



MRO Vision, Mission and Core Principles

Vision

A highly reliable and secure North American bulk power system.

Mission

To identify, prioritize and assure effective and efficient mitigation of risks to the reliability and security of the North American bulk power system by promoting Highly Effective Reliability Organizations™ (HEROs).

Core Principles

We are accountable for results, providing clarity and assurance of procedures, processes and controls to improve the reliability of the bulk power system. The following core principles guide our conduct and behavior:

- **Accountability**
 - Maintain the public trust in fulfilling responsibilities and use our funding wisely.
 - Act in a timely manner on the basis of facts to address issues related to events, emerging reliability risks, the needs of stakeholders, and the public interest.
- **Independence**
 - Be impartial, objective, fair, and intellectually honest.
 - Ensure governance practices that provide both regulatory independence and inclusion of stakeholder expertise to address reliability and security matters.
- **Inclusiveness and Transparency**
 - Create opportunities for stakeholder engagement.
 - Consider and balance the diverse interests of all stakeholders, including costs imposed to the consumer.
 - Leverage industry expertise and avoid unnecessary duplication.
- **Innovation**
 - Assess emerging risks and adapt to change.
 - Encourage new ideas and prioritize efforts that contribute to improving productivity and reliable operations.
- **Excellence**
 - Strive for operational excellence by being rigorous, accurate, and exacting.
 - Promote the active participation of the best technical experts.
 - Make informed decisions regarding efficient use and allocation of resources.
- **Integrity**
 - Maintain the highest levels of ethical conduct.
 - Maintain respectful relationships.
 - Protect the security of confidential information.