



## Mission

A local energy distribution company committed to maximizing value to our stakeholders through innovative solutions.

## Vision

To deliver electricity through safe, dependable, cost-effective and environmentally responsible practices.

## Our Values

### Safety

Promoting safe and efficient practices in the supply, delivery, education and use of energy.

### People

Creating an atmosphere for employees that promotes empowerment and commitment to the THI vision.

### Integrity

Focusing on transparent, responsible and fiscally sound leadership.

### Agility

Responding to our customers, community and industry trends while seeking excellence and continuous improvement in all business areas.

**Strategic Plan**  
2020 - 2023





# Objectives

## Corporate & Social Responsibility

Committed to being a socially, financially and environmentally sustainable company.

## Leadership Responsibilities

THI works to achieve its Mission, Vision and Values through strategic direction, targeted outcomes and ethical practices consistent with all statutory and regulatory requirements.

## Customer Care

Enhance customer engagement by seeking feedback and monitoring customer satisfaction.

## Reliability

Maximize system performance utilizing best practices for asset management to align with customer needs, industry practices and corporate goals.

## Financial

Maximize value to our stakeholders through responsible financial management and industry best practices to improve efficiencies and reduce costs to our rate payers.

## High Performance Teams

Promote a culture that will retain and attract high performance talent that will maximize Corporate and Board performance.

## Risk Management

Continue to identify and manage risks within the changing digital environment and leverage technology to enhance our operations and service delivery.

*Powering your community*



Tillsonburg Hydro Inc. is 100% owned by the Town of Tillsonburg and operates as a regulated company under the auspices of the Ontario Energy Board. THI serves more than 7,500 customers in the Town of Tillsonburg.

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