

# Excellence in ENERGY SOLUTIONS

...And a Commitment to Our Community.



Saint John Energy is proud to provide the people of Saint John with the power they need to heat their homes, run their businesses and fuel industrial growth. It's a job we have been doing since 1922.

**MISSION:** We are a utility services provider of innovative customer-centered solutions.  
**VISION:** Continue to evolve as an industry-leading utility services provider.

We are:

■ Saint John's premier electrical utility provider:

- 36,500 local customers
- 95 full-time employees
- 750 km of distribution lines (600 overhead & 150 underground)
- 22,600 poles
- 13 substations



■ Ahead of the national average in reliable service

- 0.44 customer interruptions / year, compared to national average of 2.54
- 0.41 hours / year of customer interruption, compared to national average of 4.661



On average, our residential rates are 10% lower and commercial rates are 4% lower than others in New Brunswick.



This is possible thanks to our excellent relationship with NB Power, our supplier of wholesale electricity, and because we serve an urban area, creating efficiencies.

This model has allowed the City of Saint John to save about \$2 million per year, and the public more than \$7 million per year.



The thinking behind the business:

Our Strategic Plan highlights 4 Strategic Themes that guide our business activities:

1. Financial Stability / Sustainability
2. Customer Focus
3. Organizational Effectiveness
4. Employee Well-Being



While these themes guide the business we do, the following 6 Guiding Principles and Values dictate how we act each and every day.

1. Safety
2. Results-Driven
3. Accountability
4. Honesty, Integrity & Respect
5. Customer-Focused
6. Teamwork

Building a sustainable model for growth



#GrowSJ

Opportunities



90% support SJE developing renewable energy projects

EXPAND UTILITY SERVICES

- Expand SJE's expert engineering, asset management and operational services to new telecom, electric and water utility clients

Customer metric of 84% satisfaction

EXPLORE GENERATION PROJECTS

- Investigate partnerships in renewable energy: Charlotte County Community Wind Farm & Chapman Community Wind Farm
- Identify local wind energy project potential
- Explore community solar projects

CONSUMER PRODUCTS

- Expand SJE's mini-split heat pump rental program
- Continue water heater rental program
- Explore new smart energy consumer solutions: storage, solar

BENEFITS

Our plans for growth will benefit our community and our province by:

1. Creating jobs, driving economic growth and generating new sources of revenue
2. Offering customers more smart energy choices
3. Reducing our carbon footprint, and helping NB to reach its renewable energy goals
4. Fueling the entrepreneurial eco-system, and promoting new partnership opportunities
5. Complementing NB Power initiatives, offering cost savings and contributes to system peak reductions (RASD)
6. Ensuring rate stability for customers / predictable revenue for City of Saint John