



DEPARTMENT OF
UTILITIES

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MEMORANDUM

Date: October 17, 2024
To: Chairperson Vered Meltzer and Members of the Utilities Committee
CC: Ryan Rice, Deputy Director of Utilities
From: Chris Stempa, Director of Utilities
Subject: **Utilities Committee Information: Utilities Department Mission Statement Change**

BACKGROUND:

The Utilities Department is comprised by two separate operational divisions. One associated with wastewater treatment and the other drinking water treatment. These treatment facilities and the staff which support them have long been governed by the independent departmental mission statements listed below.

Current Utilities Department Mission Statements

- **AWTF Mission:** The City of Appleton Water Treatment Plant provides the community with safe, high-quality water in a consistent and cost-effective manner utilizing the full potential of our highly motivated, technically skilled staff.
- **AWWTP Mission:** The City of Appleton's Wastewater Treatment Plant provides the community with essential wastewater treatment services. Our technically skilled and highly motivated staff strives to maintain maximum standards of community health and safety while protecting and preserving the environment and, more specifically, water resources. It is our goal to achieve these objectives in a manner that demonstrates integrity, responsibility, and economically-sound practices.

NEED FOR CHANGE:

There was a renewed interest in 2024 to create a new mission statement that more appropriately captured staff's dedication to customer service, innovation, sustainability, and community impact but also underscored the commitment to operational excellence and engagement. In addition to capturing core values, it was also important that the updated mission statement be succinct while serving to align our operations with the strategic direction of the organization.

The “rebranding” effort was facilitated by staff who were asked to provide suggestions for a new mission that checked off these previously mentioned boxes. That process narrowed the prospective candidates down to one unanimous favorite amongst the choices provided.

“New” Utilities Department Statement

- ❖ To deliver safe, reliable, and sustainable water and wastewater services that protect public health and the environment, while fostering innovation, efficiency, and community engagement.

We are encouraged that current (and future) staff will embrace this updated vision and consider how their individual roles may contribute to shared organizational goals while serving as a guiding principle for our projects, initiatives, and daily interactions. The intent now is to move forward with the revamped unified mission statement as part of the new website development and internal documents.

If you have any questions regarding the Utilities Department mission statement change, please contact me at 920-832-2353.