

Mission

We deliver affordable power and water to our customer-owners in a safe, environmentally sustainable and reliable manner while successfully navigating complex change in our industry. We accomplish this by empowering our teams to provide quality service to our community, prudently managing costs while investing for the future, and striving to improve every day.

We take seriously our role in supporting the vitality of the communities we serve, today and tomorrow. Our strategic priorities are:

- ▶ Bolster operational reliability and resiliency
- ▶ Enhance and evolve customer experiences
- ▶ Actively help our communities thrive
- ▶ Build a sustainable future with our communities
- ▶ Create the culture and capabilities needed for the future

Leadership Commitment

All employees will model behaviors that create a culture of mutual trust and respect. As leaders, we will hold ourselves accountable for our teams' successes and failures through positive engagement, collaboration and recognition. Leaders make a difference in helping others to be successful and realize their highest potential.

Our Values

We hold ourselves and every member of Team PUD to high standards.

- ▶ We have **INTEGRITY**. We are a **TEAM**.
- ▶ Every day we **SERVE** with pride, **RISE** to challenges, **SAFEGUARD** what matters.
- ▶ We chose to **INCLUDE** all, **SEEK** growth, and be **BOLD**.



Energizing Life in Our Communities
www.snopud.com

Snohomish County PUD Quick Facts



Commissioners Tanya "Toni" Olson, Rebecca Wolfe, Sidney "Sid" Logan

- 2023 Electric System Operating Budget: \$697.9 million
- 2023 Generation System Operating Budget: \$15.7 million
- 2023 Water System Operating Budget: \$16.2 million
- The second-largest public electric utility in the Pacific Northwest and the 12th largest in the U.S.
- A municipal corporation of the state of Washington, formed by the voters of Snohomish County in 1936
- Directed by three elected commissioners: Sidney (Sid) Logan of Arlington (District 1), Rebecca Wolfe of Edmonds (District 2); and Toni Olson of Everett (District 3).
- 2022 Average Number of Employees: 1,047

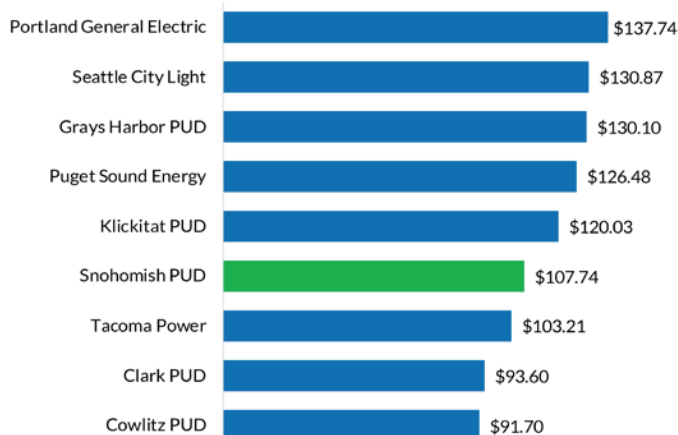
Electric System

- Serves a population of about 875,000
- Covers 2,200 square miles in Snohomish County and on Camano Island

Water System

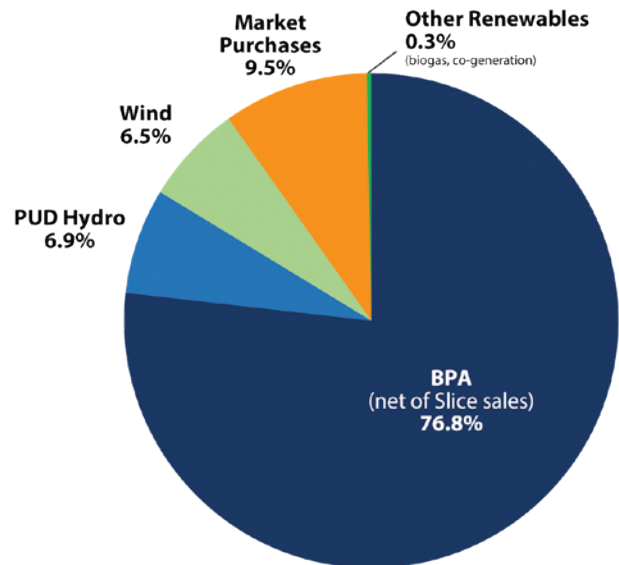
- Serves over 23,000 residential metered customers
- Covers about 196 sq. mi. in Lake Stevens, Granite Falls and several rural communities in the County

