

# TACOMA PUBLIC UTILITIES

# PUBLIC UTILITY BOARD

## GUIDING PRINCIPLES



### OUR MISSION

We deliver clean, reliable services essential to the quality of life.

### OUR VISION

We will be a trusted community partner, where employees are proud to deliver equitable, affordable utility services.

### OUR VALUES

Safety, Belonging, Customer Focus, Integrity, Respect



For more information on the PUB's Guiding Principles visit [MyTPU.org/Board](http://MyTPU.org/Board).

Tacoma Public Utilities (TPU) is committed to providing **reliable, affordable, and sustainable services** while delivering an **excellent customer and community experience**. The utility is governed by the five-member Public Utility Board, which oversees Tacoma's electric and water utilities and its industrial freight-switching railroad. Board members are appointed by the Mayor and confirmed by the Tacoma City Council to serve five-year terms.

The board's guiding principles offer a long-term framework to help TPU address key issues, including securing **clean hydropower**, **enhancing regional water supply resilience**, and **strengthening strategic partnerships**.

## GUIDING PRINCIPLES

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### CUSTOMER AND COMMUNITY

**Customer and Community Experience:** Demonstrate compassion and equity so customers and communities feel understood, valued, and empowered.



### RESOURCE STEWARDSHIP AND SUSTAINABILITY

**Sustainability:** Advance carbon neutrality, reduce waste, and support natural resource management.

**Financial Stability:** Maintain responsible fiscal management to ensure fair, affordable pricing.

**Resilience:** Anticipate and adapt to climate, market, regulatory, and infrastructure changes and challenges.



### EMPLOYEE AND CULTURE

**Work Environment and Culture:** Provide a safe, healthy, and inclusive workplace where employees feel valued and recognized through open communication.

**Career Development:** Offer opportunities for growth, development, and advancement.

**Recruitment and Hiring:** Ensure fair, inclusive hiring practices that attract and retain talent representative of the communities we serve.