

A Utility of the Future

For more than 75 years, Metropolitan Council Environmental Services (MCES) has protected public health and the environment through its efficient, cost-effective wastewater collection and treatment. Our agency has evolved through decades of urban growth, increasing federal regulations and ever-advancing technologies.

New challenges are emerging in the 21st century:

- Reduced groundwater recharge and increased groundwater demand due to continued population growth and urbanization
- Anticipated and unknown climate change impacts
- Renewal of aging infrastructure
- Public expectations for continued excellent service at low cost

We have responded by creating a new mission, vision and values to guide our work. We are transforming into a utility of the future.

Our mission is to provide wastewater services and integrated planning to ensure sustainable water quality and water supply for the region.

Our vision is to be a valued leader and partner in water sustainability.

Our values are excellence, inclusiveness, integrity, respect and commitment.



One Water: *It's all connected*

Being a utility of the future means embracing the concept of One Water. We are looking at all water—wastewater effluent, stormwater, surface water, and groundwater—in an integrated way.

MCES recently began using treated wastewater to recharge groundwater at our East Bethel Water Reclamation Facility. Where else might we do that to retain more water for this region? What industry partners might be able to use our wastewater effluent for industrial processes? How might we harvest the phosphorus from wastewater for reuse? We intend to lead in developing solutions to these and other issues. We're leading to make the most sustainable use of the water resources at the foundation of our region's prosperity.

Moving forward, sustainability is the central focus of three strategic outcomes we've identified for our work:

- Sustainable Communities
- Sustainable Services
- Sustainable Infrastructure



SUSTAINABLE COMMUNITIES

Outcome 1:

MCES will work with partners to conserve and utilize the region's groundwater and surface water in ways that protect public health, support economical growth and development, maintain habitat and ecosystem health, and provide recreational opportunities, which are essential to our region's quality of life.

Strategies:

1. Improve customer service.
2. Lead by example in environmental sustainability.
3. Partner with customers and stakeholders to achieve regional goals.





SUSTAINABLE SERVICES

Outcome 2:

Ensure a high performing organization, including an engaged and innovative workforce that is competent, motivated, and diverse with the opportunity to continuously improve.

Strategies:

1. Manage and reward performance linked to mission, vision, values, strategies and goals.
2. Recruit, develop, and retain a high performance workforce that has full opportunity for engagement.
3. Utilize technology and best practices to improve efficiency and effectiveness.



SUSTAINABLE INFRASTRUCTURE

Outcome 3:

Ensure reliable, affordable wastewater infrastructure that provides best long-term regional value.

Strategies:

1. Improve asset management practices to increase value to our customers.
2. Preserve sound financial practices for wastewater services and secure funding for our other water services.
3. Utilize infrastructure efficiently by addressing system inputs at the source.



How we live out our values

We pursue *excellence* within MCES by encouraging innovation, continuous improvement, and striving for outstanding performance.

We embrace *inclusiveness* in all its dimensions recognizing that everyone has something to contribute to the success of the organization.

We demonstrate *integrity* by meeting high ethical standards, building trust, and being transparent to our stakeholders.

We foster *respect* by listening, and encouraging understanding and honesty in how we treat each other.

We demonstrate *commitment* by furthering our mission, meeting our customer needs, and being an engaged and accountable workforce.

Working together for a sustainable future

MCES is not working in isolation. One Water means that we will collaborate across traditional silos both internally and externally with government partners and other sectors. Our collective wisdom will help us to build a sustainable future for our region.

We invite you to join us. For more information about MCES operations and planning, please visit:

<http://www.metrocouncil.org/Wastewater-Water.aspx>



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