Residential Rate Comparison



Based on 1,000 kilowatt-hours (average rates, as of April 2023; includes customer charges where applicable)

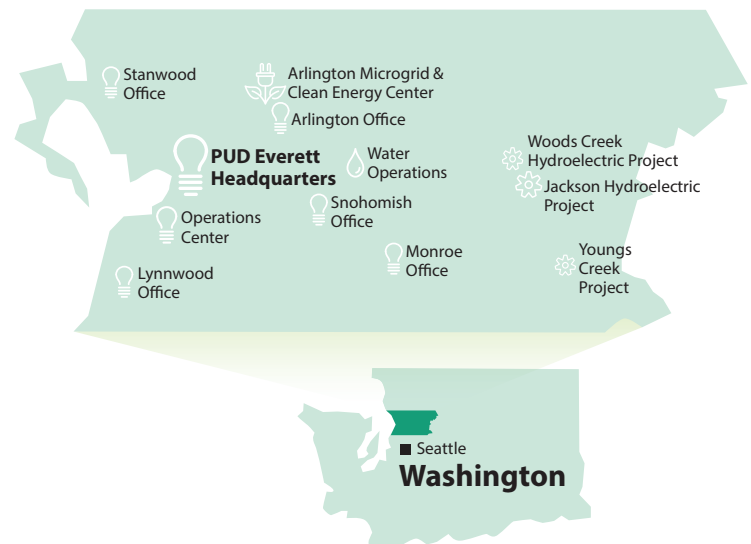
2022 Retail Power Sources



PUD Hydroelectric Projects

- Jackson Hydroelectric Project
- Woods Creek Hydroelectric Project
- Youngs Creek Hydroelectric Project
- Calligan Creek Hydroelectric Project (near North Bend)
- Hancock Creek Hydroelectric Project (near Snoqualmie)

PUD Office/Facility Locations



For more detailed information, please visit our website:

- Financial information: www.snopud.com/investors
- Quick Facts: www.snopud.com/quickfacts
- Our values: www.snopud.com (About)
- Executive Leadership Team: www.snopud.com (About)

Assistant General Manager, Customer & Energy Services

Salary range: \$298,506.00 - \$373,133.00

Reports to CEO/General Manager

Snohomish County Public Utility District (PUD) seeks an experienced professional to partner with the CEO/General Manager and the Executive Leadership Team as Assistant General Manager, Customer & Energy Services.

The role provides strategic leadership in the development, implementation, coordination and administration of the activities of the Customer Service and Energy Services departments. This includes:

- Managing all aspects of the Meter-to-Cash team and ensuring Division goals and objectives are aligned with the District's business strategy.
- Maintaining a customer experience and satisfaction focus.
- Overseeing projects that ensure adherence to federal, state, and local laws as well as District policies and procedures.

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else, and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

- Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
- Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
- Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
- Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
- Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
- Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

ACCOUNTABILITIES:

- Demonstrate continual improvement that delivers outstanding value to our customers by developing, recommending,

and effectively managing budget(s), identifying, evaluating, and ensuring resourcing options that reflect appropriate prioritization and tradeoffs between cost and quality results, determining and realizing opportunities for improved efficiency and effectiveness, and similar responsibilities.

