

RESOLUTION
AGENDA ITEM NO. 11
MARCH 30, 2009

A RESOLUTION OF THE BOARD OF DIRECTORS OF BEXAR METROPOLITAN WATER DISTRICT ADOPTING A MISSION STATEMENT, A STATEMENT OF VALUES AND A VISION STATEMENT FOR THE DISTRICT

WHEREAS, the Board of Directors desires to set forth for the benefit of its customers and the community a statement that defines why Bexar Metropolitan Water District, as an organization exists, a statement of the mission and core principles that guide the District and a vision of what the Board intends the District as an organization ultimately to become; and

WHEREAS, the Board of Directors decided that, in order to fulfill its purpose and achieve its goals it would be necessary to develop a mission statement, a statement of core values and a vision statement for the District as an organization;

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of Bexar Metropolitan Water District adopts the following Mission Statement for the District:

Deliver sustainable and reliable, high-quality water at affordable rates for our customers by controlling, protecting, preserving and distributing the District's water through maximizing the public service of all District resources.

BE IT FURTHER RESOLVED that the Bexar Metropolitan Water District Board of Directors adopts the following as the Core Values for the District:

Service – We are dedicated to providing excellent water for each customer and the community. To ensure excellence in our services, we continuously gather, analyze and learn from customer feedback and our personal best is the benchmark of commitment.

Teamwork – We are a unified team made up of employees committed to learning from one another and serving our customers together. We are adaptable to change, creative in our approaches and flexible in the way we carry our mission into the future.

Respect – We recognize and respect diverse backgrounds, experiences and perspectives of our fellow employees and those we serve. We nurture individual strengths and abilities to fulfill the public trust and achieve our vision.

Integrity – We are personally and collectively responsible for maintaining the ethics of this organization. We pledge individual accountability for our words, actions and principles.

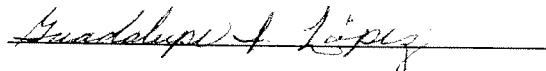
Leadership – We demonstrate leadership through our regional partnerships and alliances. We affirm our responsibility and ability to manage a valuable and scarce resource today, and to ensure diverse and sustainable water supplies for generations to come.

AND, BE IT FURTHER RESOLVED that the Bexar Metropolitan Water District Board of Directors adopts the following Vision Statement for the District:

Satisfy the customer the first time—*every time*—through versatility and excellence in resource management as the most progressive utility in the nation.

THE ABOVE RESOLUTION was introduced and duly passed at a meeting of the Board of Directors of the Bexar Metropolitan Water District held on 30th day of March, 2009 and is to become effective immediately upon adoption.

Approved this 30th day of March, 2009



Guadalupe Lopez, President

Bexar Metropolitan Water District



Blanche Atkinson, Secretary

Bexar Metropolitan Water District