





**City Council**


**Item 8A: 2018 Strategic Plan Silicon Valley Power**

RTC #18-1422

December 4, 2018

## Strategic Plan Components



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graph LR
    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]
  
```

**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

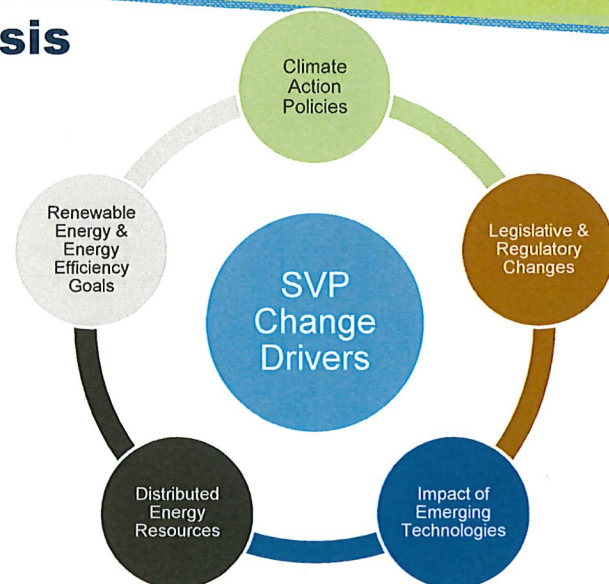
- Identify and integrate the views of key stakeholders into long-range planning



## 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	

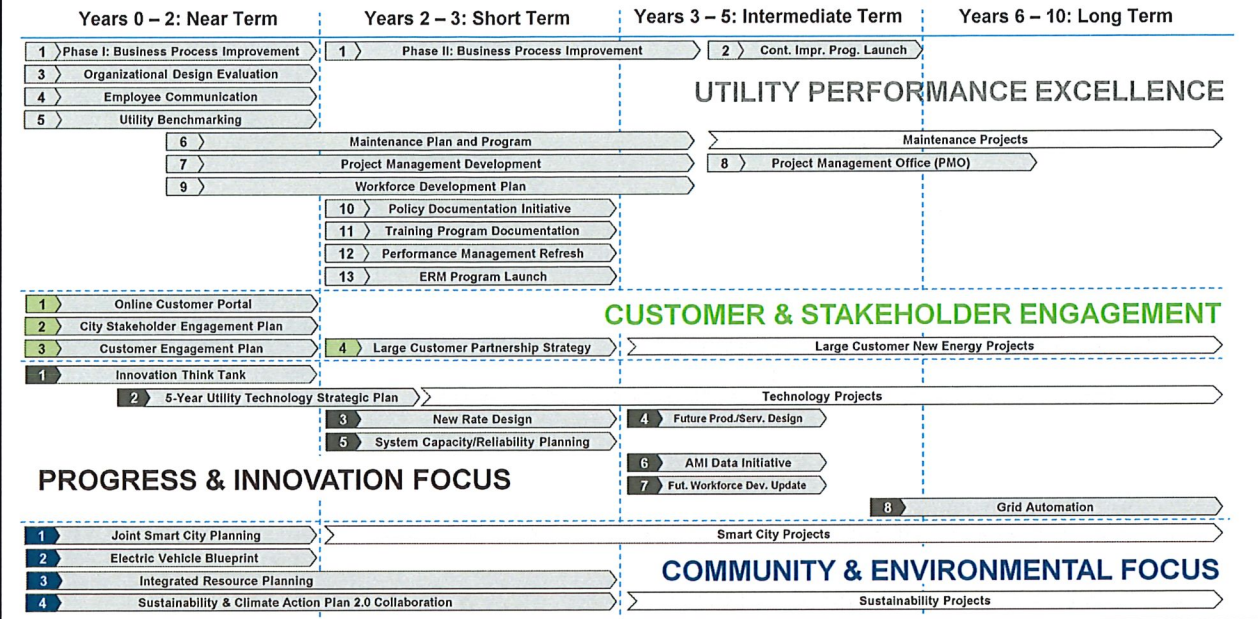


## Strategic Initiatives

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

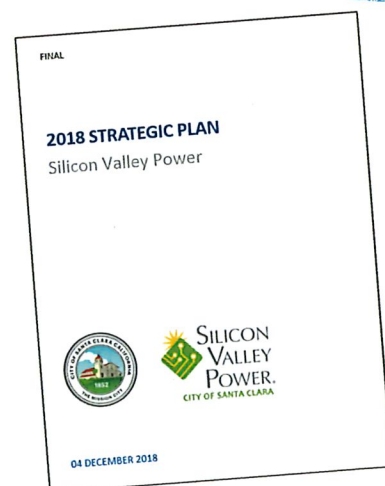
Utility Performance Excellence	Customer & Stakeholder Engagement	Progress & Innovation Focus	Community & Environmental Stewardship
Commitment to Process Excellence/Continuous Improvement	Timely and Accurate Response to Customer Issues and Requests	Routine Evaluation of Potential New Rates, Products, 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