Our Strategic Sustainability Plan is a system for planning, managing, and evaluating SFPUC-wide performance that takes into account the long term economic, environmental and social impacts of our business activities. Our framework integrates these principles through long term sustainability categories, goals and objectives most material to the SFPUC.

**GOALS**

Provide high quality services / Engage our public & invest in our communities / Promote a green & sustainable city / Invest in our people / Plan for the future

**CUSTOMERS**
- CR-A. Foster customer satisfaction
- CR-B. Enhance meter reading technology & billing accuracy
- CR-C. Align rate structure to reflect conservation, full costs of providing service & affordability

**ENVIRONMENT & NATURAL RESOURCES**
- EN-A. Become a leader in Environmental Stewardship e.g. habitat, biodiversity & land management
- EN-B. Diversify high quality water sources & advance water efficiency, conservation & reuse
- EN-C. Reduce inflows to the sewer system & ensure quality effluent
- EN-D. Increase energy efficiency & conservation
- EN-E. Advance high quality & emissions-free power supply sources
- EN-F. Address SFPUC in-house emissions contributing to climate change
- EN-G. Reduce SFPUC in-house environmental impacts

**INFRASTRUCTURE**
- IA-A. Improve capital facilities through construction
- IA-B. Optimize maintenance for water, wastewater & power assets

**COMMUNITY**
- CY-A. Promote Environmental Justice
- CY-B. Advance Community Benefits
- CY-C. Foster engagement with current & developing stakeholder groups

**GOVERNANCE & MANAGEMENT**
- GM-A. Provide high quality service to all customers
- GM-B. Ensure compliance with regulatory requirements
- GM-C. Drive accountability & transparency
- GM-D. Strengthen financial performance
- GM-E. Implement & improve supply chain & contracting procedures
- GM-F. Optimize relevant technological innovations
- GM-G. Optimize planning to meet water, wastewater & power demand
- GM-H. Advance strategic sustainability planning, management & decision-making
- GM-I. Advance relevant public policy & legislation
- GM-J. Develop & implement SFPUC-wide risk assessment & management
- GM-K. Advance security, emergency planning & response

**WORKPLACE**
- WP-A. Advance positive employee relations through fair labor practices
- WP-B. Track workplace turnover & satisfaction
- WP-C. Ensure employee health & safety
- WP-D. Track effectiveness of internal communications
- WP-E. Provide effective recruitment
- WP-F. Promote the professional development of staff & perform annual reviews