

# 2025 Roadmap

## Strategic Plan



### Workforce

Satisfaction: 90%  
Performance: 90%



### Financial

Equity to Asset Ratio: 40%



### Reliability

REC: 99.4%  
Ciello: 99.999%



### Communications

American Customer  
Satisfaction Index Score: 80

## Goals

### Workforce



New Mapping  
Software

Team Service  
Projects

We CARE:  
Employee Event

Process Improvement  
Training Phase II

Operations Center  
Evaluation

### Financial



Cyber Security  
Plan

Improve Wireless Services

Energy  
Resources Plan

Smart Grid Plan

### Reliability



Alamosa NOC  
Generator

Wildfire Mitigation

Powerline Inspection  
Evaluation

Microgrid Study

### Communications



Employee  
Resource Center

Member Rate  
Communication



## 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