

SPU CARES PRINCIPLES

Our shared values guide all we do. To be community-centered and act in service to our customer-owners, we collaborate to uphold **SPU CARES principles**:

- **Customers and Community:** We strive to understand and respond to customer and community needs- inside and outside our organization.
- **Affordability and Accountability:** We do our best to ensure that utility services are available to everyone regardless of ability to pay and we responsibly manage and leverage every ratepayer dollar.
- **Risk and Resilience:** We seek to minimize utility risks, reduce our environmental footprint, and improve our community's capacity to adapt to change and persevere in the face of hardship.
- **Equity and Empowerment:** We work to dismantle institutional racism by building trusting relationships, prioritizing equity and inclusion in decision-making, and creating opportunities for all. This includes listening to and investing in our people – the valued employees of Seattle Public Utilities.
- **Service and Safety:** We focus on delivering high quality, reliable, and sustainable services and infrastructure that prioritize the health and safety of our employees and our community.