STRATEGIC PLAN 2016–2020
Setting new sights with our clean energy

HIGHLIGHTS

OUR VISION
Set new sights with our clean energy

OUR MISSION
We deliver reliable electric power and high-quality services. By developing hydraulic resources, we make a strong contribution to collective wealth and play a central role in the emergence of a low-carbon economy. As recognized leaders in hydropower and large transmission systems, we export clean, renewable power and commercialize our expertise and innovations on world markets.

OUR VALUES
- Achievement of targeted results
- Respect for our customers, employees and partners
- Authenticity
- Teamwork
- Integrity

OUR OBJECTIVES
- Lay the groundwork to double our revenue over the next 15 years so as to increase profits
- Be a benchmark in customer service
- Contribute to Québec’s economic development and energy transition
- Keep rate increases lower than or equal to inflation

OUR STRATEGIES

1. Improve customer service
   - Enhance the performance of our customer relations centres by making our services more accessible
   - Estimate service connection lead times more accurately
   - Launch new initiatives and maintain advances made in energy efficiency
   - Work to further transportation electrification

2. Communicate proactively with our customers, employees and partners
   - Inform and listen
   - Prioritize accessibility and openness

Hydro Québec WORKING BETTER every day
OUR STRATEGIES (cont.)

3. Improve productivity
   - Optimize our use of information and communication technologies
   - Make new energy purchases according to Québec’s electricity needs
   - Adjust our goods and services procurement practices to create more value
   - Bank on employee performance and engagement

4. Develop new growth avenues
   - Increase exports
   - Acquire assets or stakes outside Québec
   - Commercialize our innovations
   - Increase the capacity of our generating fleet

OUR FINANCIAL OUTLOOK

Potential impact of new growth avenues

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<th>NET INCOME ($M)</th>
<th>2015 Actual</th>
<th>2020 Projected</th>
<th>2030 Total</th>
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We plan to make profits (net income) of $5.2 billion by 2030, which represents an increase of $1.2 billion compared to the business-as-usual scenario.

- Business-as-usual scenario
- New export opportunities
- Acquisition of assets or stakes outside Québec / Commercialization of innovations

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