

CPS ENERGY'S VISION 2027- AN EVOLVING UTILITY

CONNECTING•LISTENING•ENGAGING•SERVING

MISSION, VALUE & STRATEGIC OBJECTIVES

OUR MISSION:

Serving our community through reliable, competitively priced, and sustainable energy services in an equitable manner.

OUR VALUES:

1. **Safety & Wellbeing** - We take responsibility for our collective safety and wellbeing every day.
2. **Transparency** - We compassionately engage with our community by listening, sharing, and acting with openness.
3. **One Team** - We work collaboratively as a community partner to achieve our mission together.
4. **Accountability** - We are self-critical, open to feedback, and deliver on our commitments.
5. **Integrity** - We act honestly, ethically, and respectfully.
6. **Excellence** - We strive to improve every day in all we do, bringing value to our customers and community.

OUR STRATEGIC OBJECTIVES:

1. **Operational Evolution** - We embrace innovation and balanced solutions to bring overall value and resiliency to our customers through improved efficiency, sustainability, and management of risk.
2. **Financial Stability** - We focus on sound budget discipline and key financial metrics to leverage our strong brand in the financial markets.
3. **Customer Experience** - We strive to connect with our diverse customers equitably and in the way they prefer.
4. **Engaged & Service-Oriented Culture** - We focus on talent management building a culture of empowerment & engagement in meeting our mission to serve.
5. **Community Partnership & Growth** - We are a community partner that works transparently and collaboratively to support key decisions, innovation, and economic growth.