

BUSINESS IMPROVEMENT PROCESS

October 30, 2023



Mesa Water has Great Processes

- Finance: Annual Financial Report
- Facilities: 5-Year CIP
- District-Wide: Business Management Process

Mesa Water Believes in a Perpetual Agency Business Model

- Accountability of Resources
- Provides Opportunity for Improvement
- Efficiently Run Business
- Fulfills our Responsibilities to the Ratepayers



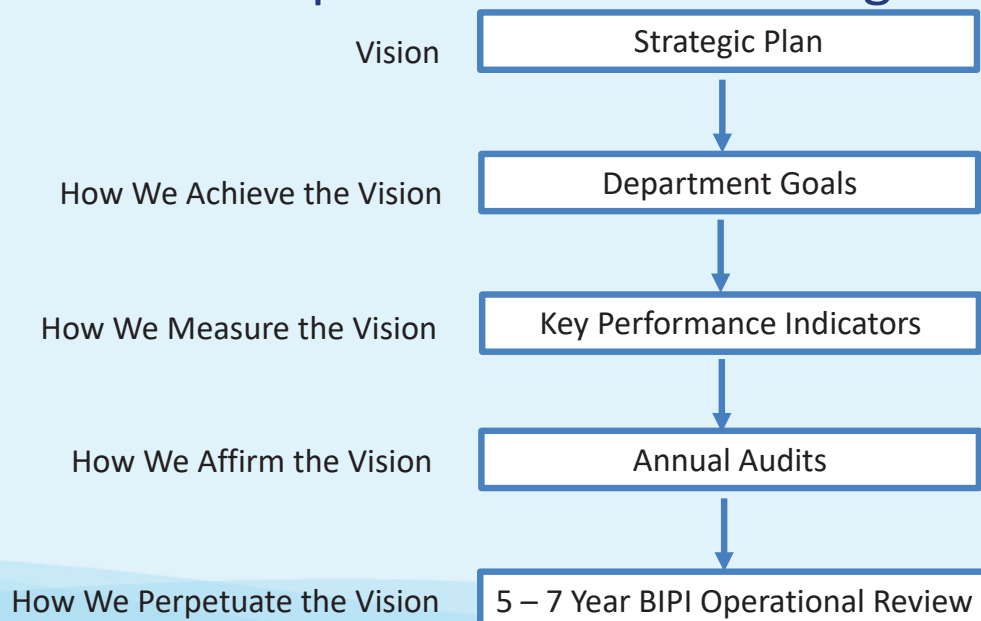
Mesa Water Performs Four Annual Audits

- District-Wide Performance Audit
- Environmental, Health & Safety Program
- Customer Service
- Information Technology

Formalizing the BIPI Process

- Assign the District Business Administrator the role of overseeing the District's annual audits
- Set the process of third-party independent auditors conducting the District's annual audits
- Establish annual entrance and exit conferences for the District's annual audits, as already established with our AFR process
- Conduct a District-wide BIPI operational review every 5-7 years by retaining a third-party independent consultant to perform such review

Mesa Water's Completed Business Management Process



QUESTIONS?

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