



## Mission-Values-Actions

### Mission:

To ensure Oregon utility customers have access to safe, reliable, and high-quality utility services at just and reasonable rates. We do so through robust and thorough analysis and independent decision-making conducted in an open and fair process.

### Values:

#### Integrity

We are honest, transparent, trustworthy, and consistent.

#### Excellence

We are accountable and strive for superior results in everything we do.

#### Service

We serve utility customers, stakeholders, and all Oregonians with respect, dedication, and determination.

#### Accountability

We manage our human and financial resources to efficiently and effectively fulfill our regulatory obligations.

### Act (how we incorporate values into action):

We are impartial and objective, use transparent processes and operations, and make decisions based on the correct application of the law.

We utilize our independent knowledge and expertise in utility regulation to skillfully implement legislative and executive priorities to serve the public interest.

We enforce electric, telecommunications, and natural gas safety standards to keep Oregonians safe.

We recruit, train, and retain a professional workforce to meet the challenges of complex and emerging issues within the regulated industries.

We maintain and promote a positive work environment for our employees.