



### **Vision Statement**

To be a trusted and forward-thinking energy partner; delivering safe, reliable, and affordable service while supporting the vitality of the communities we serve.

### **Mission Statement**

To provide reliable, safe, sustainable electric service with values consistent with sound fiscal management.

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### **Strategic Priorities & Initiatives**

#### *Grid Reliability & Resilience*

Enhance system reliability through proactive infrastructure investments, data-driven asset management, and robust maintenance programs.

#### *Future-Ready Energy Planning*

Develop advanced forecasting tools and planning frameworks to anticipate and respond to evolving customer needs, load growth, and emerging technologies.

#### *Customer Experience & Engagement*

Strengthen customer relationships through transparent communication, digital innovation, and responsive service.

#### *Workforce Sustainability & Development*

Build a resilient and capable workforce by investing in talent development, succession planning, and operational efficiency through technology.

#### *Financial Stewardship & Affordability*

Maintain a strong financial foundation through prudent rate strategies, effective cost management, and strategic reserve planning.