

## Purpose

We safely deliver electricity and telecommunications network services and complementary services, creating value for our customers, our owners and our community.

## Our Strategy

To provide the best outcome for our customers and owners by delivering safe, reliable and competitive network services, both regulated and unregulated, while also delivering profitable complementary services that are within our capability. We do this by operating a sustainable, lean and efficient business and looking for growth opportunities within our rapidly evolving environment.

# Strategy 2019-20

## Vision

Trusted by our customers to deliver today and create a better tomorrow.

## How We Work

- The safety of our people and the community is our top priority
- We collaborate to deliver real value to customers
- We innovate and we are a fast follower
- We challenge the status quo
- We harness our strengths to grow our business
- We deliver commercial outcomes

## Strategic goals

What do we need to focus on to achieve our vision?

### Our Customers

We care for our customers and make their experience easier.

### Our People

We keep safe, build trusting relationships, and enable our people to deliver value.

### Our Business

We manage our assets to deliver safe and reliable services, while transforming our business.

### Our Owners

We operate our business to deliver sustainable shareholder outcomes.