

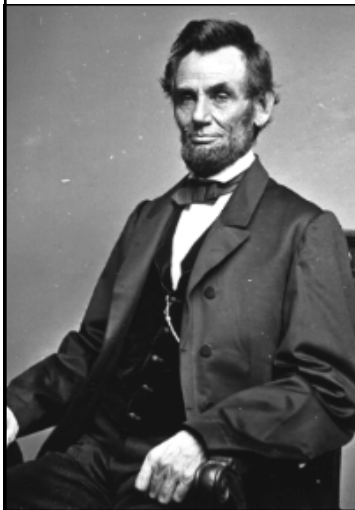
SCAP Water Issues Committee – March 23, 2004

## LET'S BE FRIENDS!



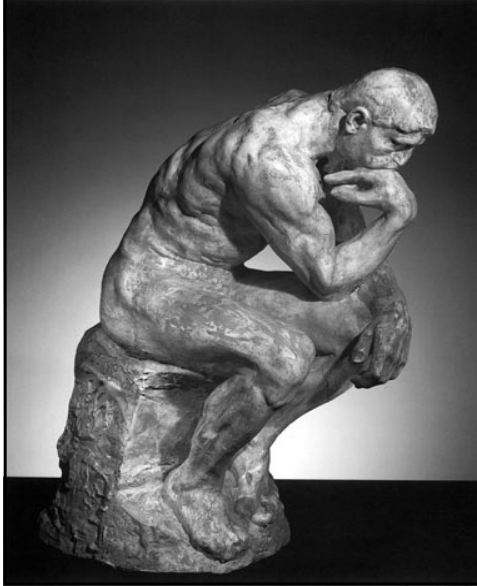
**Building a Good Relationship  
with Your Regulators**

## Honesty ***REALLY IS*** the Best Policy!



*“Where is there dignity  
unless there is honesty?”*

— Cicero (106 BC – 43 BC)



**Are You  
Thinking  
What I am  
Thinking?**

**Trust Me...**



*“The only way  
to make a man  
trustworthy  
is to trust him.”*

*—Henry Stimson (1867–1950)*

## Mi Casa es Su Casa!



## Hey, We Need to Talk...



*“Can you hear me now?  
Good.  
How about now? Good.  
And now? Good.”*

— *Verizon Wireless Guy (2004)*



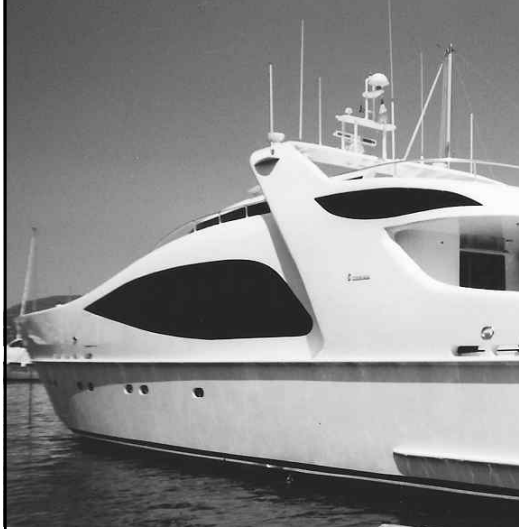
**SO...  
What is  
the Point?**

## **Help Me, Help You!**



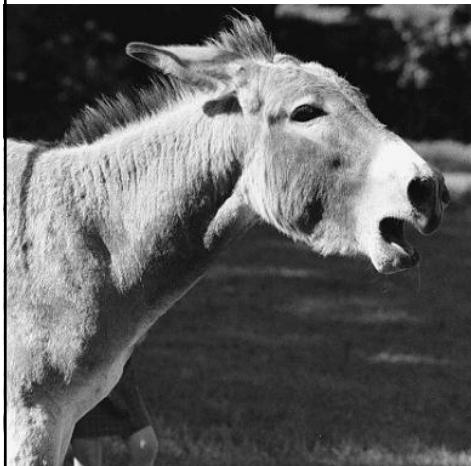
*“Personally I’m  
always ready  
to learn, although  
I do not always  
like being taught.”*

*—Sir Winston Churchill*



**Play Nice...  
Share Your  
Toys!**

**You Know What Happens  
When You ASS-U-ME...**



*“Telling the future  
by looking at the past  
assumes that  
conditions remain  
constant. This is like  
driving a car  
by looking in the  
rearview mirror.”*

*—Herb Brody*

- ✓ **Honesty**
- ✓ **Shared Understanding**
- ✓ **Mutual Trust**
- ✓ **Open and Transparent**
- ✓ **Communication**

- ✓ **Understand**
- ✓ **Solicit Suggestions**
- ✓ **Respect**
- ✓ **Never Assume**

**Bottom Line:  
*We're All On the Same Team***



# Questions?

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