**Why we exist/What we do**

**What we want to become**

**What we believe in**

**What we are proficient at**

**Our foundation focus areas**

**The strategic targets**

**What we must achieve to get there**

**Specific outcomes**

**Planned actions to achieve objectives**

**Indicators of Success**

**Mission**

**Vision**

**Values**

**Competencies**

**Strategic Pillars**

**Strategic Goals**

**Strategic Imperatives**

**Strategic Objectives**

**Action Plans**

**Performance Measurements - Key Performance Indicators**
MISSION
WHAT WE DO
CLP delivers safe, reliable, affordable energy and services to our members while enhancing the vitality of our 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

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.

VISION
WHAT WE WANT TO BECOME
We aspire to be the force that empowers opportunities for the benefit of our members and community.

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
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

ENVIROMENTAL STEWARDSHIP

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

STRATEGIC OBJECTIVES