



TPU STRATEGY UPDATE

7/26/2023

MISSION & VISION STATEMENTS

MISSION:

Tacoma Public Utilities provides clean, reliable, affordable services essential to quality of life.

VISION:

We will be an exceptional community partner, where employees thrive, so we can deliver the best utilities to our customers

VALUES & VALUE DEFINITIONS

Belonging	Customer-focus	Integrity	Respect	Safety
We appreciate and recognize every employee's unique contributions.	We advocate equitably for our customers.	We demonstrate our character through our actions.	We treat each other with courtesy and professionalism.	We protect each other's physical and psychological safety and safely deliver our services.



OBJECTIVES

FINAL OBJECTIVES

- 1. Employee Experience:** Provide employees a work environment where they feel like they belong and want to stay
- 2. Customer Experience:** Implement a unified customer experience strategy and organization to provide equitable customer experience and stakeholder engagement
- 3. Operational Excellence:** Improve shared service delivery so that processes are clear and more efficient



NEXT STEPS

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- Launch plan mid-September
- Implement communications Sep-Dec
- Implement plan Jan 1, 2024