

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

Strategic Plan



WORKFORCE



FINANCIAL



RELIABILITY



COMMUNICATIONS

Goals



WORKFORCE

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



FINANCIAL

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



RELIABILITY

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



COMMUNICATIONS

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

2026 Roadmap