

- After the NRC published its report and Reclamation published the Managing for Excellence action plan, several of us testified before Congress—Bill Rinne testified, John Keys testified, I testified; some of you testified too. We appreciate the time and effort you have already put into making this process work, and we look for your continued involvement as we develop and implement the plan.
- Now, as Reclamation develops and implements this plan, the most effective thing you can give us in your feedback is specifics. General impressions won't help us to solve the problems; on the other hand, specifics **will** help us to get at the essential issues and take steps to improve them.
- The Department and Reclamation are intent upon improving things for customers—this has been a Reclamation priority over the past five years. Managing for Excellence is a continuation of this agenda. Reclamation has sought legislation, such as the Safety of Dams Cost Ceiling Adjustment Act, which puts the project beneficiary, water district users, at the table for safety of dam fixes. The loan guarantee program that is part of the pending Rural Water legislation is another area where Reclamation has been working to improve things for customers.
- We are committed to making Managing for Excellence a vehicle to improve the work we do with and for stakeholders. Your participation is vital to this plan's success. Thank you for taking the time to be here today. I'm sure we will have a productive session.

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