



# BURLINGTON ELECTRIC DEPARTMENT 2016-2017 STRATEGIC PLAN

## MISSION

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To serve the energy needs of our customers in a safe, reliable, affordable, and socially responsible manner.

## VALUES

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Safety  
Integrity  
Community  
Engagement  
Innovation

## 10-YEAR VISION

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Transition Burlington to a “net zero energy city” across electric, thermal, and transportation sectors by reducing demand, realizing efficiency gains, and expanding local renewable generation, while increasing system resilience.

## STRATEGIC OBJECTIVES

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**Create a nimble organization** by transforming our business platform and developing our human capital to best leverage an era of rapid change in the energy industry.

**Deliver exceptional customer care** by enhancing personal service and increasing engagement across all channels to efficiently resolve customer issues and proactively promote energy efficiency and other program opportunities.

**Leverage our electric assets** to take advantage of high-intensity, bi-directional energy creation and use that comes with distributed energy.

## STRATEGIC INITIATIVES

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### **Establish modern, simple, full-function customer care platform**

Create service delivery model focused on high-quality customer care

Update IT backbone for core business functions

Create Vermont’s first “whole-home” energy efficiency utility

### **Strengthen grid and generation assets**

Optimize efficiency of generation

Complete SCADA rollout and disaster recovery site

Establish asset management approach

Enhance cyber security capabilities

Implement plan to integrate and operate distributed energy resources.

### **Build 2-3 all-energy microgrids**

Microgrids combine renewable generation, energy storage, and a thermal solution, e.g., district heat, with “islanding” capability

Burlington International Airport to improve reliability

Pine Street Campus to support mission critical operations

Downtown District, including BTC to bolster economic development

### **Develop “Grow Local Energy” program**

Create service delivery model to simplify customer adoption

Build a suite of financial options to support solar and storage purchases

Use OBF/OBR for customer capital creation

Complete citywide mapping of preferred locations

Launch a preferred vendor program

### **Lead establishment of Smart City network**

Joint BED/City data center

Use smart grid for utility automation and efficiency

Build analytics capability (systems and skills)