



### **Our Mission**

The mission of the Norfolk Department of Utilities is to enhance quality of life by providing excellent water and wastewater services at the best possible value to our customers.

### **Our Vision**

The City of Norfolk Department of Utilities is a premier service provider that meets our customers' needs for affordable, dependable, and high-quality drinking water and wastewater services.

### **Our Goals**

- To exceed customer expectations through fast, effective, and courteous service.
- Embrace new and better ways of achieving quality results through creativity, initiative, and technology.
- Protect and respect our natural resources and foster a healthy, safe, and clean environment.
- Act as exemplary stewards of the public funds entrusted to us.