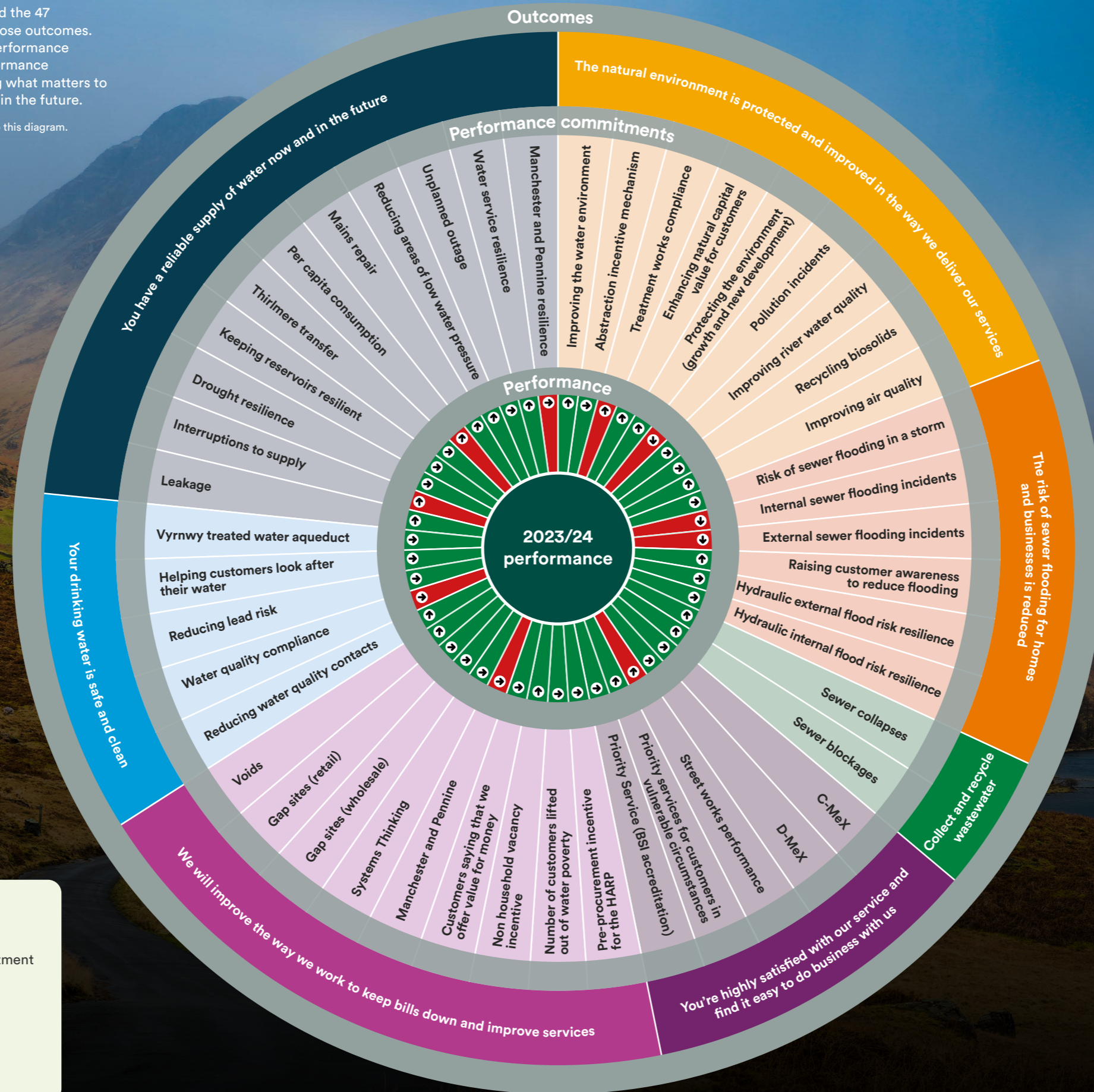


Year-four performance

This diagram shows our seven outcomes and the 47 performance commitments that make up those outcomes. We have met or beaten 37 (79%) of these performance commitments in year four. This strong performance demonstrates our commitment to delivering what matters to customers and communities, both now and in the future.

Plain English Campaign's Crystal Mark does not apply to this diagram.



Key:

- █ Performance commitment not met
- █ Met or exceeded performance commitment

Performance trend

- ↑ Improving
- Stable
- ↓ Deteriorating