

Our strategy on a page

Our purpose is making a difference to the lives of Territorians.

Our vision is to be a proud, trusted, modern multi-utility delivering value now and into the future.



We value our customers and give them our best



We have pride in ourselves and our work



We work better by working together



We put people first

Our customer experience mission

Our goal is to anticipate customers' needs, engage meaningfully and empower them to make informed decisions.

Anticipate. Engage. Empower.

Our objectives

Make every interaction simple

Embed the customer voice

Enable sustainable futures, together

Our principles

We listen with empathy and seek to understand

We are accountable, proactive, responsive and timely

We track and measure actions to ensure continuous improvement

We are accurate, transparent, reliable, and trustworthy

We empower our customers with knowledge and tools to self-serve

We embrace a sustainable, equitable future with innovation

Our approach

Listen and Learn

Act and Measure

Adopt and Evolve

Our success measures

Customer satisfaction and engagement

Brand, advocacy and reputation

Service equity

Employee satisfaction and engagement

Operational and performance efficiency

Collaboration and continuous improvement