

ENDS POLICY

Ends

01/25/00

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The purpose of Public Utility District No. 1 of Snohomish County is that the people of Snohomish County and Camano Island own and control utilities that are valued:

As dependable, safe and responsible, and

At the lowest possible cost consistent with sound business principles.

1. Utilities are valued

1.1. Customers are satisfied

2. Utilities are dependable

2.1. Utilities are of high quality

2.2. Utilities are in adequate supply with reasonable reserves

2.3. Reliability is high

2.4. Utilities and related products and services are supplied timely to all customers who meet District requirements

3. Utilities are safe

3.1. Customers and the community are safeguarded from undue danger from physical and health risks

4. Utilities are responsible

4.1. Adverse environmental impacts are mitigated

4.2. Reasonable utility related opportunities to protect or enhance the environment are taken

4.3. The environment is enhanced by the use of renewable resources

4.4. Low income customers receive assistance

4.5. Efficient use of utilities is enhanced with conservation programs

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- 4.6. The public is educated about safe and efficient use of utilities
- 5. Utilities are provided at the lowest possible cost consistent with sound business principles
  - 5.1. Financial health is reasonably assured
  - 5.2. Costs are low compared to other utilities
  - 5.3. Costs are reasonably predictable year to year
  - 5.4. Sound business principles means taking account of
    - 5.4.1. Costs
    - 5.4.2. Products offered
    - 5.4.3. Value
    - 5.4.4. Dependability
    - 5.4.5. Safety
    - 5.4.6. Responsibility
    - 5.4.7. Risk Management [01/25/00]
- 6. Utilities and related products and services are supplied inside or outside of traditional service areas when benefits are returned to the people of Snohomish County and Camano Island.