OUR PROMISE

Our promise focuses on what’s important to our residential and business customers.

STRATEGIC ROLE

SPU’s primary strategic approach
Solving problems at the source.

VISION

The big goal by 2020
Our customers will see how their utility dollars sustain and improve their quality of life.

MISSION

What SPU delivers
Providing efficient and forward-looking utility services that keep Seattle the best place to live.

Being efficient: Keeping efficiency top-of-mind and measuring results.

Being forward-looking. Planning ahead to meet challenges and take advantage of opportunities.

Keeping Seattle the best place to live. Ensuring our customers continue to enjoy the benefits of public health and environmental protections.

OUR VALUES

Employees use the following values to guide their work.

Customer-focus
We are accountable to our customers.

Safety
We provide a safe environment for our employees and customers.

Innovation
We encourage employees to explore new ideas and challenge traditional viewpoints.

Inclusion
We listen and collaborate to ensure our actions are equitable and improve quality of life.

Value for money
We make effective decisions based on financial, social and environmental costs and benefits to achieve the best value for our customers.