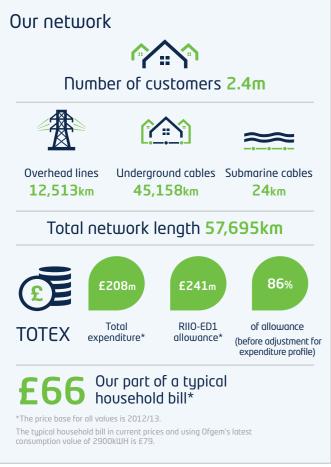
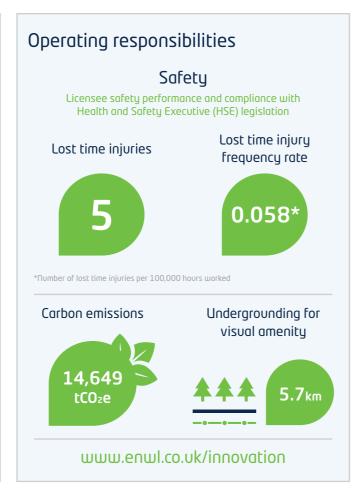
Performance snapshot to 31 March 2022





Our customer commitments Customer satisfaction Social obligations Stakeholder Engagement Scored 4.31 Pass Incentive on connections engagement (ICE) Penalties incurred under the ICE scheme NONE



Our performance in 2021/22





The ten commitments that were completed in prior years have been excluded from the detailed sections that follow in this report.