



2025 Strategic Planning Kickoff

A decorative graphic at the bottom of the slide consisting of several overlapping, wavy lines in shades of blue and white, creating a dynamic and modern feel.

2024 Strategic Plan Review

Vision and Mission Statements

GHID's ongoing vision and mission statements are accompanied by a list of seven values. As the local provider of water, an essential service, the District realizes its importance in shaping the overall health and welfare of the community. Every employee is responsible and accountable for upholding the values of the organization.

- **Vision:** Improving quality of life today – creating a better tomorrow.
- **Mission:** Stewards of water that is delivered clean and safe for daily use and collected responsibly to protect public health and our environment.



Established Values

These values make the District what it is, and without them, success will be difficult to achieve or define. The values instill confidence, earn respect, and create loyalty throughout the organization and community. They are the values that will anchor our resolve in the most difficult situations. Since our organization is very diverse, and there is a myriad of functions to make it work efficiently and effectively, these values are the unifying elements for everyone and provide a common ground by which we can measure all of our actions.

- **Values:**
 - Safety
 - Integrity
 - Community Stewardship
 - Fiscal Responsibility
 - Quality
 - Leadership
 - Sustainability



2024 Strategic Plan Review

Strategic Initiatives

1. Water Quality Protocols
2. District Community Ambassadors Program
3. District Historical Placemaking Efforts
4. Total Compensation Package Framework
5. Improvement District Coalition and Mutual Aid



2024 Strategic Plan Review

Strategic Initiatives

6. Employee Advisory Board
7. Water Loss Task Force
8. Water Storage and Tank Farm Integration
9. Safety & Emergency Planning Updates
10. Ten-Year Capital Improvement & Financial Plan



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The Ten Attributes of an Effectively Managed Utility

Effective Utility Management: A Primer for Water and Wastewater Utilities is the fundamental resource that Granger-Hunter Improvement District is using to innovate and improve performance across the organization. Effective Utility Management (EUM) is a framework written by experienced utility professionals across the nation that helps water utilities respond to the various challenges that they face. This document identifies the 10 attribute-related utility measures that we will reference and integrate into our strategic operations. These 10 attributes help management maintain a balanced approach to all aspects of utility operations, while at the same time bringing focus to areas that are ready for improvement.

The measure of performance in each category

is critical to effectively managing a water and wastewater utility. Directors and Managers will use this framework in developing goals and metrics for their specific areas of responsibility. This plan will help direct and achieve balance and cohesion across the ten attributes. The Board of Trustees has identified those attributes with corresponding levels of focus and anticipated gains that include short-term, medium-term, and long-term timeframes. The Board has also ranked attributes in order of relative importance to assist District Management in the allocation of resources.





EUM Self-Assessment

STEP 1

Candidly Assess Current Conditions

STEP 2

Rank Importance of Each Attribute to Your Entity

STEP 3

Graph Attributes to Determine Importance and Level of Achievement

STEP 4

Choose Attributes

Group: All Groups Combined



GRANGER-HUNTER
IMPROVEMENT DISTRICT

EUM Self-Assessment





Workshop Goals

STEP 1

Candidly Assess
Current Conditions

STEP 2

Rank Importance of Each
Attribute to Your Entity

STEP 3

Graph Attributes to
Determine Importance and
Level of Achievement

STEP 4

Choose Attributes

Self-Assessment

Reflect and
Adjust

**Effective
Utility
Management
Cycle**

Strategic Business
Planning

Measurement

Implementation of
Effective Practices

