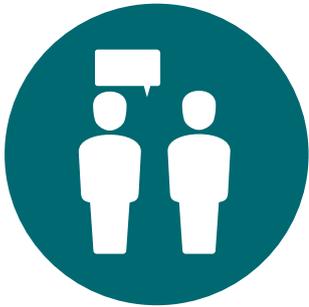


CUSTOMER COMMITMENT STATEMENT

We will listen to and respect our customers, safely deliver on our promises and place customers at the centre of everything we do.

Our job, as a poles and wires business, is to deliver electricity safely, reliably and efficiently.

Our commitment to customers is that we will:



Listen:

- > to understand their needs
- > to act on and address their feedback
- > to provide service that is courteous, fair and professional



Respect:

- > their safety and well-being
- > their diversity and the communities in which they live
- > their property and privacy



Deliver:

- > on our promises
- > information that is clear and timely
- > our services efficiently and be easy to deal with