



City Council

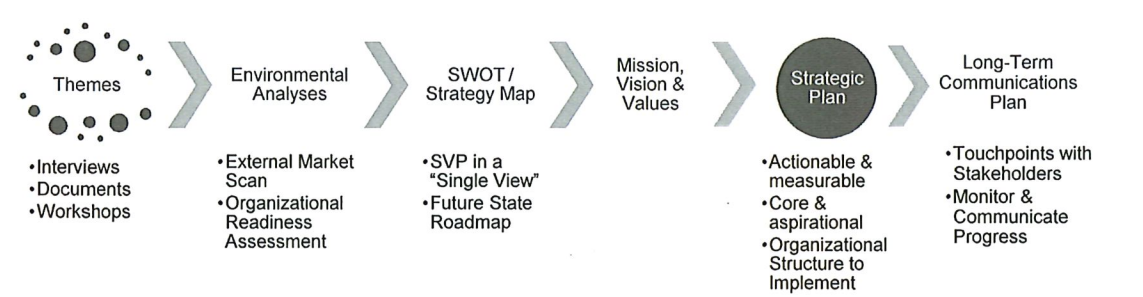
Item 8A: 2018 Strategic Plan Silicon Valley Power

RTC #18-1422

December 4, 2018




Strategic Plan Components



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    Themes((Themes)) --> EA[Environmental Analyses]
    EA --> SWOT[SWOT / Strategy Map]
    SWOT --> MV[Mission, Vision & Values]
    MV --> SP((Strategic Plan))
    SP --> LTC[Long-Term Communications Plan]
  
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Themes

- Interviews
- Documents
- Workshops

Environmental Analyses

- External Market Scan
- Organizational Readiness Assessment

SWOT / Strategy Map

- SVP in a "Single View"
- Future State Roadmap

Mission, Vision & Values

Strategic Plan

- Actionable & measurable
- Core & aspirational
- Organizational Structure to Implement

Long-Term Communications Plan

- Touchpoints with Stakeholders
- Monitor & Communicate Progress

The strategic plan will address the challenges facing the utility for the next 10 years.



Stakeholder Engagement

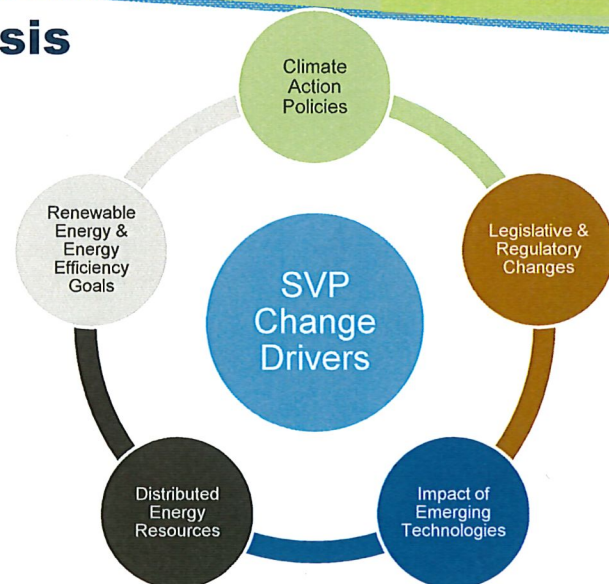
- Identify and integrate the views of key stakeholders into long-range planning



Environmental Analysis

The strategic plan will address challenges facing the utility for the next 10 years.

- Technology and innovation
- Changing energy mix
- Increased customer expectations
- California policy & regulations
- Workforce challenges





Confirm Mission, Vision, and Values

MISSION

We are dedicated to our community, customers, and employees. We provide safe, reliable, affordable, and sustainable energy services with exceptional customer focus

VISION

Innovating creative energy solutions for a resilient and sustainable community.

VALUES

Reliability	Safety	Customer Focus	Accountability	Trust
Ethics	Collaboration	Sustainability	Innovation	
Continuous Improvement	Diversity	Communication	Risk Management	

