

Metrics

Budget

Cost O&M

ERT

Project

JD Power

SERVICE

Revenue MWh

District-wide Dashboards

Established Timelines

Customer Consumption

Customer Satisfaction



Leverage technology and process improvements

Work smart! Prioritize, plan and execute

Offer rate structures and programs that address changing customer and utility needs

Be flexible to accommodate a changing environment

Promote sustainability and environmental stewardship

Be open to innovation

Strive to improve reliability

Optimize delivery systems and assets

LEADERSHIP



Provide friendly, positive customer service

Deliver outstanding value relative to cost

Foster customer loyalty

Be easy to do business with

Earn customer trust

Enhance options for all customers

Enhance and evolve outage communication and collaboration

Strive to improve reliability

Understand how rates impact customer experience

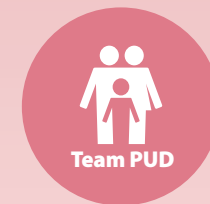
Seek customer feedback and expectations

Meet customer commitments

Anticipate customer of the future/dream big

Serve customers through multiple channels

SAFETY



Empower employees through engagement/accountability at all levels

Cultivate a culture of caring, mutual respect and trust

Foster community engagement (build bonds)

Provide employees opportunities to develop skills

Support employees through change

Hire strategically - the right person for the right job

Recognize employee performance and achievements

Commit to diversity and inclusion

Break silos and foster communication

Communicate proactively



Perform strategic financial planning

Manage and quantify risk

Execute accurate budgeting and project prioritization

Practice continual rate management

Recover costs fully and fairly

Achieve accurate and timely reporting

Make data-informed decisions

Practice cost-control asset management

Meet compliance and reporting obligations

CONTINUAL IMPROVEMENT

COMMUNITY