

# Strategic Plan



## WORKFORCE



## FINANCIAL



## RELIABILITY



## COMMUNICATIONS

### Member Needs

We always ask:  
What's best for our members?

We hire and retain the  
best employees.

We deliver the best value  
Electric and Internet services.

### Mission

*Serving a Powerful Connection  
to the San Luis Valley*

### Values

We CARE

Connected • Accountable  
Reliable • Excellent

# Goals



## WORKFORCE

- AI Member Services Assistant
- Member Service Policies
- Fiber Connectivity Mapping



## RELIABILITY

- Meter Data Management System
- Wildfire Mitigation
- Grid Automation
- AI Grid Inspection



## FINANCIAL

- Ciello Strategic Plan
- Cyber Security Incident Response Protocols
- Asset Life Cycle Study



## COMMUNICATIONS

- Member Communication Technology
- Website Engagement Plan
- HomeServe: Member Program

# 2026 Roadmap