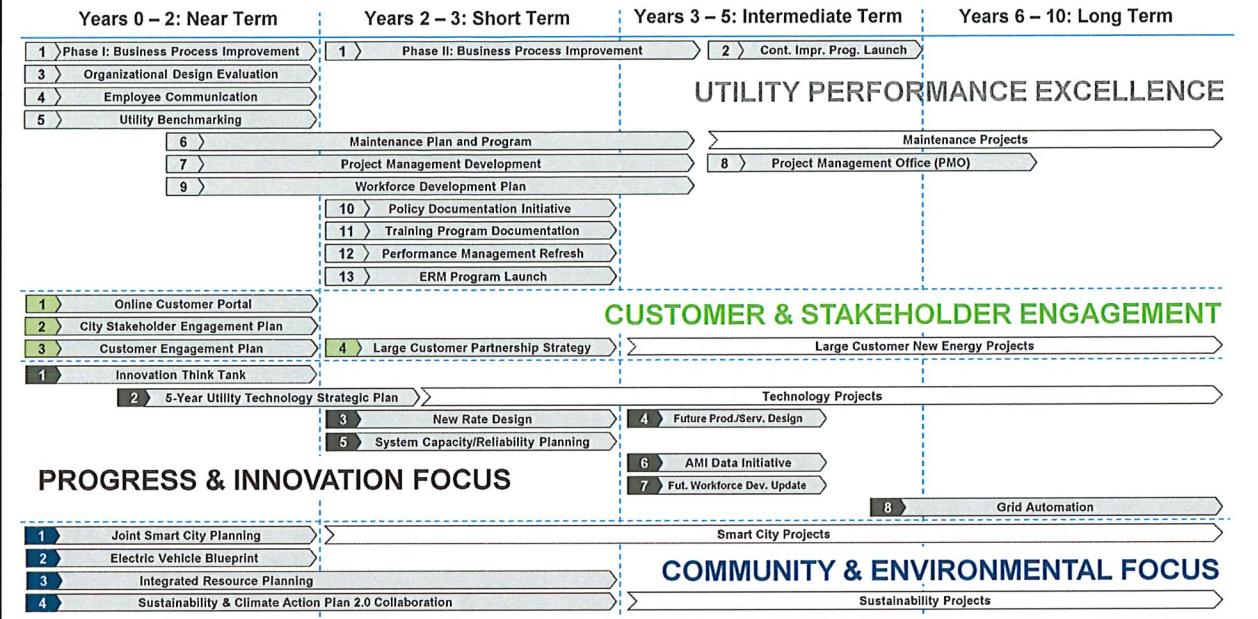


Strategic Initiatives

These are areas in which we need to excel to fulfill stakeholder/customer expectations:

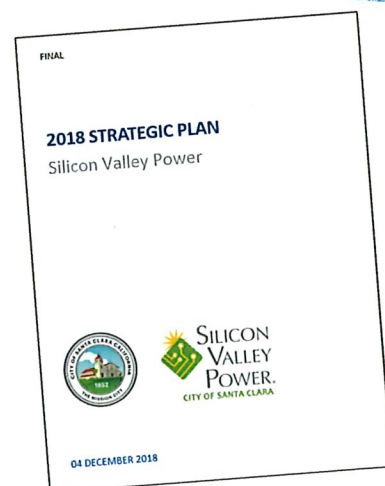
Utility Performance Excellence	Customer & Stakeholder Engagement	Progress & Innovation Focus	Community & Environmental Stewardship
Commitment to Process Excellence/Continuous Improvement	Timely and Accurate Response to Customer Issues and Requests	Routine Evaluation of Potential New Rates, Products, and Services	Leadership on Initiatives that are Aligned to Broader Community Goals
Well-Trained and Continuously Developing Staff	Open, Frequent, and Proactive Engagement with all Customers	Large Commercial & Industrial Customer Acquisition and Retention Focus	Procurement of Energy Supply that Aligns to Sustainability Goals
Active Performance Measurement & Management	Advanced Customer Engagement/ Self-Service Customer Options	Strategic, Long-Term Technology & Data Focus	Environmental Awareness in All Day-to-Day Activities
Understanding and Adoption of Industry Best Practices	Consistent and Insightful Engagement with Community Stakeholders	Commitment to Strategic Plan Execution and Management	Support For Our Customers' Sustainability Objectives
Clear Decision-Making/Governance Frameworks		Proactive Design of the "Utility of the Future"	Focused and Planned Approach to Meeting Community Growth Goals
Consistent and Clear Communication with Employees			

Implementation Roadmap (10-Year Planning Horizon)



2018 Silicon Valley Power Strategic Plan

- ✓ Sets forth our Mission, Vision and Values
- ✓ Guides and measures our outcomes and successes
- ✓ Helps us to be agile, transparent and accountable as we change to prepare for the future (10 year strategic initiatives)
- ✓ Tracks and communicates our performance





Recommendation

Title: Action on Adoption of Silicon Valley Power's 2018 Strategic Plan

Staff Recommendation:

- Adopt Silicon Valley Power's 2018 Strategic Plan