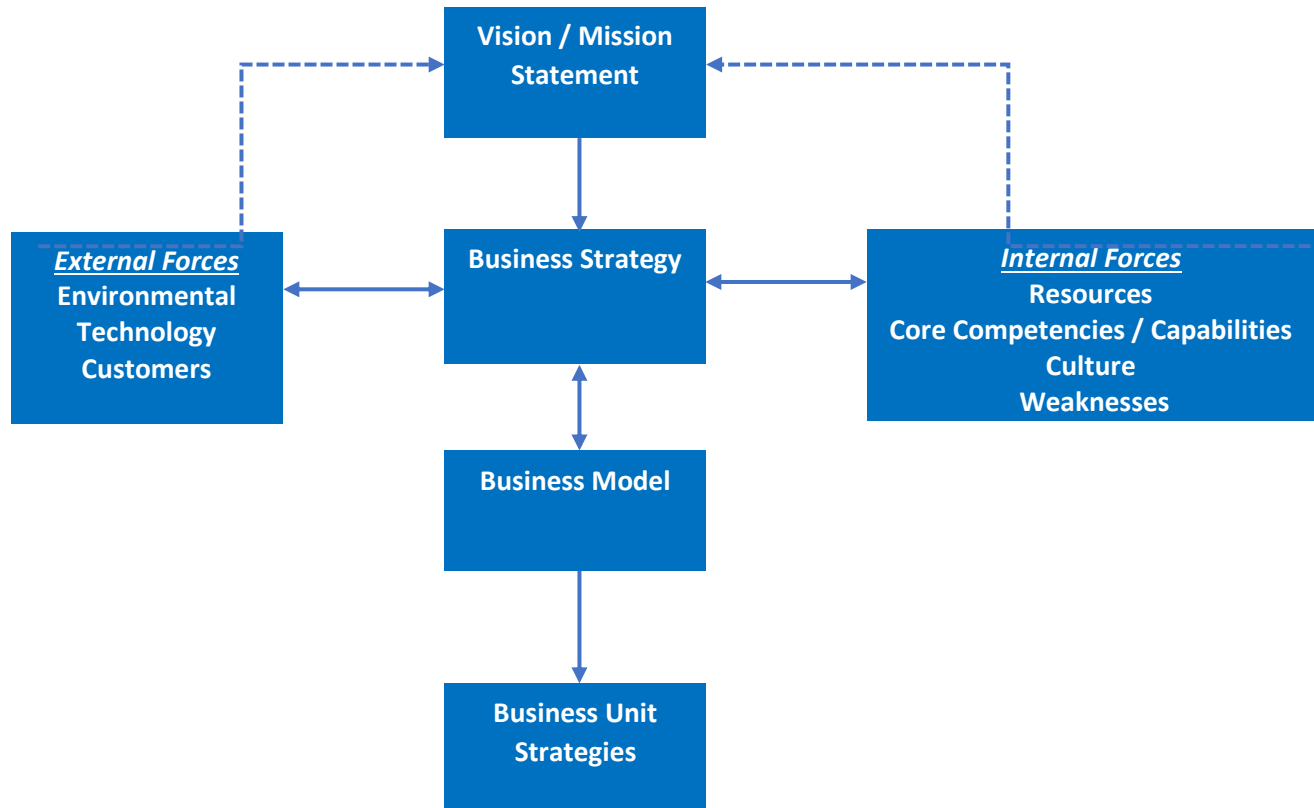


## **Message From the General Manager**

Our mission is to provide cost effective sanitary sewer service to the community. In order to perform this mission, we develop strategies to manage both internal and external stakeholders as in the model below:



### **External Forces**

We work with our strategic partners which include the Cities of East Palo Alto, Menlo Park, Los Altos, Los Alto Hills, Mountain View and Stanford, to formulate strategies at managing the regional treatment plant in a cost effective manner. This serves to minimize rate impact on our citizens.

### **Internal Forces**

We make sure our staff are well trained to perform the tasks assigned. We also make sure we promote team spirit within the organization.

### **Business Unit**

Our business unit consists of Administration and Operations. Administration is in charge of management and the Operations department is in charge of sanitary & building maintenance.

### **Business Model**

Our business model is based on creating value for our customers through proper coordination of inbound and outbound logistics, operations, good human resources strategies, technological development and firm infrastructure. We hope to harness the skill of our staff to maximize value for the community through proper management of these factors.

### **Business Strategy**

Our strategy is to continue to create values for our customers, and working with our strategic partners to implement cost minimizing initiatives.