

YEAR AT A GLANCE

Jan

Feb

Mar



- The Group successfully concludes the spin-off and separate listing of its Hong Kong electricity business on the Main Board of the Hong Kong Stock Exchange.

- Ratchaburi Power Thailand supports an event to commemorate "National Children Day" and shares happiness, sweets and gifts with over 10,000 students and teachers.



- UK Power Networks continues to work on a business transformation programme in 2014 to update IT systems and business processes. The programme will significantly improve efficiency and customer service.

- CitiPower and Powercor invests A\$5.7 million in the undergrounding of over 19 km of high voltage power lines to minimise bushfire risk, and increases investment in underground private overhead electricity lines to enhance safety standards.



Jul

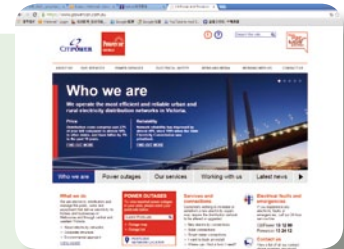
Aug

Sep

- Wales & West Utilities engineers work around the clock to restore supply in Wales after a major gas outage incident. Flooding, caused by a neighbouring water main bursting, damaged 10 km of the company's network. Over 150,000 litres of water were pumped out of the gas network.



- CitiPower and Powercor launches a new corporate website to deliver improved customer access to outage information. The new website will help keep customers and stakeholders better informed about the company's initiatives.



- Dali and Laoting complete an innovation programme, which involves the modification of Dali's turbine blade and the upgrading of equipment at the Laoting plant to increase annual power generation. The exercise was successful in enhancing plant productivity and reliability.
- UK Power Networks is recognised for innovation to reduce emissions. Its Flexible Plug and Play Project, which connects renewable generation schemes to the electricity network more quickly and economically, wins the "Low Carbon Energy Innovation Award" at EEEGR's Energy Innovation Awards in July 2014.

- The Siping Cogeneration Plant deploys an environmental upgrade scheme to reduce carbon emissions by early 2015 to achieve the latest statutory emissions standards.



Apr

- HK Electric submits its response to the public consultation on the future fuel mix for electricity generation, calling on the Hong Kong Government to keep electricity generation local, while increasing the use of environmentally friendly natural gas.



- SA Power Networks completes "Talking Power", a comprehensive customer and stakeholder engagement programme to better understand customers' views, needs and concerns. The feedback has been integrated into the company's proposals to the regulator for 2015-2020.



- Canadian Power undertakes significant maintenance and plant reconfiguration works at its Ottawa plant, converting the plant from continuous base load operation to a dispatchable plant. The transformation will enable the plant to achieve short-term peaks in operation.

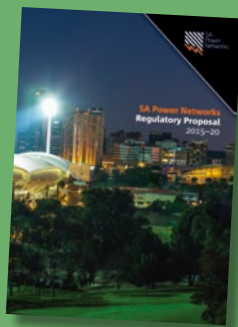
- UK Power Networks wins more awards than any other company at the inaugural Utility Week Stars Awards, demonstrating its commitment to operational and service excellence. The awards include "Team of the Year (Operational)", "Team of the Year (Customer Facing)" and "Customer Service".

- In recognition of its efforts to upgrade its environmental system, the Jinwan Plant has been selected as an "environmental demonstration project" by mainland China's National Energy Administration and Guangdong Provincial Development and Reform Commission.



Oct

- SA Power Networks submits a regulatory proposal for the 2015-2020 period to the Australian Energy Regulator for the next regulatory control period to commence in July 2015. The proposals will help to determine the company's tariffs and returns for the period.



- In the Netherlands, AVR-Afvalverwerking B.V. commences Phase 2 of the Rotterdam city heating network, and extends its city heating network to Duiven in November and December respectively.

- HK Electric establishes the HK Electric Institute to provide systematic and intensive training for developing its staff, attracting and developing talent, and using the experience of the company's retired employees.



- Northern Gas Networks is recognised as the best gas distribution network for customer satisfaction based on Ofgem surveys. It also wins the Customer Focus Award at the National Business Award 2014 and six other awards.

- Wales & West Utilities installs specialist cameras within gas pipes, allowing quick diagnosis of faults, thereby improving repair times and causing less disruption to the public. The coil trailer reduces pipe wastage, reducing the company's corporate carbon footprint.

- Power Assets completes acquisition of 27.5% of Australian Gas Networks (formerly known as "Envestra Limited"), one of Australia's largest natural gas distribution companies. The acquisition will increase the Group's presence in Australia's natural gas market.