Strategic Plan

July 1, 2025 - June 30, 2027

UTC
Washington Utilities and Transportation Commission

About the UTC

Established in 1905, the UTC regulates the rates and services of:

- telecommunications companies
- investor-owned electric utilities
- natural gas and water companies
- solid waste collection companies
- household-goods movers
- passenger transportation companies
- commercial ferries
- pipeline companies
- marine pilotage
- a low-level radioactive waste repository

The UTC also regulates the state's pipeline and transportation safety programs.

MISSION

Protect the people of Washington by ensuring investor-owned utility and transportation services are safe, equitable, available, reliable, and fairly priced.

VISION

We strive to achieve equitable and fair outcomes for both consumers and regulated companies. We prioritize inclusion and belonging in the workplace.

VALUES

Respect

Integrity

Professionalism

Accountability

Goals

1 Incorporate Pro-Equity, Anti-Racism (PEAR) Principles

2 Transform Agency Culture

3 Protect Consumers

4 Advance Public Safety

5 Guide Market and Regulatory Transformation

Goal 1
Incorporate Pro-Equity, Anti-Racism (PEAR) Principles

We are committed to cultivating a workplace that operates and thrives in a pro-equity, anti-racist framework.

- Continue to carry out the Office of Equity's Pro-Equity Anti-Racism (PEAR) framework.

- Enhance diversity within the UTC leadership and workforce.

- Promote a culture centered on equity, diversity, inclusion, and belonging.

- Cultivate a culture of empathy and understanding, modeling the way for authentic communication.

- View all regulatory processes and decisions through an equity lens, both internally and externally.

- Ensure agency communications, proceedings, and technology are accessible to all.

- Expand the use of participatory funding while providing outreach and education to prioritized organizations and named communities.

Goal 2
Transform Agency Culture

We remain committed to building a safe, trusted, and supportive agency culture. By prioritizing transparency and belonging, we will grow a workplace where staff feel valued and respected.

- Build a culture of inclusion and belonging that attracts, supports, and retains employees, making us an employer of choice.

- Encourage and support professional growth and development opportunities for staff.

- Promote staff wellness through continued support of programs, services, and communications.

- Foster a culture of empathy and understanding for authentic communication.

UTC

Goal 3
Protect Consumers

We are committed to ensuring the people of Washington receive safe, equitable, reliable, and fairly priced services.

- Ensure utility customers have fair access to services and information, focusing on highly impacted and vulnerable customers.

- Remove practices, including unfair customer fees and credit rules, that may harm highly impacted and vulnerable customers.

- Improve regulated company compliance through education on consumer protection rights and responsibilities.

Goal 4
Advance Public Safety

We are committed to increasing pipeline and transportation safety through education, inspections, investigations, and collaborative efforts with those we serve.

- Develop safety-centered educational programs and campaigns with measurable goals.

- Seek opportunities to collaborate with those we serve to advance our public safety efforts.

- Educate drivers and pedestrians statewide about dangers at rail trespass areas and crossings.

- Gather and use data related to rail crossing crash rates to improve the customer experience in underserved communities.

Guide Market and Regulatory Transformation

The policies and industry are rapidly changing, and regulations must change accordingly.

- Develop guidance to ensure utilities comply with the Climate Commitment Act, which mandates Washington to equitably reduce carbon emissions by 95% below 1990 levels by 2050.

- Conduct timely rulemaking to support Washington's transition to a clean, affordable, and dependable energy future, as described in ESHB 1589.

- Continue work implementing the Clean Energy Transformation Act, which mandates the supply of clean electricity in Washington; namely, no coal generation by 2025, carbon neutral by 2030, and carbon-free by 2045.

- Assess how regional markets will impact utility operations and customers.

- Finalize the framework for performance-based regulation.

- Develop policy statements addressing the inclusion of equity and justice in the processes and decisions of the UTC and regulated companies.

- Collaborate with the State Broadband Office (SBO) to develop and improve plans for broadband access to rural Washington.

Information Technology
Strategic Plan

UTC

IT Vision and Mission

Be a valued and trusted partner and asset upon which the agency staff rely to get their work done by providing quality IT tools, services, and collaboration.

The IT Team serves commission staff and the public through responsible stewardship of the commission's data and resources, providing the tools and services they need to conduct business.

IT Strategic Goals

The IT team has established the following strategic goals and objectives, driven by the UTC IT Steering Committee to support the commission's goals to advance public safety, protect consumers, and redefine agency culture.

Support the transition to OneWashington.
- As the Office of Financial Management (OFM) continues upgrading the state's OneWashington core enterprise financial system to the Workday platform; the agency's financial applications must be modified to integrate with that implementation.

Provide a secure, stable computing environment.
- As required by WaTech's updated policies and standards, we must ensure that staff have secure and supported software and hardware. Having a stable environment will allow staff to focus on their primary agency work rather than fighting outdated and unsecure technologies.

Move to the cloud.
- In support of WaTech's cloud-first strategy, we are in the process of modernizing on-premises applications to be Azure cloud native, using the latest technologies and security best practices. The completion of this goal will allow us to enhance our applications with new advancements such as generative AI; freeing staff time to focus on the completion of agency mission and vision.

Prepare the UTC for fair, ethical, and equitable uses of generative AI technologies.
- Industry use of Generative AI has been proven to be a productivity multiplier, as well as a significant threat to both technology adopters and affected marginalized communities. The use of generative AI within the agency to increase productivity, efficiency, and customer value must be fair, ethical, and equitable while protecting customer data and privacy.

Enhance mobility.
- Support headquarters and field staff by providing the technology resources they'll need to work remotely or in the field.