



**DIABLO
WATER
DISTRICT**

Proudly Serving the Greater Oakley Area Since 1953

Your District



Mission / Vision / Strategy



Mission

To be environmentally responsible stewards of the water resources in our care for the benefit of our community by continually striving to be leaders in: high-quality water, customer service, public engagement, technical innovation, and responsible fiscal management.



Vision

We are a valued community resource.

Guiding Principles

Resiliency

Quality

Innovation

Integrity

We Care

District Principles

Public service is at the heart of everything we do.



We are focused on long-term water solutions.

Through advanced planning, construction of sustainable infrastructure, diversified water supply sources, and partnering with other local agencies for regional solutions.



We are driven by excellence.

By providing outstanding customer service, high-quality water, and industry best practices in safety.



We are leaders in environmental and sustainable projects.

Through focusing on carbon neutrality, groundwater sustainability, and a One Water approach.



We are transparent with financial and policy decisions.

Through treating ratepayers' funds as our own, best value-based purchasing, and providing customers with tools to reduce their individual water usage and bills.



We are committed to diversity, equity, and inclusion.

Through community engagement, taking initiative to assist our customers, and promoting employee development and wellness.

District Strategies



Resiliency - we are focused on long-term water solutions

- Ensure adequate future water supply to meet customer demands
- Develop sustainable and cost-effective water supplies
- Consider life-cycle costs and environmental impacts



Quality - we are driven by excellence

- Proactively invest in and protect District assets
- Prioritize projects that lead to resiliency of the transmission system
- Recognize employees as the District's most valuable assets
- Empower customers through information



Innovation - we are leaders in environmental and sustainable projects

- Implement cost-effective greenhouse gas reduction projects
- Protect surface and groundwater quality
- Plan with the future in mind



Integrity - we are transparent with financial and policy decisions

- Open and transparent
- Foster ideas that support great service and reasonable costs
- Support water-use efficiency and eliminating waste



We Care - we are committed to diversity, equity, and inclusion

- Participate in community events and outreach
- Actively seek community engagement
- Encourage professional development
- Train staff well enough that they could leave, but treat them well enough that they stay

Goals 2025 - 2030

Annually

- Evaluate capital asset purchases (lifespans exceeding 20 years) based on lifecycle costs
- Continually provide innovative support and training for all employees
- Annually adopt conservative, balanced budgets that maintain District reserves
- Participate in community and outreach events

FY 25/26

- Achieve 75% carbon neutrality
- Purchase generators for 100% backup at all water production facilities
- Perform customer feedback survey
- Complete 2025 Urban Water Management Plan

FY 26/27

- Achieve an AA or higher Bond Rating (currently AA-)
- Complete Reservoir 2 seismic upgrade
- Reduce non-revenue water to industry-leading low levels through the use of advanced technologies
- Implement carbon mitigation project(s)

FY 27/28

- Begin contributions to the District's Emergency Reserve Fund
- Replace 100% of eligible fleet with electric vehicles
- 100% carbon neutral
- Perform customer feedback survey

FY 28/29

- Install production well No. 3
- Begin design work for reverse osmosis groundwater treatment facility
- Complete Sandmound voluntary water mutual consolidation project
- Earn CSDA District of Distinction Certification

FY 29/30

- Implement a service and mainline replacement program
- Perform next cost of service and rate study
- Achieve state-mandated indoor and outdoor conservation levels
- Perform customer feedback survey

The goals listed above do not represent all goals as they currently exist or will be developed in the future.

Quick Facts



Budget

- \$23.5 million
- \$7.6 million in reserves
- Rates adopted to cover long range expenses - zero profit



Water System

- Over \$1.13 billion of infrastructure to operate and maintain
- 175 miles of water main
- 12.5 million gallons of storage



Water Supply

- Source: 90% delta; 10% local groundwater
- 1.8 billion gallons pumped to customers annually



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Mailing Address: PO Box 127, Oakley, CA 94561

Physical Address: 87 Carol Lane, Oakley, CA 94561

Office/24Hrs. (925) 625-3798