



Tehachapi-Cummings County Water District

Our Water • Our Future

Directors:
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Officers:
Rick Zanutto, *President*
David E. Worden, *Vice President*
Tom Neisler, *General Manager*
Lori Bunn, *Secretary*
LaMinda Madenwald, *Treasurer*

June 2, 2017

RE: STRATEGIC PLANNING QUESTIONNAIRE

Dear Customer,

First and foremost, thank you for being a customer of our District. We take our role in providing you with a reliable, affordable water supply very seriously. We appreciate your support and participation in these efforts.

In an effort to improve our service, our Board of Directors has tasked me with developing a workshop format to implement a Strategic Plan for our District. The goal is to guide our efforts and operations going into the future. The water environment is constantly changing. Precipitation varies dramatically, year to year. Consequently, we, and our customers, must incorporate a continually changing supply amount into our planning. The regulatory environment is constantly changing. We need to meet regulatory requirements, regardless of the costs or impact to our operations. Our employees, who I value as our team, work hard and eventually retire. We need to motivate our team and prepare for succession upon retirement of key members. Our infrastructure is aging and won't last forever. We need to plan for its repair, upkeep and replacement. These issues contribute to making our operation a dynamic challenge.

Our Board would like to develop a blueprint to address these challenges going forward. You, as our customer, are the most important influencers for our District operations. As such, we would like you to participate in this planning process. The first step we are taking is to solicit public input concerning where we stand and where we are going. Attached to this letter is a questionnaire. We request that you review, complete and return this questionnaire to our office, no later than June 30, 2017. Complete as much or as little as you'd like. Provide your contact information, or not – as you wish. I am committed to responding to each request for follow-up or contact that we receive. If you'd prefer to complete this questionnaire electronically, it is posted on our website: www.tccwd.com.

Please do not hesitate to let me know if you have any questions or comments.

Thank you in advance for your participation.

Warmest regards,

Tom Neisler
General Manager