

2021 Strategic Plan Addendum

GOALS



OBJECTIVES



INITIATIVES



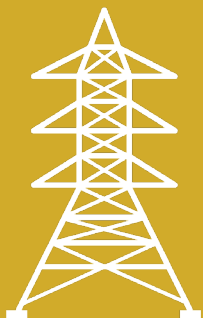
Value People



- A. Promote ownership and accountability for safety within each individual.
- B. Commit to pursuing an injury and pain-free workplace.
- C. Attract and retain talent.
- D. Ensure leadership is developed to meet existing and future challenges.
- E. Promote Employee Engagement.



- A.1. Continue to engage safety committee members in the review of accident/incident trends to identify areas of risk, deliver targeted training programs to address those risks, and leverage data analytics to measure performance.
- B.1. Evaluate the third-party physical security assessment recommendations as outlined in the study conducted in 2019 in the ongoing effort to ensure employee and public safety.
- C.1. Evaluate the framework for a potential Performance-Based Employee Incentive Program.
- D.1. Continue to offer employee training through various technology options (online, webinars, etc.) [Growing Forward Training]
- E.1. Cultivate an "informed workforce" by delivering a program which educates employees on the utility business model, emerging issues and empowers employees to become utility ambassadors in the community. [Utility I.Q. Program]



Strive to Meet 21st Century Power Grid Expectations



- A. Maintain electric and broadband reliability & resiliency.
- B. Optimize distribution assets.
- C. Promote the convergence of broadband, information systems and electrical system.



- A.1. Maximize the value of Benton PUD's advanced metering infrastructure (AMI) system.
- A.2. Complete design and construction of the Southridge substation in 2020.
- A.3. Purchase property necessary for future Ridgeline substation.
- A.4. Begin permitting and design of the Spaw to Phillips transmission line in 2020 and complete construction in 2021.
- A.5. Work with BPA to complete studies and agreements necessary to facilitate construction of a new McNary substation 115 kV point-of-delivery (energize in 2022).
- A.6. Participate in disaster response planning with Benton County Emergency Services relative to a Cascadia earthquake in order to evaluate the direct and indirect impacts on the District's electric system operations.
- B.1. Implement remote communications options and control upgrades to integrate feeder line devices into the District's Supervisory Control and Data Acquisition (SCADA) system.



Ensure Strong Financial & Operational Stewardship



- A. Comply with legislative and regulatory requirements.
- B. Manage enterprise-wide risks.
- C. Promote honesty, integrity, and trust.



- A.1. Correct safety code compliance and construction standard deficiencies related to the joint use of Benton PUD poles.
- A.2. Ensure compliance with low income energy assistance requirements in the Clean Energy Transformation Act to make progress toward reducing the energy burden of low-income households.
- B.1. Develop a three to five-year technology plan that identifies strategic business processes and initiatives with a goal of optimizing and leveraging investments in technology across the organization.
- B.2. Develop a written wildfire mitigation plan.

GOALS



OBJECTIVES



INITIATIVES



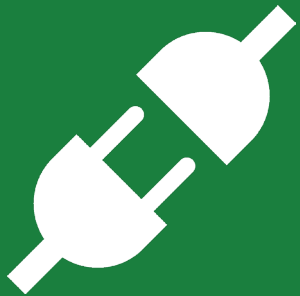
Meet & Exceed
Customer Expectations



- A. Become the trusted energy partner.
- B. Maintain a world-class broadband system.



- A.1. Drive customers to utilize SmartHub® features including payment options, usage monitoring, email and text alerts, and outage notifications.
- A.2. Consistent with Benton PUD's Community Engagement Policy, establish connections with our communities and schools by finding ways to engage in community-support activities and educational opportunities.
- A.3. Educate, inform and influence local, state and federal representatives on issues that impact Benton PUD's customers.
- A.4. Expand Pay as You Go marketing beyond low-income participation.
- B.1. In partnership with NoaNet, develop a proactive plan and strategy to respond to requests by telecommunication companies relative to the deployment of advanced wireless technology.



Ensure A Reliable,
Environmentally
Responsible &
Least-Cost Power Supply



- A. Manage risk and opportunities related to power supply.
- B. Maintain a sustainable low-carbon power supply portfolio.



- A.1. Monitor the activities of the Northwest Power Pool regarding the possible development and enforcement of regional resource adequacy requirements and incorporate into Benton PUD's Integrated Resource Plan (IRP) as applicable.
- A.2. Undertake an effort to heighten the awareness of customers and policy makers as to resource adequacy concerns, and environmental and land use impacts associated with high wind and solar project development scenarios.
- A.3. Acquire adequate capacity resources aligned with the District's Integrated Resource Plan (IRP) action plan including exploring the potential for demand response resources.
- A.4. Complete an analysis and study of the costs and benefits of implementing demand charges for all metered rate classes including residential and small-general service and begin customer education processes.
- B.1. Advocate for the preservation of the Federal Columbia River Power System and Columbia Generating Station through active public engagement and education.
- B.2. Support Energy Northwest's related to U.S. DOE Advance Reactor Demonstration Program (ARDP) grants.

