

**SPRINGFIELD UTILITY BOARD**

**MISSION STATEMENT**

*“The mission of the Springfield Utility Board is to provide safe, reliable, cost-effective utility related services to the citizens and businesses of the Springfield community.”*

In providing these services:

The Board will require the principles of cost-effectiveness and continuous quality improvement to be applied to all programs, functions and projects conducted by SUB, with recognition of the Board's long-term responsibility to deliver services.

In addition to providing the types of services that meet customers' utility needs, SUB shall also strive to:

1. Keep the costs of its services affordable;
2. Provide for prudent financial reserves;
3. Ensure that all services offered and provided by SUB meet or exceed the community's standards for quality and safety; and
4. Continue to study opportunities and pursue options that provide value to SUB's customers.

The Board believes that SUB's mission is best accomplished through a strong team relationship between the Board and management. This partnership will provide consistency of purpose and direction to the organization and empowers employees to continue to build the kind of organization necessary to meet customers' utility needs.