

## Reasonable Rates

Maintain lowest reasonable rates while keeping good financial ratios.

- » Perform Cost of Service study and design 2011 rates
- » Complete new RUS loan
- » Maintain financial ratio requirements
- » Support subsidiaries' good performance and missions
  - WESODI
  - FastTrack
- » Update 10-year Financial Forecast
- » Continue to institute cost efficiency measures

## Reliability & Customer Service

Improve reliability of electric power and use of new technologies for improved customer service and smart grid applications.

- » Begin AMI deployment
- » Maintain compliance with NERC reliability standards
- » Continue process with Tri-State to solidify transmission system ownership
- » Strive to complete engineering and construction of approved Capital Construction Budget

## Renewables, Energy Efficiency & Conservation

Support development of additional local renewable generation and enhanced **conservation & energy efficiency.**

- » Enhance energy efficiency efforts
- » Provide enhanced quality and increased number of home and business energy audits available to membership
- » Support local renewable generation projects
- » Increase outside funding for local projects
- » Double the number of Green Power blocks sold and participants by yearend

## Commitment to our Communities

Continue to enhance communications and relationships with LPEA's members and communities.

- » Develop additional communications tools for and to the membership
- » Continue involvement in economic development activities
- » Continue networking with all local, state and national officials and organizations
- » Communicate legislative and regulatory impacts on LPEA and its members
- » Communicate impacts of future costs of generation, social programs and the normal cost of doing business to LPEA and its members
- » Communicate LPEA objectives and performance of renewable, energy efficiency and conservation programs

## Mission Statement »»»

To provide our members with **safe, reliable electricity** at the **lowest reasonable cost**, while being **environmentally responsible.**