



SNOHOMISH COUNTY
PUD
PUBLIC UTILITY DISTRICT NO. 1

**BUILDING
TOMORROW'S UTILITY:**

*Balancing Public Power Values
with New Technology*

*Energy Leadership Summit
October 30, 2018*

John Haarlow
CEO/General Manager
Snohomish PUD

Public Power Heritage

- **Community Based**
- **History of Trust & Transparency**
- **Ensuring Strong Reliability & Customer Experience**



Snohomish PUD | Building Tomorrow's Utility

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10/30/18

Public Power Heritage

- **Focus on taking care of Customers, Community, Employees**
We will deliver power and water to our customers in a safe, sustainable and reliable manner while successfully navigating complex change in our industry. We accomplish this by empowering our teams to provide quality service to our community, prudently managing costs while investing for the future, and striving to improve every day.
- **Investing on behalf of our Customers and our Communities**
Vision: Voice of our Customers – “We’re Proud to have the PUD as our Energy Provider”

Three Pillars of SnoPUD's Organizational Culture

SAFETY



LEADERSHIP



**CONTINUAL
IMPROVEMENT**



Safety

- **We value the safety of our employees and communities above all else.**
- **We are all responsible for our own safety and the safety of our co-workers.**
- **Our goal is zero at-risk behaviors.**
- **We openly discuss Near-Misses & Safety Learning Opportunities.**
- **We all have STOP-Work authority.**
- **We expect all of us to follow all safety rules and regulations.**

Leadership

- **SnoPUD leaders will be models of integrity, professionalism, respectful engagement and accountability. Leadership is not defined by position or title. Leaders make a difference in helping others to be successful and realize their highest potential.**
- **“People Don't Care How Much You Know Until They Know How Much You Care.” Teddy Roosevelt**
- **When all is said and done, people may admire how much you know, how well versed you are in your field (doctor, mechanic, lawyer, engineer, community leader, etc.), but they will remember you for the ages for how much you cared for them and for the greater good, not the selfish good.**

Continual Improvement

- The constant drive for **process and performance improvement** is the key to a successful organization. Many organizations fail to succeed because they place this accountability on leaders instead of people actually doing the work. As a company, we need to build the culture of **continuous improvement** bottom up, from the most valuable areas of the organization – where the valuable processes are occurring.
- ***Empowering ALL team members within an organization to continuously seek opportunities for improvement is what will lead to strength within a company.***

Technology Initiatives: *Customer Experience of the Future*

- AMI
- Customer Self-Serve
- Distributed Generation
- Demand Response
- EV Charging/Discharging
- Battery Storage
- Community Solar



