



CHELAN COUNTY



2026 Strategic Plan

Update

October 19, 2026



Agenda



Purpose

- Update on Strategic Planning and Alignment with Board Directives
- No action required

Topics

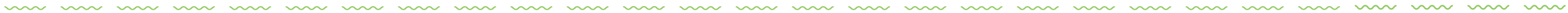
- 5 Strategic Goals
 - Progress on execution of Strategies
 - Key metrics and accomplishments of Mission-driven work supporting our Strategic Directives
- Questions and feedback

Goal 1: Fair Value for Essential Services

Description	Achievements	Strategic Directive Supported
Key Strategy:	Customer Experience Transformation Customer to Meter (C2M) upgrade work is complete	SD-02 Customer Satisfaction/Experience
Highlights of Mission-driven data & information:	Residential electric: 3.88 cents/kWh (State average: 14.71 cents) Energy Equity Program Low-income discount for E/W/VWV (2,184 customers) Preparing to launch moderate-income rebate program New installs: Electric meters: Sep YTD 594 – up 74% from 2025 Water meters: Sep YTD 77 – up 64% from 2025 Fiber PPB Prems Passed: 9,020 SAIDI (rolling 12 mo.): 134.57 (comparable utilities 93.00) Safety: Incident rate (rolling 12 month) 2.79(10-year average 3.56)	SD-04 Affordability SD-02 Customer Experience SD-03 Reliability SD-05 Safety

Goal 2: Inspired and Capable Organization

Description	Achievements	Strategic Directive
Key Strategies	Purpose-driven Leadership Leadership norms and expectations rolled out to Senior Leadership team Strategic Planning Process Completed 2027 Objective Workshop Business Capabilities Draft business capabilities framework complete. Identified model for adoption. Digital Workforce Transformation Launched Information Technology (IT) pre-pilot 8/17 Modernize Business Systems Board approved advertisement of the ERP System Implementor Request for Proposal (RFP) September 8	SD-01 Purpose (Mission/Vision) SD-06 Integrated Utility SD-07 Learning, Innovation & Collaboration



Goal 2: Inspired and Capable Organization

Description	Achievements	Strategic Directive
Highlights of Mission-driven data & information:	Completed 2026 Wellness Fair Completed Public Power Week Completed Employee Appreciation Celebration Both events to be held the week of Oct 5-9 at Rocky Reach, Rock Island, and the Service Center	SD-01 Purpose SD-02 Customer Satisfaction SD-06 Integrated Utility



Goal 3: Long-term value and Public Trust

Description	Achievements	Strategic Directive
Key Strategies	Optimize Resource Performance Completed C-10 repair outage. Planned outages for remainder of 2026 and 2027.	SD-10 Financial Health & Sustainability
Highlights of Mission-driven data & information:	State Auditor Stewardship Award	SD-01 Purpose SD-11 Public Reputation

Goal 4: Resilient Energy & Water Future

Description	Achievements	Strategic Directive Supported
Key Strategies	Hydro Modernization & Optimization Held third GE Vernova and CCPUD partnership meeting. U5 Distributor Assembly milestone complete 7/8. Assess and Improve Monetization Market-based slice 39, 40 & 41 completed. Implementation preparedness ongoing. Alcoa Termination Agreement Signed Regulatory Influence Letter to BPA Administrator circulated to Markets+ advocates Rock Island Relicensing Draft License Application (DLA) submitted July 31	SD-04 Affordability SD-09 Integrated Resource Planning SD-10 Financial Health & Sustainability
Highlights of Mission-driven data & information:	Hydro Capability: 89% (average 76.6% over prior 7 years)	SD-09 Integrated Resource Planning

Goal 5: Community Well-being/Partnerships

Description	Achievements	Strategic Directive
Key Strategies	Deferred	
Highlights of Mission-driven data & information:	Events: Salmon Festival (record attendance of 6,240), September 19-21 Education (Jan.-Sept.): Visitor Services & Discovery Center: 61,339 people via tours, visits, community outreach, and educational programming Total Students Served: 10,221 Media Requests (Jan.-To Date.): 66 inquiries Community Partnerships: Worked with SkillSource to identify a PPB Position. Employment to begin October 19 at the Discovery Center NCW Tech Alliance agreement to create educational pathways for tech careers at the District. Funded by PPB.	SD-11 Public Reputation SD-08 Environmental Leadership

2026 Support of Strategic Directives:

Financial Update (SD-06, SD-10: February, May, August)
Energy Resources Update (SD-04, SD-09: February, May, August)
Integrated Utility Rate Planning (SD-04, SD-06: May, October)
Geothermal (SD-07, SD-08, SD-11: April)
Fish & Wildlife Update (SD-08: April)
Parks Update (SD-08: April)
Audit Committee - Enterprise Risk Management (SD-12: March)
Legislative Updates (SD-11: February, April)
Lead with Safety minute at meetings (SD-05: every meeting)
Strategic Planning Updates (SD-01: January, May, August)

Example: Strategic Planning Dashboard

Goal 1

Goal 2

Goal 3

Goal 4

Goal 5

4

RESILIENT ENERGY AND WATER FUTURE

Energy and water resources are accessible, sustainable, and positioned to meet evolving needs.

We don't know exactly what the future holds, but we know people will need power and water. This goal helps make sure those resources are ready and available when people need them.

Associated Board Strategic Directives

Click to Read More

SD-01: Purpose: Mission, Vision, Values • SD-03: Reliability • SD-04: Affordability • SD-08: Environmental Leadership • SD-09: Integrated Utility Resource Planning • SD-10: Financial Health & Sustainability • SD-12: Enterprise Risk Management

Objective	Description	Key Strategies	Strategy Leads	Status	Link to Status Report
Maximize Energy Outcomes	Maximize the District's energy outcomes to perform within evolving market structures.	Assess and improve monetization strategies	Jeff Johnson, Mark Mullins	On Track	Link
		Optimize resource performance	John Sagerser, Tony Nelson	At Risk	Link
Sustain Hydro Generation	Strengthen District-wide ability to manage risks and sustain hydroelectric generation as our primary low-cost energy resource.	Federal, state and local regulatory influence	Suzanne Grassell	On Track	Link
		Rock Island relicensing	Ben Truscott, Alene Underwood	On Track	Link
Ensure Resource Portfolio Meets Evolving Needs	Create a District-wide integrated water resources portfolio and decision framework to determine future need.			Deferred	

Questions or feedback?