What We Value:

• We value the safety of our employees and communities above all else – nothing we do is ever worth even a single injury.
• We value our public power heritage and its clear focus on providing safe and reliable power/water at the lowest reasonable cost.
• We value diversity in our employees and strive to help each of them contribute to our teams’ success while reaching their highest potential.
• We value open, honest, and transparent dialogue with each other and our customers/owners.
• We value, and expect, professional, respectful behavior and absolute integrity at all levels.
• We value the importance and immense potential of a sincere commitment to continual improvement.
• We value our natural environment and take our stewardship responsibilities seriously.

Leadership Principles

• We will build and maintain positive relationships characterized by trust and respect.
• We will distribute information in an accurate and timely manner so that employees feel well-informed, respected and equipped.
• We will regularly give employees feedback focused on professional behaviors and work product.
• We will ask for, and be open to receiving, feedback from our employees.
• We will find ways to build bridges, gain alignment, remove roadblocks, collaborate and effectively communicate between workgroups.
• We will create opportunities to empower employees in decision-making opportunities, giving autonomy in a collaborative approach.
• We will support and sponsor continual improvement, actively engage employees, and create opportunities for employees to make decisions that impact their work.
• We will work to put an end to triangulation.

Leadership Commitment

All employees will model behaviors that create a culture of mutual trust and respect. As leaders, we will hold ourselves accountable for our teams’ successes and failures through positive engagement, collaboration and recognition. Leaders make a difference in helping others to be successful and realize their highest potential.

Strategic Priorities 2019

We deliver affordable power and water to our customer-owners in a safe, environmentally sustainable and reliable manner while successfully navigating complex change in our industry. We accomplish this by empowering our teams to provide quality service to our community, prudently managing costs while investing for the future, and striving to improve every day.
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

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

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

Delivering Now & For the Future
Customer Experience
LEADERSHIP

District-wide Dashboards
Cost O&M
Budget
Revenue MWh
Customer Satisfaction
Customer Consumption
ERP
Project
Established Timelines
JD Power

Metrics

LEADERSHIP

SAFETY

COMMUNITY

CONTINUAL IMPROVEMENT

Responsible Cost & Fiscal Management

PDG

Team PUD