



PUBLIC UTILITY BOARD TPU STRATEGY UPDATE

8/27/25

TPU STRATEGY DEVELOPMENT CADENCE



TIMELINE FOR TPU 2026-2030 STRATEGIC PLAN DEVELOPMENT

	2025									2026
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
ELT	<i>Kick-off</i> , context, approach, timeline, deliverables Confirm SP elements 4/14	Strategic Planning SWOT prep 5/12 5/19		Debrief SWOT, objectives 7/14 7/21	Finalize objectives 8/11 Draft 2026 initiatives 8/25	Finalize 2026 initiatives 9/8 Draft strategy comms 9/15	Finalize strategy comms Draft BUGs 10/13	Finalize BUGs 11/3		Implement 2026-2030 Strategic Plan
PUB		SWOT framework with ELT Strategy approach 5/28	SWOT development 6/25	Strategy engagement on objectives 7/23	Final objectives, initiative progress, GP alignment 8/27				Final strategy 12/10	
	Guiding Principles Work									
Mgmt Forum		Strategy approach 5/27		Overview of PUB SWOT & GPs Strategy engagement on objectives 7/22	Final objectives 8/12 2026 initiatives 8/26	Final 2026 initiatives 9/9 Feedback on draft strategy comms 9/23	Feedback on draft BUGs 10/21	Final BUGs and strategy 11/4		
Org		All-employee meeting: 2024 & 2025 initiatives New SP 5/28				TPU Connects: Strategic Plan update on current & “teaser” on new plan 9/25	Newline, posters, other comms <i>Including PUB GPs and BUGs</i>			



Employee Experience:
Create a safe, respectful workplace that fosters engagement, appreciation and a sense of belonging.



Customer Experience: We demonstrate compassion and equity in every interaction ensuring our customers and communities are understood, valued, and empowered.



Operational Excellence:
Optimize processes and increase efficiencies to maintain responsible and sustainable rates.



EMPLOYEE EXPERIENCE

Create a safe, respectful workplace that fosters engagement, appreciation and a sense of belonging.

2026 Initiative (*draft sentence*):

Develop a program for employee evaluations, career development, and leadership growth for employees

Recognition program

Retentions

Knowledge transfers

Ideas/innovations

Process improvements

Role clarity

Join equity committees

*Board/employee
interactions*

Evaluations

People pipeline

Lean six-sigma

Psychological safety



CUSTOMER EXPERIENCE

We demonstrate compassion and equity in every interaction ensuring our customers and communities are understood, valued, and empowered.

2026 Initiative (draft sentence):
**Continue 2.2 initiative to “Inventory and
prioritize improvements to policies, processes and
technologies...” and specify what we are doing in 2026**

Technology roadmap

Standards for information

Stories

Outreach program

*Customer paying
preferences*

*Customer assistance
programs*

*Build on North Star
training*

Identify improvements



OPERATIONAL EXCELLENCE:

Optimize processes and increase efficiencies to maintain responsible and sustainable rates.

2026 Initiative (draft sentence):

Identify cost-saving measures and actions to achieve the cost savings



Enterprise risk management

Use of A.I.

Standardize policies & procedures

RACI/Role clarity

Asset management

Outsourcing

Innovation

Share resources

New budget/rates process

TPU/GG collaboration

Streamline