

Public Utilities Commission

2024-2028 Strategic Plan

The Mission of the Commission is to improve the lives of all Minnesotans by ensuring safe, reliable, and sustainable utility services at just and reasonable rates.



The energy industry is currently in a transition period, impacting aging infrastructure, new generation, transmission, and distribution. Additionally, changing consumer choices, environmental concerns, local and state laws, and other considerations add in a layer of complexity that regulators across the nation are tackling.

This strategic plan establishes guiding principles, priority areas, and strategies to meet the constantly changing requirements of an industry in transition.

The PUC engaged stakeholders, staff, commissioners, and the public on our first-ever strategic plan. This input helped guide the development of the priority areas, strategies, and action steps. We have updated our mission and guiding principles to reflect the current and ongoing needs of the agency and have taken a holistic view of

Guiding principles

- Provide a professional, collaborative, innovative, and respectful work environment that attracts and retains high performing, dedicated public servants.
- Provide independent, consistent, efficient, and comprehensive oversight and regulation of utility service providers and project developers in rapidly changing industries.
- Balance the public and private interests affected in each docket and make decisions that are in the public interest.
- Prioritize and implement diversity, equity, and inclusion in our workplace and in the industries we regulate.
- Engage the public to build awareness and increase meaningful participation in Commission activities and increase utilization of consumer support programs. Public Trust and Engagement

Priorities

Public trust and engagement: Serve as a trusted, fair, and transparent resource on utility regulation by making Commission activities more accessible and understandable. A thorough record, including meaningful public input, can improve the Commission's decision-making and build public confidence in the Commission's decisions.

Efficient utility regulation: Maximize efficiency in effective utility regulation and oversight by gathering data to ensure administrative processes are streamlined and improvements are tailored to a changing regulatory landscape.

Workplace culture: Create a workplace culture that values, attracts, and retains dedicated, high-performing public servants by fostering an inclusive work environment and strategically prioritizing limited agency resources.

Optimize cross-agency coordination by improving accountability and regulatory outcomes through enhanced collaboration and a better definition of roles and responsibilities with support agencies and organizations.

Integrate diversity, equity, and inclusion (DEI) into all facets of Commission work with an emphasis on outreach, regulatory work, and increasing DEI in the agency workplace.

Next steps

Over the next four years we will track each of our priority areas by asking three questions: how much did we do, how well did we do it, and is anybody better off? Because this is the first time the Commission has done a Strategic Plan, there is not baseline data for most of the metrics. Over time we will develop data that has proxy power, communications power, and is readily available.