



2026

STRATEGIC PLAN



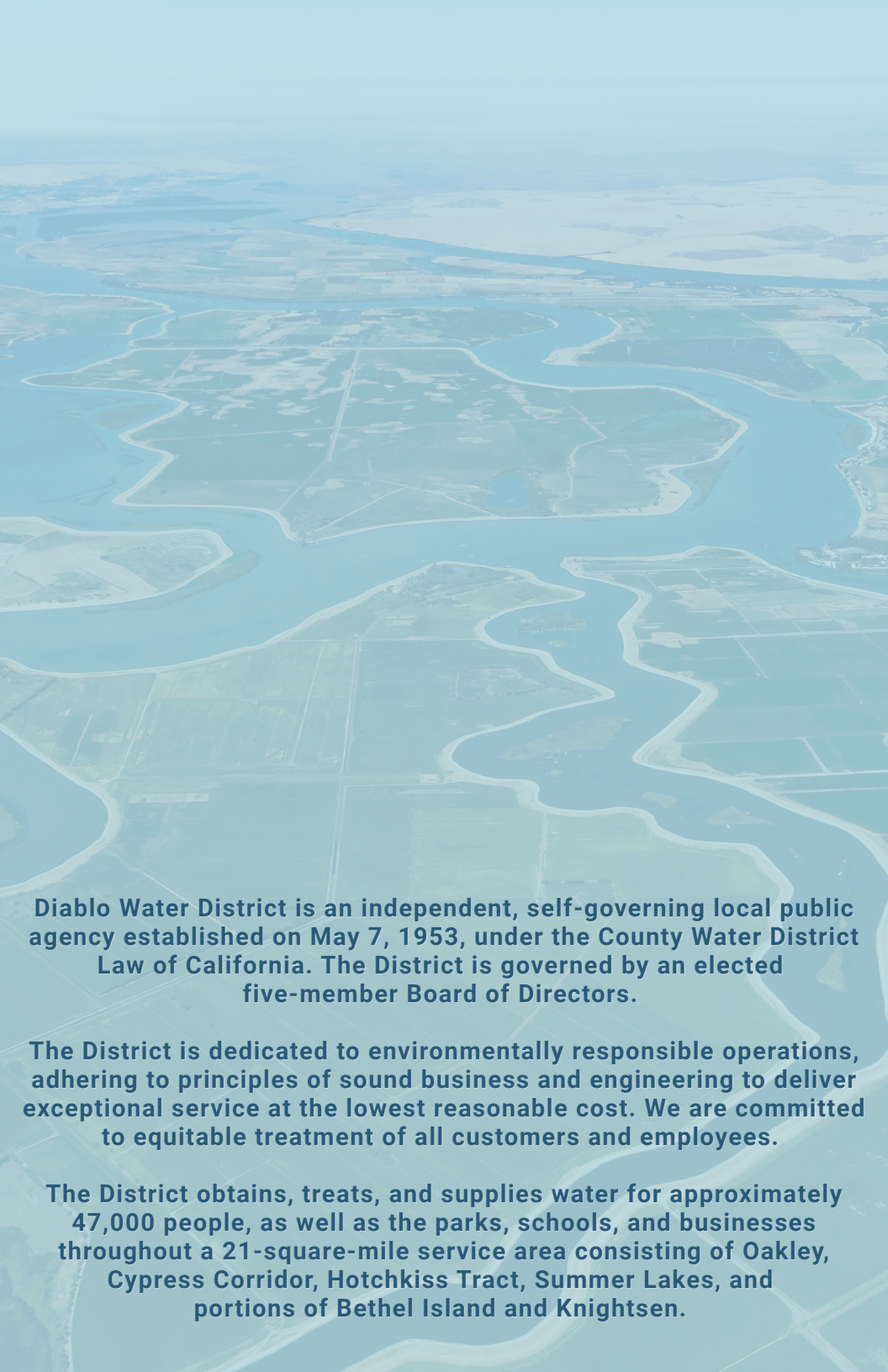
PROUDLY SERVING
THE GREATER OAKLEY
AREA SINCE 1953

(925) 625-3798

customers@diablowater.gov

87 Carol Lane, PO Box 127, Oakley, CA 94561





Diablo Water District is an independent, self-governing local public agency established on May 7, 1953, under the County Water District Law of California. The District is governed by an elected five-member Board of Directors.

The District is dedicated to environmentally responsible operations, adhering to principles of sound business and engineering to deliver exceptional service at the lowest reasonable cost. We are committed to equitable treatment of all customers and employees.

The District obtains, treats, and supplies water for approximately 47,000 people, as well as the parks, schools, and businesses throughout a 21-square-mile service area consisting of Oakley, Cypress Corridor, Hotchkiss Tract, Summer Lakes, and portions of Bethel Island and Knightsen.

YOUR DISTRICT



As a community-focused water provider, we are committed to enhancing the quality of life for those we serve.

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.



Community Outreach
Connecting with our community to protect and use water efficiently.



Reliable Water Service
Committed to 24/7 service, protecting water and keeping it flowing.



Trusted Water
Innovative technology and rigorous testing for safe, reliable drinking water every day.

GUIDING PRINCIPLES



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.

Public service is at the heart of everything we do.

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 and distribution 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 can leave, but treat them well enough that they stay.

DISTRICT GOALS 2026-2031

Annually

- Evaluate capital asset purchases 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 26/27

- Complete Reservoir 2 seismic upgrade.
- Reduce non-revenue water (water loss).
- Implement carbon mitigation project(s) to achieve 90% reduction.
- All pumping and treatment systems to be 100% generator backed up.

FY 27/28

- Begin contributions to the District's Emergency Reserve Fund.
- Replace 100% of eligible fleet with electric vehicles.
- 100% carbon neutral.
- Earn CSDA District of Distinction Certification.

FY 28/29

- Achieve an AA or higher bond rating (currently AA-).
- Install production well No. 3.
- Begin construction phase for Sandmound voluntary consolidation project.
- Perform customer feedback survey.

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.
- Complete Sandmound consolidation project.

FY 30/31

- R2/R3 parallel pipeline resiliency project.
- Reduce non-revenue water to industry-leading low levels through the use of advanced technologies.
- Continue service and mainline replacement program.

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

DISTRICT FACTS



Budget

- Total: \$31.5 million.
- Reserves: \$12.1 million.
- Rates set to cover long-term expenses - no profit.



Water System

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



Water Supply

- 90% Delta, 10% Local Groundwater.
- 1.8 billion gallons pumped to customers annually.

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