

Seattle Public Utilities

Ratings v6

October 22, 2013

Please rate the following investments based on a 1-7 scale:

1	2	3	4	5	6	7
No value to me	Very little value to me	Somewhat of value to me	Average value to me	Better than average value to me	High value to me	Essential to me

***By 2020, SPU proposes to:***

**FOCUS AREA: CREATE AN EASY AND ENGAGED CUSTOMER EXPERIENCE**

How this helps you: **Makes it easier for you to solve problems, save money and protect our environment.**

Example Investment: Help all our customers understand and get equal access to our programs and services.

**FOCUS AREA: TRANSFORM THE WORKFORCE**

How this helps you: **Increases SPU's ability to deliver high quality, efficient services to you by hiring, training and retaining great people.**

Example Investment: Keep employees safe, save money and get more work done through reducing on-the-job injuries and absences by encouraging a culture of safety, wellness, teamwork, and accountability.

**FOCUS AREA: PROTECT ENVIRONMENTAL AND PUBLIC HEALTH**

How this helps you: **Protects your health and the health of our environment.**

Example Investment: Reduce the impact our work has on our environment and how our work impacts climate change. This includes balancing new carbon produced with carbon removed from the atmosphere ("carbon neutral" operations).

**FOCUS AREA: ACHIEVE OPERATIONAL EXCELLENCE**

How this helps you: **Saves money, makes everyone safer and protects the environment.**

Improve and protect our environment

Example Investment: Save money and promote composting by picking up garbage every other week instead of every week.