



INCORPORATED COUNTY OF LOS ALAMOS

DEPARTMENT OF PUBLIC UTILITIES

ADMINISTRATIVE PROCEDURE GUIDELINE

Index No. 0003

Effective: 06/24/2011

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CODE OF ETHICS

I. Purpose and Goal

To promote and maintain the highest standards of personal and professional conduct among all involved in providing exceptional quality services to all Department of Public Utilities customers.

II. Preamble

The Department of Public Utilities is owned by Los Alamos County and accountable to its customers. Our customers have invested trust in the Department to properly operate, maintain and upgrade the physical systems necessary to provide reliable utilities services at a fair price. We hold this trust responsibility in the highest regard, and will do our utmost to justify the confidence our customers have placed in us.

A. We will be trustworthy.

- Make sure information given to customers is correct and up to date.
- Never enter a residence without the owner/occupant present.
- Be respectful of a customer's property.
- Never do anything to give the appearance of violation of trust.
- Follow all laws, rules and regulations.

B. We will be professional.

- Only give Customers information within our areas of expertise.
- Never allow personal feelings to interfere with the job.
- Always do our best at our craft.
- Seek ways to improve and keep skills current.

C. We will be service-oriented.

- Customers are the reason we are here.
- Be engaged, responsive and willing to go the extra mile for our customers.
- Always be friendly, receptive and courteous.
- A customer may be unhappy with the answer, but should never be unhappy with our service.
- Keep appointments and be on time.

D. We will be fiscally responsible.

- Make financial decisions that will preserve or improve our level of service.
 - Consider the impact on rates for all decisions involving expenditure of funds.
 - Be prudent in considering the financial impact of decisions.
 - Completely transparent and follow all laws involving financial transactions.
- E. We will be organized.**
- Respect and follow Department processes, policies, rules and regulations.
 - Act in an efficient manner, making decisions and recommendations based upon research and facts, taking into consideration short and long term Department goals.
 - Present requested information concisely, factually and at an appropriate level of detail.
- F. We will be communicative.**
- Listen to the customer.
 - Be approachable, open-minded and willing to participate in dialog.
 - Allow the customer to add input and value.
 - Keep customers informed.
- G. We will be collaborative.**
- Cooperate with other groups or individuals.
 - Build consensus and gain value from diverse opinions.
 - Be a team member.
- H. We will be progressive.**
- Promote intelligent and thoughtful solutions in order to forward the Department's policies and image.
 - Maintain consistent standards while improving existing paradigms when necessary.
 - Consider worker and customer safety of paramount importance in the conduct of Department business.
- I. We will be innovative.**
- Promote proactive, new approaches to setting goals and conducting Department business.
 - Keep abreast of technological developments in our industry.
 - Always look to incorporate safety and other improvements to practices and processes based on experience.
- J. We will be fair.**
- Treat all Customers, and each other, with equal courtesy and respect.
 - Realize that financial decisions impact all ratepayers.
 - Apply Department Rules and Regulations equally to all Customers.
 - Do not disadvantage local businesses by offering to do work for Customers that private businesses also perform.

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Attachment(s): None



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