

## **MISSION / VISION**

Our mission is to provide consistent and dependable power and water services to our customers in a sustainable and economical manner.

## **VALUES**

The following values are fundamental to the City of Delano's success and the fulfillment of our mission:

**1. Excellence and Customer Service.**

We believe we work on behalf of the residents of Delano and we feel our number one priority is to provide prompt local customer service.

**2. Fiscal Responsibility.**

We strive to ensure competitive electric and water rates by taking advantage of market conditions to control costs and maintain long term savings.

**3. Quality in the delivery of service.**

We make the City of Delano a better place to live and work by updating and maintaining a modern underground electric and water system.

**4. Treating citizens with respect.**

We treat all citizens with courtesy and respect.

**5. Ethics and Integrity.**

We believe that ethics and integrity are the foundation blocks of public trust and confidence.

**6. Professionalism.**

We believe that continuous improvement is the mark of professionalism and are committed to applying this principle to the services we offer and the development of our employees.

## **2012 Delano Municipal Utility Goals**

### **DMU Goal No. 1:**

Partner with Central Minnesota Municipal Power Association (CMMPA) to negotiate price breaks on bulk power for both the short and long term by allowing them to pool resources of its membership.

### **DMU Goal No. 2:**

Ensure the Utilities continued long range sustainability by improving financing arrangements.

### **DMU Goal No. 3:**

Continue to implement the underground electric system to provide increased safety for our customers, improved City wide appearance, and improved system reliability.

### **DMU Goal No. 4:**

Enter into a new transmission agreement with CMMPA that conforms with new Midwest Independent Transmission System Operator (MISO) requirements that will allow the Utility to continue its efforts to participate in long range cost saving transmission services and enable citizens of Delano to benefit from any future transmission projects that are offered to CMMPA members.

### **DMU Goal No. 5:**

Continue to provide quality drinking water that meets or exceeds the federal drinking water standards for levels of contaminants.

### **DMU Goal No. 6:**

Continue to ensure that our water and electric systems and rate structures support and encourage economic activity and growth.

### **DMU Goal No. 7:**

Conduct a Human Resource Review.

### **DMU Goal No. 8:**

Improve communications with the City Council.