

Leaders in

our sector



Our vision

To be consistently the best performing organisation in our sector in the UK.

There are **four aspects** to our vision:

To be an employer of choice

To be a respected and trusted corporate citizen

To be sustainably cost-efficient

Enabling the Net Zero transition for all

Our strategic priorities

We aim to provide a safe, reliable service that meets our customers' needs at the lowest price and that facilitates the transition to Net Zero.

Keeping employees and the public safe

Find out more [→ p.32](#)

Providing a reliable electricity supply

Find out more [→ p.34](#)

Focus on customer satisfaction

Find out more [→ p.36](#)

Delivering value for money

Find out more [→ p.38](#)

Innovating to facilitate the transition to Net Zero

Find out more [→ p.40](#)

Our sustainability strategy

We want to make sure that we operate in a way that means we can do so for many years to come.

Environment

We aim to do as much good and as little harm to the environment as possible.



Find out more [→ p.22](#)

Our people

We are a safe, fair and inclusive employer that people want to work for.



Find out more [→ p.26](#)

Social responsibility

We play an important role in the life of our communities.



Find out more [→ p.28](#)

Our values

We deliver high performance underpinned by our values.



Integrity



Respect



Continuous improvement



Responsibility



Diversity and inclusiveness



Unity