

STRATEGY MAP

The mission of High West Energy, a member owned, not-for-profit cooperative, is to serve our members by providing safe, reliable and competitively priced energy and services focusing on the needs of the membership.

The vision of High West Energy is to advance our Members' quality of life by being a progressive, innovative, friendly cooperative performing with high integrity.

MEMBERS

M1: Reduce inconveniences to our members

M2: Easy and friendly to do business with

M3: Engage membership

M4: Provide customized solutions

That provide a satisfying member experience

FINANCIAL

F1: Promote and support growth

F2: Manage costs

F3: Maintain financial strength

Ensuring stewardship of financial strength

INTERNAL PROCESS

ENHANCE THE VALUE WE PROVIDE

P1: Embrace the heritage

P2: Member connectivity through innovation, education and communication

P3: Invest in our communities

RAISE SERVICE LEVELS

P4: Invest in reliability

P5: Reduce completion time on new construction

P6: Enhance information document and reporting

EXPAND PRODUCTS, SERVICES & OPTIONS

P7: Expand value added services

P8: Develop suite of services to help members manage their energy use more wisely

P9: Establish expertise in distributed generation technologies

To successfully deliver the strategic process

TECHNOLOGY & CULTURE

T1: Achieve greater safety awareness among employees

T2: Implement technology automation

T3: Attract and retain quality talent

We will enable our employees

VALUES

Innovative

Friendly

Progressive

Integrity

How we perform