

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 provide innovative customer-centered energy utility solutions
VISION: To be recognized as an evolving energy and utility leader

We are:

Saint John's premier electrical utility provider:

- 36,400 local customers
- 94 full-time employees
- 760 km of distribution lines (590 overhead & 170 underground)
- 22,000 poles
- 13 substations



Ahead of the national average in reliable service

- 1.36 customer interruptions / year, compared to national average of 2.32
- 1.75 hours / year of customer interruption, compared to national average of 5.08



On average, our residential rates are 10% lower and commercial rates are 3% 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 approximately \$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

The way we communicate and hold ourselves accountable fall under the umbrella of Sustainability



Sustainability

Some of the ways we brought this to life in 2016 include:

ECONOMIC

- Employed 94 full-time employees, with a payroll of \$7.4 million
- Purchased \$3.4 million worth of goods and services from 244 local Saint John vendors

SOCIAL

- Company and staff donated nearly \$100,000 to community organizations, in areas of social need in Saint John including Education, Community Building and the provision of Food and Warm Shelter
- Stakeholder presentations to deepen relationships and provide a channel for stakeholder feedback

ENVIRONMENTAL

- Complete quarterly internal audits by our Joint Health and Safety Committee and Environmental Management System Audits resulting in 100% compliance
- Partnered with the City of Saint John on a new student-based energy efficiency awareness program for elementary school students
- Introduction of a Heat Pump Rental Program

5 TIPS

The promotion of energy conservation is our lead economic cause.

1. Use cold water to wash clothes and hang clothes to dry.
2. In winter, keep curtains open during the day (to attract heat) and closed at night (to retain heat). In summer, do the opposite.
3. LED light bulbs are 85% more energy efficient and last longer.
4. Basements are responsible for 1/3 of a home's heat loss. Make sure your basement is properly insulated.
5. Use a microwave or toaster oven when possible to use less energy than a stove or oven.

Customer metric of 84% satisfaction