



## **MRO VISION, PURPOSE AND PRINCIPLES**

### **Vision**

Maintain and improve the quality of life through a highly reliable regional Bulk Power System.

### **Purpose**

Strive to assure each Bulk Power System owner and operator within our region is a Highly Effective Reliability Organization.

### **Principles**

We are accountable for results – provide clarity and assurance of procedures, processes and controls to improve the reliability of the Bulk Power System.

We deliver meaningful outcomes to those we serve and use our funding wisely.

We embrace our public trust obligation to be independent and transparent.

We are collaborative in approach and seek constructive solutions.

To those ends we are:

- **Principled.** We do the right thing, the right way. We earn trust each day by treating every person with respect, fairness and integrity.
- **Responsive.** We have a sense of urgency to act on the basis of facts, risks, and the needs of others.
- **Rigorous.** We are accurate, exacting, and demanding to improve the reliability of the Bulk Power System.
- **Objective.** We are intellectually honest, truthful, candid, and act without bias.
- **Innovative.** We embrace new ideas and lead change to improve the future.
- **Effective.** We create value for those we serve.

Approved by the MRO Board of Directors on: December 17, 2013