

Agency 5-Year Plan

Issue 1 Optimize Value For Customers

Description: Increase external communication and community engagement in RUCO's mission, goal and return on investment.

Solutions:

Consistently communicate RUCO return on investment on website and with stakeholders through: number of cases RUCO intervened on and number of recommendations accepted by the Arizona Corporation Commission.

Issue 2 High Performing and Professional Workforce

Description: Increase AMS Implementation

Increase employee engagement

Solutions:

Work with the Arizona Government Transformation Office to implement AMS.

Improve employee satisfaction and engagement: track and analyze employee satisfaction and engagement and identify and address areas for improvement.

Issue 3 Operational Excellence through continuous improvement

Description: Increase standardization for all major internal processes at RUCO.

Increase effectiveness of RUCO recommendations to the Arizona Corporation Commission.

Solutions:

Identify and develop areas where internal systems are needed, to include: direct testimony, rate design, surrebuttal testimony and Hearing testimony.

Establish a baseline for RUCO recommendations that are accepted by the Arizona Corporation Commission based on tracking and analysis of, at a minimum: major issue areas within RUCO recommendations that were accepted and rejected, and Utility specific areas within RUCO recommendations that were accepted and rejected.

Resource Assumptions

	FY2024 Estimate	FY2025 Estimate	FY2026 Estimate
Full-Time Equivalent Positions	9.0	9.0	9.0
General Fund	0.0	0.0	0.0
Other Appropriated Funds	1,388.9	1,388.9	1,388.9
Non-Appropriated Funds	0.0	0.0	0.0
Federal Funds	0.0	0.0	0.0