

mission

To provide safe, reliable,
economical, and environmentally
responsible utility services

vision

Continually earn community trust
through exceptional utility services

ethics

Our Customers place their trust in the Department to fulfill our Mission.
To promote and maintain the highest ethical standards of personal
and professional conduct, we are committed to our Values.

values

We value Community, Employees, Partners and the Environment through:



Safety



Trust



Professionalism



**Customer
service**



**Fiscal
responsibility**



**Ethical
behavior**



Communication



Collaboration



Innovation



Fairness

strategic focus areas

Operations
& Performance

Financial
Performance

Customers
& Community

Workforce

Environmental
Sustainability

Partnerships