- Create a culture of caring, mutual respect and trust that empowers current and future employees to do their best work for the benefit of our team members, customers, partners and stakeholders. Providing employees opportunities to develop, supporting employees through change, hiring the right person for the right job, recognizing employee performance and achievements, being open to receiving feedback from our employees, and working daily to ensure a more equitable and inclusive environment, and similar responsibilities.
- Achieve the highest level of employee and community trust in how the District manages safety by demonstrating a passion for safety. Promotes and supports a culture of total safety including eliminating at-risk behaviors by conducting safety reviews, eliminating hazards and near misses, and attending Division safety meetings and similar responsibilities.
- Achieve the highest level of employee and community trust in the District's management by participating as a member of the District's Executive Leadership Team to provide effective leadership and management in meeting the District strategic and operational goals and objectives and similar responsibilities.
- Achieve the highest level of employee and community trust in the District's management by building and strengthening an effective management team in the Customer and Energy Services Division. Develop mutually cooperative relationships with peer departments/divisions to ensure successful implementation and evolution of strategic initiatives and similar responsibilities.
- Deliver excellent customer experiences through powerful cross-group partnership and collaboration that improves effectiveness and results by leading the Customer Service department's strategic vision, management, engagement with the community and similar responsibilities.
- Deliver exceptional value to our customers through continual improvement and innovation by leveraging all "Meter to Cash" teams to ensure technology, support, and implementation. Provide a seamless customer experience to internal and external customers alike, maintaining executive-level account management for our top-tier large customers and similar responsibilities.

- Maintain transparency and the trust of our customers and stakeholders in our fiscal and regulatory management by overseeing the Energy Services portfolio and outcome, ensuring compliance and target achievements and similar responsibilities
- Demonstrate powerful partnership to reflect an understanding of community and customer needs by evolving the Customer Experience to meet current and future needs in a continuous-improvement cycle and similar responsibilities.
- Demonstrate powerful partnership to serve as a valuable resource for our customers, industry peers, and community partners by developing and maintaining external industry relationships for energy-efficiency strategy and cultivation, ensuring effective and innovative program development to benefit community, stakeholders, commercial and residential customers and similar responsibilities.

The Organization

Snohomish County PUD, headquartered in Everett, Washington, is governed by a three-member Board of Commissioners. A commissioner is elected every two years in a general election to serve a six-year term. The commissioners establish PUD policies, set rates, adopt system plans for electric and water utilities, approve the revenue obligations, and hire the general manager.

John Haarlow serves as CEO/General Manager of this dynamic organization. Having joined the utility in 2017, Mr. Haarlow works with the Board and employees to focus on strategic priorities for the utility's commitment to the communities it serves.

Snohomish County is the fastest-growing county in Washington state. Consequently, the PUD's customer base, as well as its energy load requirements, is increasing rapidly.



Everett, Washington

The City of Everett is located approximately 25 miles north of Seattle, Washington, on Port Gardner Bay. Everett is the county seat and largest city in Snohomish County with a population exceeding 110,000. Everett is home to the largest building in the world as Boeing is the largest employer in the city.

Snohomish County offers a variety of growing urban settings rich in diversity and cultural amenities as well as tranquil rural settings perfect for outdoor and recreational pursuits. And for the water-lover, there is the beautiful Puget Sound, hundreds of lakes and dozens of rivers for boating, fishing and enjoying.

Compensation & Benefits

Total compensation and relocation packages are competitive and will be dependent upon qualifications and experience. In addition to a competitive compensation program, Snohomish County PUD also offers a comprehensive benefits package. More information about our benefits can be found at www.snopud.com/benefitoverview.

To Apply:

Joyce Gallo
Mycoff Fry Partners LLC
PO Box 1310
Conifer CO 80443
(800) 525-9082
jgallo@mfp LLC.us

All inquires and/or referrals will be held in the strictest of confidence. To learn more about Snohomish County PUD No. 1, please visit www.snopud.com. Snohomish County PUD No. 1 is an Equal Opportunity Employer.