

Presentation on Fiscal Year 2027 Strategic Plan Annual Priorities

Strategic Goals and Measures

ePMO

October 29, 2026



FY27 Annual Priorities – (Company Focused Projects)

Agenda

FY27 Annual Priorities Update

FY27 Annual Priorities – (Company Focused Projects)

Customer Experience

- Establish Real-Time Automated Data Reporting
- Select Customer Case Management System

Technology Modernization

- Select Financial System and Begin Implementation
- Select Customer Information System

Strategic Plan

- Execute Communication Plan
- Select Lagging and Leading Indicators
- Align Strategic Focus Areas with FY28/29 2-year Rate Plan

FY27 Annual Priorities – (Company Focused Projects)

Customer Experience

- Establish Real-Time Automated Data Reporting
- Select Customer Case Management System

Technology Modernization

- Select Financial System and Begin Implementation
- Select Customer Information System

Strategic Plan

- Execute Communication Plan
- Select Lagging and Leading Indicators
- Align Strategic Focus Areas with FY28/29 2-year Rate Plan

FY27 Annual Priorities – (Company Focused Projects)

Technology Modernization

- Select Financial System and Begin Implementation
- Select Customer Information System

Technology Modernization

- Select Financial System
- Select Customer Information System and Begin Implementation

FY27 Annual Priorities – (Company Focused Projects)

Strategic Plan

- Execute Communication Plan
- Select Lagging and Leading Indicators
- Align Strategic Focus Areas with FY28/29 2-year Rate Plan

Strategic Plan

- Execute Communication Plan
- Select Lagging and Leading Indicators
- Align Strategic Focus Areas with FY28/29/30 3-year Rate Plan

FY27 Annual Priorities – (Company Focused Projects)

Customer Experience

- Establish Real-Time Automated Data Reporting
- Select Customer Case Management System

Technology Modernization

- Select Financial System
- Select Customer Information System and Begin Implementation

Strategic Plan

- Execute Communication Plan
- Select Lagging and Leading Indicators
- Align Strategic Focus Areas with FY28/29/30 3-year Rate Plan



Mission

Strengthening our community by providing resilient essential services

+

Vision

Be a trusted community partner dedicated to excellence in service

+

Core Values

Safety, Team, Integrity, Culture, and Stewardship