

WAHAKIAKUM **POD**



2013 - 2016 STRATEGIC PLAN



## **Wahkiakum PUD Mission Statement**

The mission of Public Utility District No. 1 of Wahkiakum County is to provide the most reliable electric and water service at the most reasonable cost along with quality customer service to the District's ratepayers.



**OUR FOUNDATION**

The mission of Public Utility District No.1 of Wahkiakum County is to provide the most reliable electric and water service at the most reasonable cost along with quality customer service to the District's ratepayers.

- ☑ We will ensure that the safety of our employees and the public is a high priority.
- ☑ We assure that current and potential customers and ratepayers receive courteous and timely service from all parts of our organization.
- ☑ We offer or link clients to high-quality, comprehensive, cost-effective services related to electric and water utilities.
- ☑ We inspire and equip talented, passionate, committed employees to participate in our mission.
- ☑ We are responsible and accountable stewards of the funds and physical assets entrusted to us by our ratepayers.
- ☑ We honorably work with other governmental agencies to seek complementary solutions to our common missions.



## WAHAKIAKUM PUDS' 2013 - 2016 GOALS

- ☑ Establish and continue asset maintenance and improvement projects consistent with the financial status of the utility.
- ☑ Establish a rate structure that is forward looking.
- ☑ Ensure financial accountability and transparency.
- ☑ Expand customer education efforts on a variety of subjects including, Commissioner projects, energy and water conservation, rate strategies.



# How Will We Achieve That?

PILLAR STRATEGIES	2013 - 2016 STRATEGIC OBJECTIVES
SERVICE & OPERATIONS	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> We will establish and administer infrastructure upgrade projects for both electric and water. These will include both modernization projects and aging infrastructure replacement.</li> <li><input checked="" type="checkbox"/> We will establish and administer a vehicle and equipment purchase and replacement program.</li> <li><input checked="" type="checkbox"/> We will be sensitive to public demands for services legitimate to PUD operations.</li> </ul>
PEOPLE	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> We will hire, train and empower highly qualified employees who are passionate about the mission of our utility.</li> <li><input checked="" type="checkbox"/> We will honor the dignity of our employees.</li> <li><input checked="" type="checkbox"/> We will pay fair salaries and wages.</li> <li><input checked="" type="checkbox"/> We will be clear about our expectations of our employees.</li> <li><input checked="" type="checkbox"/> We will honor the views of our rate payers and will encourage their participation in our policy making process.</li> </ul>



## How Will We Achieve That (con't)?

PILLAR STRATEGIES	2013 - 2016 STRATEGIC OBJECTIVES
FINANCIAL INTEGRITY	<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> We will provide the lowest rates possible while maintaining the integrity of our enterprise.</li><li><input checked="" type="checkbox"/> We will keep our debt at responsible levels.</li><li><input checked="" type="checkbox"/> We will continuously modernize and innovate our bookkeeping methods.</li></ul>
PARTNERSHIPS	<ul style="list-style-type: none"><li><input checked="" type="checkbox"/> We will participate in advocacy organizations to keep informed on the issues of public power and modern utility management concepts.</li><li><input checked="" type="checkbox"/> We will value our suppliers and contractors.</li></ul>