

2019 - 2024 Strategic Plan

October 24, 2017

<u>Strategic Priority</u>	<u>Objective</u>	<u>Initiative/Major Baseline Effort</u>
<p>Improve Customer Experience and Rate Predictability</p> <p>Seattle City Light's diverse customer base expects high quality, reliable service, improved access to information, more timely communication, and the ability to predict and manage their utility costs. Delivered equitably</p> <p>Value = Customer Care</p>	Anticipate and respond to changing customer needs and expectations	<p>[Initiatives in development]</p>
	Improve communication with customers through adoption and use of advanced technologies	
	Stabilize revenue to ensure consistency in our ability to meet service levels and deliver capital programs and rate predictability	
	Support regional growth	
<p>Increase Workforce Investments and Safety Practices</p> <p>The safety of our employees and customers remains our highest priority. We will continue to improve and promote our safety, health and wellness culture in the workplace.</p> <p>City Light will attract, develop and retain a diverse, inclusive and highly skilled workforce</p>	Promote a safety, health and wellness culture in the workplace with shared accountability.	
	Attract, train and retain a high-performance workforce.	

<p>that promotes excellence and fosters employee engagement to generate exceptional outcomes for our customers.</p> <p>Values = Safety, Excellence</p>		
<p>Enhance value to customers through organizational performance</p> <p>We will leverage industry best practices to improve performance and efficiency of our operations. We will enhance our ability to monitor the changing environment, and forecast and plan for the future.</p> <p>Values = Excellence, Innovation</p>	<p>Enhance grid performance and security to accommodate evolving customer needs through effective use of operational technologies</p> <p>Improve alignment with changing energy market to improve operational efficiency and effectiveness</p> <p>Preserve asset value and reliability through lifetime extension and upgrades of capital assets</p> <p>Improved management of, access to, and utilization of data</p> <p>Leverage industry best practices to improve performance and efficiency of our operations</p>	
<p>Provide strong environmental</p>	<p>Ensure continued ability to operate legacy hydro-electric infrastructure</p>	

stewardship and leadership in clean energy solutions		
Protect the long-term sustainability of the ecosystem that we effect	Protect the long-term sustainability of the ecosystem that we effect	
and develop robust customer programs to promote the efficient use of clean energy.	Fulfill the mission of City Light in an environmentally responsible manner	
Value = Environmental Stewardship	Develop robust customer programs to promote the efficient use of clean energy.	