

# HIGHLIGHTS

## OUR VISION

## OUR MISSION

## OUR VALUES

**Set new sights with our clean energy**

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.

- > 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



## 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



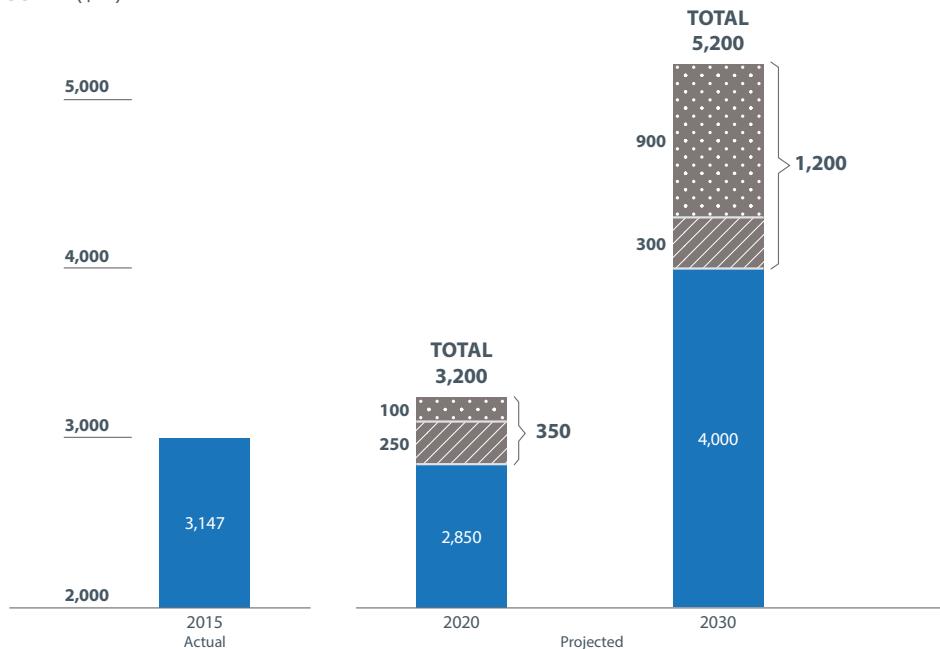
### 4. Develop new growth avenues

- > 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 NET INCOME (\$M)



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 growth avenues

New export opportunities

Acquisition of assets or stakes outside Québec / Commercialization of innovations

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