



Mission

Provide safe, reliable energy with excellent customer service at the lowest reasonable cost

Vision

Enrich our customers' lives by providing energy services in a safe, reliable, affordable, sustainable manner while exploring new avenues to benefit our community

Values

Safety – Safety is number one in everything we do.

Relationships – We value our customers, our community and our workforce. We will treat everyone with respect, fairness and equality and foster open communications.

Integrity – We expect honest and ethical conduct from all employees, vendors and board members.

Simplicity – We will look for the most simple, efficient means to accomplish our goals.

Innovation – We will pursue new technology and ideas to improve our service.

Environment – We will take steps to care for the unique Florida Keys environment and our planet.

Goals & Strategies – 2017 & 2018

Goal #1 - Continually improve the Customer Experience regarding Reliability and Service.

- Provide excellent customer service with effective policies and a well-trained, responsive staff
- Strengthen and extend the life of the transmission infrastructure
- Ensure the distribution system serves customers with minimal disruption
- Protect and maintain local generation to deliver reliable power to our community
- Foster a culture of regulatory compliance, and reduce regulatory risk

Goal #2 - Provide the lowest reasonable rates to our customers in a challenging environment.

- Maintain a balanced budget process in the five year projections
- Control internal operating costs
- Manage and monitor FMPA's wholesale rates
- Maximize the use of FMPA member services
- Manage our real properties and maximize their potential
- Examine distributed generation rates

Goal #3 - Maintain a highly effective workforce and foster a positive working environment

- Develop and implement a plan regarding the aging workforce and pending retirements
- Develop training programs to have the right person in the right place at the right time
- Continue to foster a positive work environment that creates an "I'm proud to work at KEYS attitude"
- Cultivate a well employee by emphasizing the importance of health

Goal #4 - Evaluate sustainability policies and practices for current and future needs

- Help our customers by educating and developing programs to conserve energy
- Evaluate use of renewables for Customers, Keys Energy Services and FMPA
- Evaluate KEYS sustainability operations then develop and implement a sustainability operations plan