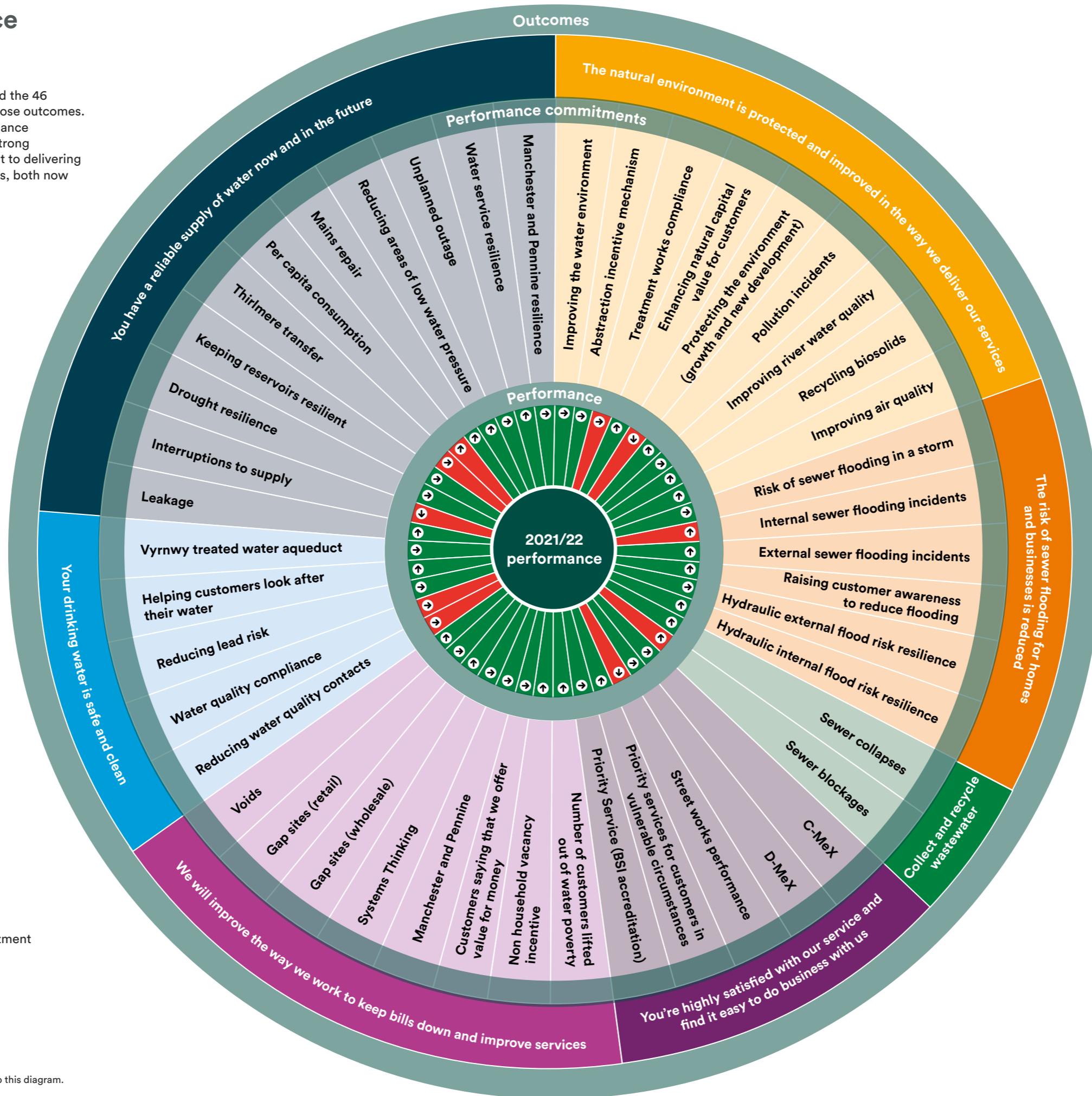


# Year-two performance

This diagram shows our seven outcomes and the 46 performance commitments that make up those outcomes. We have met or beaten 36 of these performance commitments in year two (over 78%). This strong performance demonstrates our commitment to delivering what matters to customers and communities, both now and in the future.



**Key:**

- Performance commitment not met
- Met or exceeded performance commitment

**Performance Trend**

- Improving
- Stable
- Deteriorating

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