

culture of
accountability

OUR vision

(vizh-uhn) n. To be the responsible energy choice in our growing Southeast markets

culture of accountability

OUR mission

(*'mi-shen*) *n.* a preestablished and often self-imposed objective or purpose

our business

Our core business is regulated retail natural gas distribution in the growing Southeast markets. We leverage the strengths of these markets and our core abilities to pursue complementary non-utility business opportunities with particular focus on wholesale and retail energy services. We provide safe and reliable service and continuously find and implement operational efficiencies.

We market and deliver our products and services using best practices and cost effective technologies. We continue to be a leader in the natural gas industry and do so with integrity and in compliance with all applicable laws and regulations.

our customers

We know our customers and meet or exceed their expectations. We honor our commitments to our customers and strive to always provide accurate and timely services and information. Our services are provided in a safe and reliable manner.

our employees

We are committed to the safety of our employees. We encourage our employees to be valuable contributors in the workplace and in the community. We provide career opportunities and the continuing education necessary for our employees to perform their jobs in a quality manner. We provide a work environment that contributes to the health and wellness of our employees.

our communities

We provide the time and resources to promote and improve the economic and social vitality of our service areas. We are active corporate and individual participants.

our environment

We continuously develop innovative solutions to improve and protect the environment. We promote and participate in initiatives that contribute to a clean and healthy environment for our employees, their families and for our communities.

our regulators

We value our relationship with the governmental authorities that impact our business. We strive to achieve win-win solutions for our constituents.

our shareholders

We continuously strive to enhance shareholder value and confidence. We continue to pursue acquisitions and business ventures on an opportunistic basis.

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OUR values

(*val-yuz*) *n.* a the agreed upon ideals, customs and institutions of an organization

integrity

- Communicate openly, honestly and directly
- Protect our reputation
- Show consistency between actions and words
- Seek help when needed
- Express opinions and support decisions
- Foster a culture of accountability and compliance

respect

- Place interest of team above self
- Encourage collaboration
- Give and receive feedback to improve results and effectiveness
- Foster mutual trust
- Celebrate each others' contributions
- Recognize and value diverse backgrounds, experiences, styles, approaches, and ideas

excellence

- Strive for quality in work-related processes
- Embrace openness to learning and change
- Encourage professional and personal development
- Take responsibility for achieving desired results
- Seek to continually improve in all we do

health

- Encourage a healthy balance between work and personal life
- Provide initiatives that support a healthy lifestyle
- Maintain a safe work environment for employees and customers

stewardship

- Champion environmental responsibility
- Encourage employee engagement on the job and in the community
- Protect and enhance shareholder value