

# Setting the Course

## Seattle Public Utilities: 2015-2020 Strategic Business Plan

### Guiding Principles

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

**Vision:** Our customers will see how their utility dollars sustain and improve their quality of life

**Strategic Role:** Solving problems at the source

**Values:** Customer Focus, Innovation, Inclusion, Safety, Value for Money

