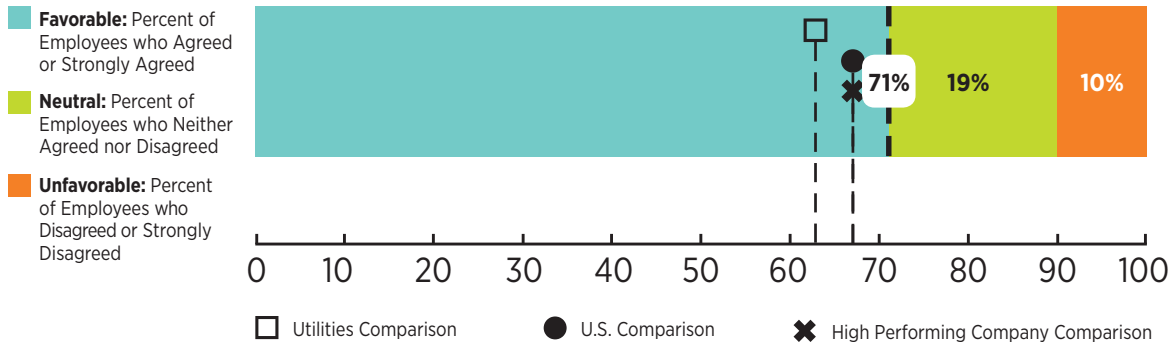


SPEAK UP!

2017 OVERALL RESULTS

Engagement remains strong



Above the U.S. norm for engagement **(67%, +4)**

Well above the utilities norm **(63%, +8)**

Above the high-performing-company norm **(67%, +4)**