



Union Public Utility District

VISION TAG LINE: Keeping our community flowing with clean reliable water

EMPLOYEE TAG LINE: Pouring dedication in every drop – quality water for our community

UPUD CORE VALUES:

- **Be Accountable**
 - Welcoming constructive criticism to improve performance
 - Anticipating challenges and addressing them proactively
 - Building trust by being dependable and predictable in actions

- **Go Above and Beyond**
 - Identifying potential issues before they arise and taking action to address them.
 - Consistently looking for ways to enhance processes, workflows, or outcomes.
 - Contributing to a positive environment by going out of your way to support team spirit or collaboration.

- **Be vigilant for the safety of ourselves and the community**
 - Continuous improvement of policies, procedures and education to ensure water quality and reliability
 - Focus on safety across all levels of the district and maintain readiness for emergencies and natural disasters
 - See something say something
 - Continue education to improve procedures related to water quality and reliability

- **Embrace change**
 - Viewing change as an opportunity for growth rather than a threat.
 - Being willing to try new methods, even if they differ from past practices.
 - Thinking about long-term benefits and goals rather than short-term discomfort.

- **Be knowledgeable and continue education**
 - Have technical expertise in water operations and distribution
 - Demonstrate expertise in public agency operations, rules and regulations
 - Use job rotations to understand better what others do



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- **Be positive and encouraging**
 - Showing empathy and understanding, especially when someone is sharing concerns.
 - Stepping in to help when someone is struggling or overwhelmed.
 - Helping create an inclusive, welcoming environment where everyone feels valued.
 - Be Humble

- **Maintain a small-town feel**
 - Greet every customer with kindness and respect
 - Take pride in our history and culture
 - Be approachable and actively listen
 - Keep the community in mind