Customers
1.3 million electric
500,000 natural gas

Jobs
Employees 6,000
Contractors 3,700

Corporate Giving
$20.18 million
ACCOMPLISHMENTS

- No. 1 wind provider in America
- Building Solar Capacity
- A Leader in Conservation
- A Leader in Transmission
- Strong Reliability
- Storm Response
- Carbon Reduction
- A Leader in Emission Reductions

All at a Competitive Price
TRENDS IN THE ENERGY INDUSTRY

- Changing Economics
- Growing Customer Expectations
- Changing Policy Landscape
GRID MODERNIZATION AND CUSTOMER SOLUTIONS

Battery

Electric Vehicle

Solar

Smart Technologies

Expect game changing energy efficiency advances
Resiliency

Prevent Outage

Fix It Fast

Community Sustainment

Resiliency
Prevention

Vegetation Management

Storm Hardening

System Design

Micro Grids
Fix It Fast

- Proactive Storm Response
- System Design
- Modernize the Grid

SAFETY
Community Sustainment

- **Mobile Charging**
  - Sense of Normalcy

- **Restoration Prioritization**
  - Emergency Services
  - Critical Infrastructure

- **Communication**
  - Multiple Channels
  - Granular Data
Proactive Storm Response

Customer Experience

93%
Customers restored within 24 hours
82%
Customers restored within 12 hours

EEI
“Emergency Recovery Award” – 2013 & 2015

PA Consulting
“Reliability One Award” – 2014, 2015

Proactive Storm Restoration Culture
Standardized Best Practices
Proactive Event Planning
Event Management Consistency
Communications Transparency
Summary

- Poised for change
- Modernizing Grid is key
- Industry Leading Restoration
- Great Reliability Performance
- Safety never compromised