

Strategic Plan Hierarchy





STRATEGIC PLAN SUMMARY

2020-2023

STRATEGIC PILLARS

MEMBER,
EMPLOYEE
COMMUNITY FOCUS

SAFETY & SECURITY

RELIABILITY, QUALITY
& INNOVATION

FINANCIAL
BALANCE

ENVIRONMENTAL
STEWARDSHIP

STRATEGIC GOALS

Enrich Member &
Community Value by
Engaging Employees to
Achieve Vision

Improve Safety &
Security

Continuous Quality
Improvement Fostering
Innovation & Enhancing
System Operations

Stay Financially
Strong

Promote
Environmental
Stewardship

STRATEGIC IMPERATIVES

CLP will deliver value to members by providing responsive, innovative and knowledgeable support that anticipates and exceeds member and community expectations. CLP will create a culture that inspires curiosity and creativity, encourages collaboration, supports continuous improvement and fosters adaptability.

CLP will have an uncompromising pursuit toward an injury free workplace. Our safety program will support the health, safety, and security of our employees, members and community.

CLP's goal is to ensure grid availability by continuous process improvement. Designing, constructing, maintaining and operating in a safe properly engineered modern and efficient system while we maintain our leadership position in selecting technologies and services that are deployable, achievable, and cost effective.

CLP will sustain a strong Cooperative through fiscal responsibility by balancing service, reliability and rates.

CLP is committed to enhancing the quality of life in our community by making environmental stewardship a priority. While remaining financially responsible CLP proactively seeks out cost effective projects which helps support our vision to conserve the environment.

MISSION WHAT WE DO

CLP delivers safe, reliable, affordable energy and services to our members while enhancing the vitality of our community

VISION WHAT WE WANT TO BECOME

We aspire to be the force that empowers opportunities for the benefit of our members and community

VALUES WHAT WE BELIEVE IN

- Honesty, Integrity & Transparency
- Safety
- Accountability
- Financial Strength
- Operational Excellence
- Exceptional Member Service
- Environmental Stewardship
- Innovation
- Commitment to Members, Community, Employees & Cooperative Principles

COMPETENCIES WHAT WE ARE PROFICIENT AT

- Strategic Vision
- Integrity
- Courage
- Live Safely
- Inspire Potential
- Collaborate to Achieve
- Positive Engagement
- Strive for Improvement
- Communicate Openly
- Deliver Results
- Show Appreciation

STRATEGIC OBJECTIVES

MEMBER, EMPLOYEE COMMUNITY FOCUS

- Effectively enhance member communication. Continually educate, assist, and inform members & community
- Inspire and ensure a competent, motivated, effective workforce
- Provide support, training, and opportunities for personal and career growth
- Implement team building activities tying CLP vision to employee core competency
- Develop and implement 5 MIT's SMARTS goals and rewards for each employee

SAFETY & SECURITY

- Grow our employee driven safety program
- Enhance the health and wellness of all CLP employees
- Improve public and member knowledge of utility hazards through outreach efforts
- Improve cyber security capability
- Improve Crisis Management Planning and Exercise Drills

RELIABILITY, QUALITY & INNOVATION

- Maintain system reliability with minimal number of outages with continued process and quality improvement
- Restore service safely and quickly to reduce average system outage times and evaluate options for increased system resiliency
 - Improve AMI mapping/modeling integration and energy transformation option roadmap
- Assure power supply mix achieves renewable energy goals
- Develop Broadband, Fiber Optic, Wireless, Air Gig, 5G Strategy and Business Case Study

FINANCIAL BALANCE

- Meet or exceed approved budgets
- Achieve optimum equity levels
- Evaluate financial impacts of energy transformation and new projects
- Efficiently and effectively manage employee resources
- Limit expenses and inventory with discretionary control

ENVIRONMENTAL STEWARDSHIP

- Energy Conservation Education
- Promote Beneficial Electrification
- Reduce Chemical Vegetation
- Increase Recycling
- Cultivate Renewable Energy