

Reclamation Manual

Policy

Subject:	Communication and Collaboration with Customers and Stakeholders Related to the Bureau of Reclamation's Mission
Purpose:	Establishes requirements to strengthen communication and collaboration with Reclamation customers and stakeholders. The benefit of this Policy is transparency and the development and maintenance of strong relationships with customers and stakeholders, which will improve effectiveness and increase efficiency.
Authority:	Reclamation Act of 1902 (ch. 1093; 32 Stat. 388; 43 U.S.C. 391 <i>et seq.</i>) and all acts amendatory thereof and supplementary thereto.
Approving Official:	Commissioner
Contact:	Deputy Commissioner - External and Intergovernmental Affairs (92-00000)

1. **Introduction.** Reclamation is committed to implementing business practices that result in efficiency, transparency, and accountability in accomplishing its mission. To ensure these results are met, this Policy establishes Reclamation requirements for communicating and collaborating with customers and stakeholders.
2. **Applicability.**
 - A. This Policy applies to Reclamation employees at all organizational levels who are required to communicate and collaborate with customers and stakeholders.
 - B. Reclamation employees will communicate and initiate opportunities for collaboration with stakeholders and customers in the planning, policy, and decision-making processes, where appropriate.
3. **Definitions.** For the purposes of this release, the terms in this Paragraph are defined as follows.
 - A. **Customer.** A water user or electric utility which has an active repayment, water service, operation and maintenance transfer, or power service contract with Reclamation; an electric utility which has an active contract with a Federal power marketing agency for energy and/or capacity from a Reclamation-owned hydropower facility; a non-Federal operating entity (e.g., a joint powers authority) which has assumed responsibility on behalf of multiple water users, via a contract with Reclamation, for operating and maintaining a Reclamation project or features thereof; or a Federal or non-Federal managing partner or other operating entity.
 - B. **Reclamation Senior Executive.** Includes the following positions: Deputy Commissioner, External and Intergovernmental Affairs; Deputy Commissioner, Policy,

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Administration, and Budget; Deputy Commissioner, Operations; Director, Program and Budget; Director, Operations; Director, Administration; Director, Chief Information Officer; Director, Management Services Office; Director, Security, Safety and Law Enforcement; Director, Policy and Program Services; Director, Technical Resources; Director, Technical Service Center, and Regional Directors.

- C. **Stakeholders.** A general term used to define those with a specific but not necessarily financial interest in Reclamation policies, programs, or facilities.

4. **Responsibilities.**

- A. **Reclamation Senior Executives.** Reclamation Senior Executives will determine to what extent Reclamation employees will communicate and collaborate with customers and stakeholders for program areas for which they are responsible and communicate their decisions to their management team.
- B. **Reclamation Managers and Supervisors.** Reclamation managers and supervisors will promote effective and appropriate implementation of this Policy.
- C. **Reclamation Employees.** Reclamation employees are responsible for knowing and complying with this Policy.

5. **Policy.**

- A. Reclamation will communicate and collaborate closely with its customers and stakeholders to identify and provide opportunities for effective participation, where appropriate, to meet Reclamation's mission. Reclamation will meet with customers and stakeholders to develop and foster a participative relationship and to provide quality service. The degree of collaboration is largely dependent upon the complexity of the issue being addressed.
- B. It is imperative that information is shared with customers and stakeholders prior to key decisions being made; therefore, Reclamation will initiate collaboration at the earliest stage possible. Reclamation will be transparent in operations and decision-making processes to the extent possible.
- C. Reclamation Senior Executives will provide timely information on Reclamation activities and engage customers in ongoing dialogue by requesting and scheduling time on the agenda at customer meetings and providing issue briefings to customers as requested.