



Strategic Plan Outline

2019 - 2020

Vision: Committed to improving the quality of our members' lives.

Mission: To distribute energy and services to benefit members and to be valued by our communities.

Values: ■ Safety ■ Team ■ Accountable ■ Responsive ■ Transparent

Members

Engage and create a united NCE membership

Organization

Act to develop a positive NCE culture and sustain our services

Safety & Security

Develop practices and procedures to ensure protection of cooperative resources

Infrastructure

Invest in distribution system improvements to maintain system reliability and longevity

Implement and communicate rate changes for members
Continue to look for innovative methods to engage members through targeted social media and community events
Promote the benefits and value of electric cooperative membership
Continue economic development outreach
Research and establish a position on distributed generation/storage as it relates to NCE and our members
Study economics of EV home charging

Ensure the continuity of services through internal cross-training and succession planning
Build and enhance employee relationships across the organization and with our board of directors
Provide timely and consistent communication to ensure employees have the necessary knowledge to do their job
Career development initiative

Continue to promote a culture of safety
Provide a secure working environment and protect cooperative property through enhanced security practices and improved facilities
Protect NCE and member-related data from cyber-security threats
Understand and train on the state protocol for bio-security

Enhance the quality of the distribution system by developing and implementing a comprehensive line replacement plan
Research and determine feasibility for an inventory management system