

# Outcomes Policy Development Groups

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## **Product Quality**

Madeline Gotkowitz  
Greg Harrington

## **Customer Satisfaction**

Tom Heikkinen

## **Employee & Leadership Development**

## **Operational Optimization**

Bruce Mayer  
Tom Heikkinen

## **Financial Viability**

Dan Melton  
Bruce Mayer  
Greg Harrington

## **Infrastructure Stability**

Dan Melton  
Madeline Gotkowitz  
Bruce Mayer

## **Operational Resiliency**

Bruce Mayer  
Greg Harrington

## **Community Sustainability**

Dan Melton  
Madeline Gotkowitz  
Tom Heikkinen

## **Water Resource Adequacy**

Dan Melton  
Madeline Gotkowitz  
Greg Harrington

## **Stakeholder Understanding and Support**

Tom Heikkinen