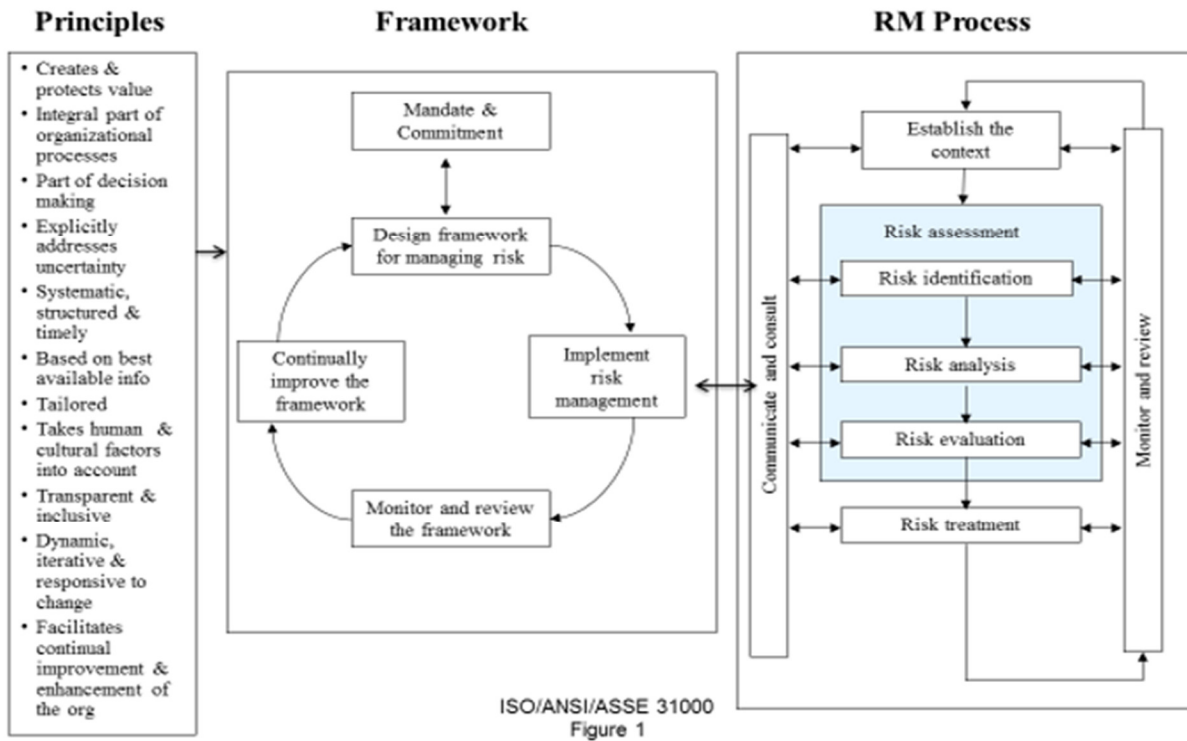


Case Study

ERM for Risk Pools: Moving from Theory to Practice



FIGURE 1



CASE STUDY: EVERGREEN WATER DISTRICT



MISSION STATEMENT

Evergreen Water District is a progressive industry leader, providing high quality water, through an efficient and reliable system. Our innovative and dedicated employees and board members maximize human and technological resources, while providing superior service to our customers and supporting the environment for a sustainable future.

VISION STATEMENT

Setting standards of excellence in public service.

VALUES

Integrity. We treat people with dignity and respect, guided by fairness and honesty.

Commitment to Excellence. We create, learn from experience, and strive for improvement.

Public Trust. We honor and promote public confidence by protecting health and the environment. We listen to, appreciate, and are responsive to our customers.

Strong Relationships. Our success depends on our ability to collaborate with customers and colleagues by recognizing that we all have valuable contributions to make.

Responsibility. We are accountable for our individual conduct and obligations.

Leadership. We value leadership demonstrated by employees who, by example, set standards, inspire coworkers and serve as role models in supporting the vision and mission of the district.

Cost-Effective Quality. We achieve excellence through programs that emphasize cost-effective quality.

ABOUT EWD

Evergreen Water District is a public water utility serving more than 100,000 people in eastern Evergreen County.

The District provides a wide range of products and services from drinking water and water for agriculture to wastewater treatment, recycled water for commercial and public landscapes and residential front and backyards, hydroelectrical and solar power generations. Water efficiency programs create opportunities for customers to save both water and money, while cost saving benefits are realized by all EWD customers through the District's energy demand reduction program.

CASE STUDY: EVERGREEN WATER DISTRICT CROSSWALK

Practical Application of ISO 31000 in Public Entity Setting/Process						
	General	Communication & Consultation	Establishing the Context	Risk Assessment (ID, Analysis, Evaluation)	Risk Treatment	Monitoring and Review
Decision						
(Example)						
Strategy/Goal Setting						
(Example)						