



OUR PROMISE

Our promise focuses on what's important to our residential and business customers.

STRATEGIC ROLE

SPU's primary strategic approach

Solving problems at the source.

VISION

The big goal by 2020

Our customers will see how their utility dollars sustain and improve their quality of life.

MISSION

What SPU delivers

Providing efficient and forward-looking utility services that keep Seattle the best place to live.

Being efficient: Keeping efficiency top-of-mind and measuring results.

Being forward-looking. Planning ahead to meet challenges and take advantage of opportunities.

Keeping Seattle the best place to live. Ensuring our customers continue to enjoy the benefits of public health and environmental protections.

OUR VALUES

Employees use the following values to guide their work.

Customer-focus

We are accountable to our customers.

Safety

We provide a safe environment for our employees and customers.

Innovation

We encourage employees to explore new ideas and challenge traditional viewpoints.

Inclusion

We listen and collaborate to ensure our actions are equitable and improve quality of life.

Value for money

We make effective decisions based on financial, social and environmental costs and benefits to achieve the best value for our customers.

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