



2024 Annual Review of Mission Statement, Performance Measurement Report, and Report on Operations and Accomplishments

December 16, 2024

A. Mission Statement

Pursuant to Public Authorities Law Section 2824-a, the Niagara Falls Water Board has adopted a mission statement and reviews that statement annually to ensure its mission has not changed and that its performance goals continue to support its mission.

The Water Board's mission statement, adopted in 2003, is as follows:

The mission of the Niagara Falls Water Board (NFWB) is to provide safe and reliable water and wastewater management services to our community in an economical and efficient manner.

The Water Board has reviewed its mission statement and the following performance goals and is proud to report that its policies and operating practices are in accordance with its mission statement.

B. Performance Goals

The Niagara Falls Water Board has established the following performance goals, and met them during 2024 as follows:

1) Safe:

- **Meet or exceed Department of Health and EPA drinking water quality requirements.**

In 2024, the Water Treatment Plant has operated with no violations, providing clean, ample, and high-quality water for our service area. [In May 2024, the Water Board issued its Annual Drinking Water Quality Report for 2023](#), and it is proud to report that our system has never violated a state established maximum contaminant level.

- **Environmentally sound sewage treatment in accordance with SPDES permit.**

[As documented in the 2024 progress reports prepared pursuant to an Order on Consent with the NYSDEC](#), the Water Board has operated its aging wastewater treatment plant as efficiently and effectively as possible. In May 2024 it entered into a new [Order on Consent](#) that will help the Water Board obtain the funds required for crucial upgrades to the WWTP to meet water quality standards.

2) Reliable:

- **Invest in capital projects required to maintain facilities and customer satisfaction.**

The Board has invested millions of dollars annually in well-planned and efficiently executed capital projects. Its capital investments are intended to ensure reliable drinking water and wastewater treatment and delivery of those services through the City-wide network of mains maintained by the Water Board. Some highlights from projects completed in 2024 include consolidating the NFWB's laboratory services into one location, replacement of the WTP roof, rebuilding a WWTP sedimentation basin, installation of a new dry-media emergency chlorine scrubber, and replacement of a lengthy stretch of water main on 77th Street.

3) Economical:

- **Consider burden on ratepayers when determining operational and capital spending.**

The Water Board funds all its operational costs from rates and fees charged to users of its system, and covenants with its bondholders require it to raise the full amount of its operations budget in rates and fees each year. With careful cost control, the Water Board's 2025 budget is expected to be balanced with no increase in 2025 rates, fees, or other charges. Even with a 0% rate increase, in 2025 the Water Board plans to continue to improve its operations and capital facilities. Investments will be made at both treatment plants and in the distribution and collection system.

- **Actively seek grants and cooperative agreements with other government entities to reduce costs.**

In 2024, the Water Board continued to work cooperatively with partners in government to deliver efficient and cost-effective services to the community. In particular, it worked cooperatively with the City of Niagara Falls on many occasions in 2024 pursuant to an agreement that permits shared services between the parties.

The Water Board also continued to invest during 2024 in professional grant writing services and in a consultant to assist with seeking State and Federal infrastructure funds to maximize the grant money it can obtain, as its ratepayers cannot shoulder the cost of all needed system investments on their own.

4) Efficient:

- **Leverage advances in technology and science to meet expanding system needs without excess increases in costs.**

In 2024, further integration or enhancement of SCADA control for equipment continued to be a focus of projects implemented at Water Board facilities. IT infrastructure continues to be upgraded with an awareness of the increasing level of cybersecurity threats against water and wastewater systems.

C. Report on Operations and Accomplishments

There have been no material changes in the Water Board's operations, which are focused on its mission to provide safe and reliable water and wastewater management services to our community in an economical and efficient manner. The Water Board continuously monitors its operations and accomplishments through creation and review of monthly operations and maintenance reports. Reference is made to the full reports which are posted as part of monthly Water Board agenda packets here: [Minutes | Niagara Falls Water Board \(nfwb.org\)](#). For future-looking projects, the Water Board maintains and updates its Capital Improvement Plan, available at [Capital Improvements | Niagara Falls Water Board \(nfwb.org\)](#). Combined, these documents provide a detailed picture of the Water Board's operations as well as its completed and active projects. Interested persons may request a compilation of these reports by contacting the Water Board's Secretary at scostello@NFWB.org.