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Mission Statement

We are dedicated to providing safe, reliable, and cost competitive electric service to enhance the quality of life for our Customers.
Vision Statement

To be a leading power department of choice for employees and customers; recognized for reliable, cost competitive, transparent, and innovative service.
**Values**

1. **Safety** is at the forefront of our actions and decisions for both employees and the public.

2. **Dedication** to our community, customers, and an ethical code of conduct.

3. **Integrity** in all of our actions, decisions, and the work we perform.

4. **Efficiency** in our operations and work practices to provide the best value.
Informative by educating those we serve and understanding their needs.

Innovation in meeting the present and future challenges of the City.

Quality and Excellence in all aspects of our work.

Pride in our work, in our dedication to public service, and in being the best we can be.
Tying It All Together

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Strategy

- **Strategy**: Specific areas of focus to get us to our desired end.
- **Barriers**: Potential challenges we need to be aware of.
- **People Involved**: People involved in the process from start to finish.
- **Desired End**: What we would like to achieve.
**Resources**

**Strategy**
- Work Closely with UAMPS
- Review & research proposals
- Become familiar with the various options & technologies available
- Review historical data and future projections to determine resource needs

**People Involved**
- Power Director
- Power Board
- City Council
- Mayor
- City Manager
- UAMPS
- Department Staff

**Barriers**
- Proposed resource cost
- Potential legislative changes that are out of our control

**Desired End**
Secure necessary cost competitive resources.
**Education**

**Strategy**
- Power Department Newsletter
- Customer Survey
- Post an online history of how we got here, what is happening now, and what we are doing moving forward
- Educational presentations about public power at local schools.

**People Involved**
- Power Director
- Power Board
- City Council
- Mayor
- City Manager
- UAMPS
- IT Department
- Department Staff

**Barriers**
- Getting to our target audience
- Creating a friendly format to share ideas and information.

**Desired End**
Dispel misinformation by fostering trust through education and transparency.
System Growth

**People Involved**
- Power Director
- Power Board
- City Council
- City Manager
- Mayor
- UAMPS
- Department Staff
- System Planning Engineers
- Economic Development Staff

**Strategy**
- Use historical data and future forecast to determine potential growth
- Work closely with System Planning Engineers to ensure system capacity is available
- Determine areas of opportunity
- Monitor new developments

**Barriers**
- Unforeseen changes in growth and/or missed projections
- Funding/Budget
- Public and/or development resistance to the needed improvements

**Desired End**
- Capitalize on growth opportunities and mitigate potential threats.
Personnel

**Strategy**
- Plan for change and succession
- Maintain a favorable working environment
- Maintain competitive wages/benefits Monitor and adjust for inflation/cost of living
- Identify department needs

**People Involved**
- Power Director
- Power Board
- City Council
- City Manager
- Mayor
- HR Department
- 3rd Party Agencies conducting studies
- Department Staff

**Barriers**
- Loss of personnel to other utilities
- Poor communication between administration and employees
- Budget

**Desired End**
- Maintain a desirable work environment.
Infrastructure

**People Involved**
- Power Director
- Power Board
- City Council
- City Manager
- Mayor
- Department staff

**Strategy**
- Formalize a plan to identify and replace aging infrastructure
- Prioritize & target historical “problem areas”

**Barriers**
- Budget
- Adequate staff & equipment

**Desired End:**
- Repair problem areas and maintain a reliable power system
Washington City Power
Strategic Plan 2021

With the completion of the strategic plan we now have a plan that represents **who** we are, how we will **act**, and where we want to **go** from here.
THANK YOU!
CREDITS

A special thanks to
- Presentation by Washington City Power Department
- Advisory Panel: Washington City Power Board
- Washington City Council
- Washington City Mayor
- Washington City IT Department
- Washington City HR
- Washington City Manager
- Washington City Power Customers
- Home-Town Connections
- UAMPS