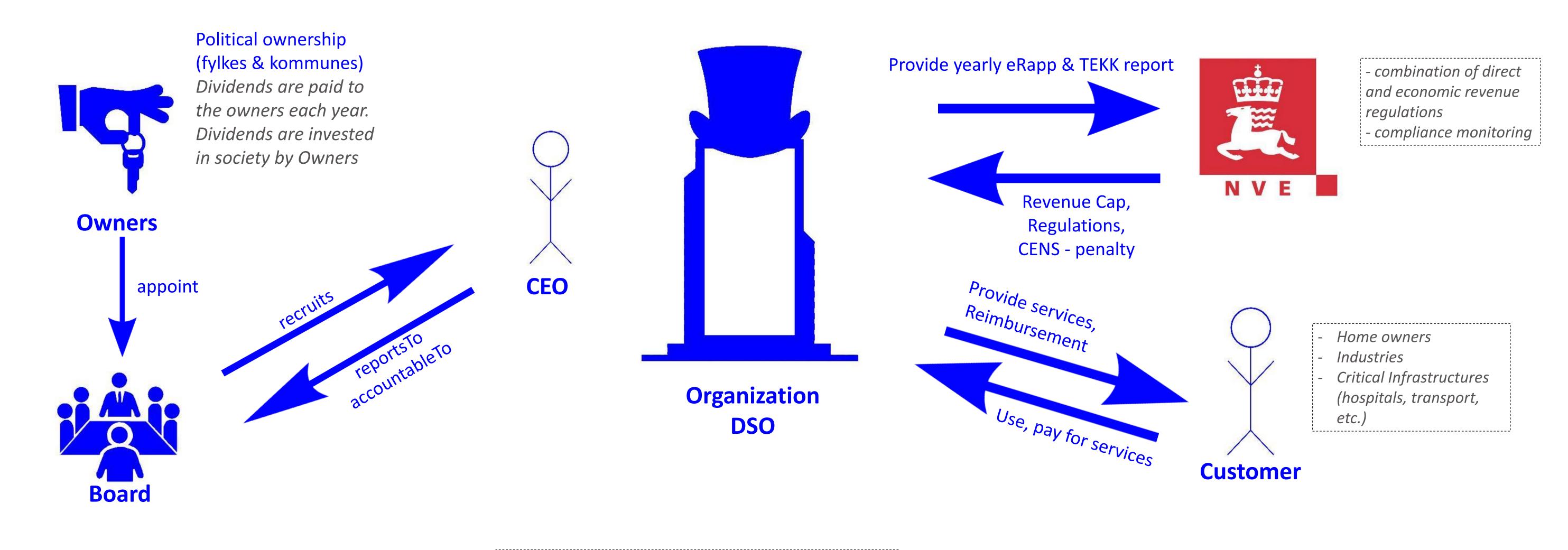
DSO operational context

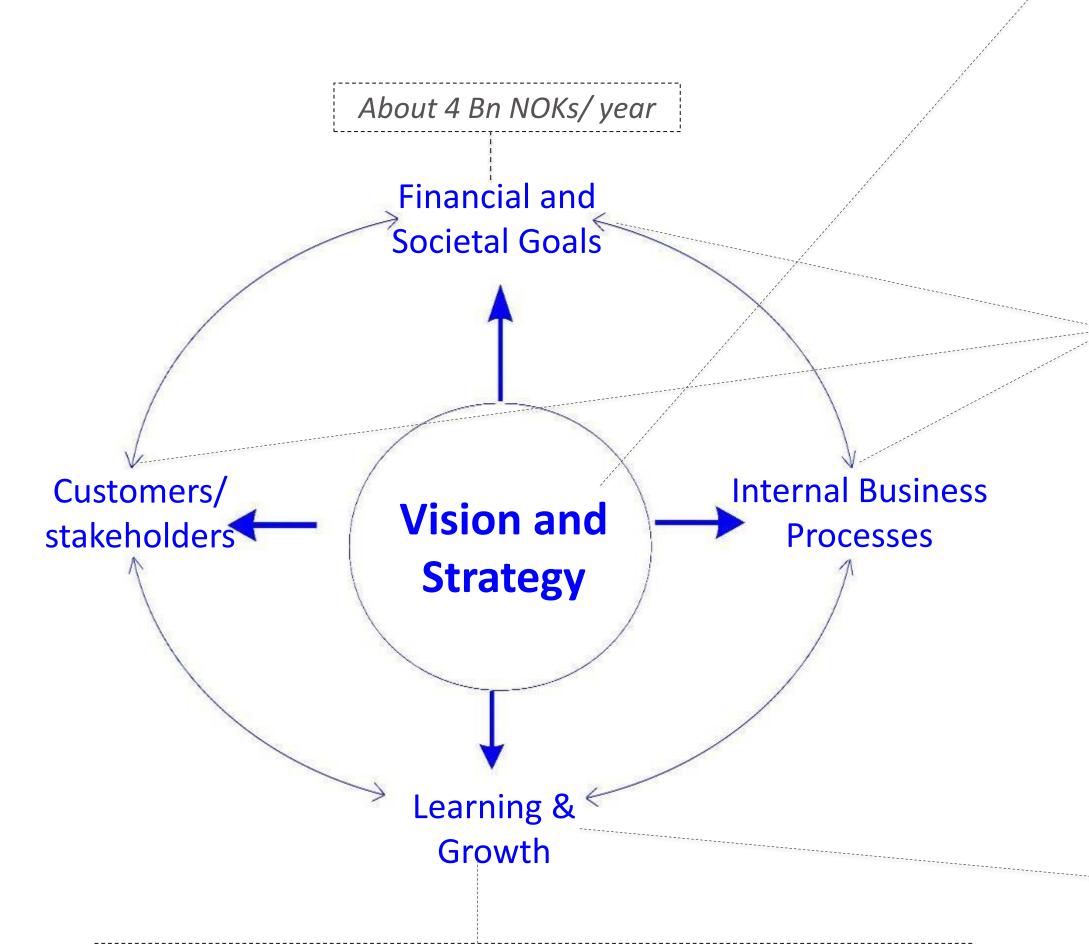
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1. Vision and Strategy



- Broadband development
- Other regional development in the next few years are major developments such as Raskiftet wind power plant and Nedre Otta power plant, which will have major ripple effects in the region.

Eidsiva's goal is:

- to provide a good long-term return,
- develop the country's energy resources andcontribute to growth and development in the region.

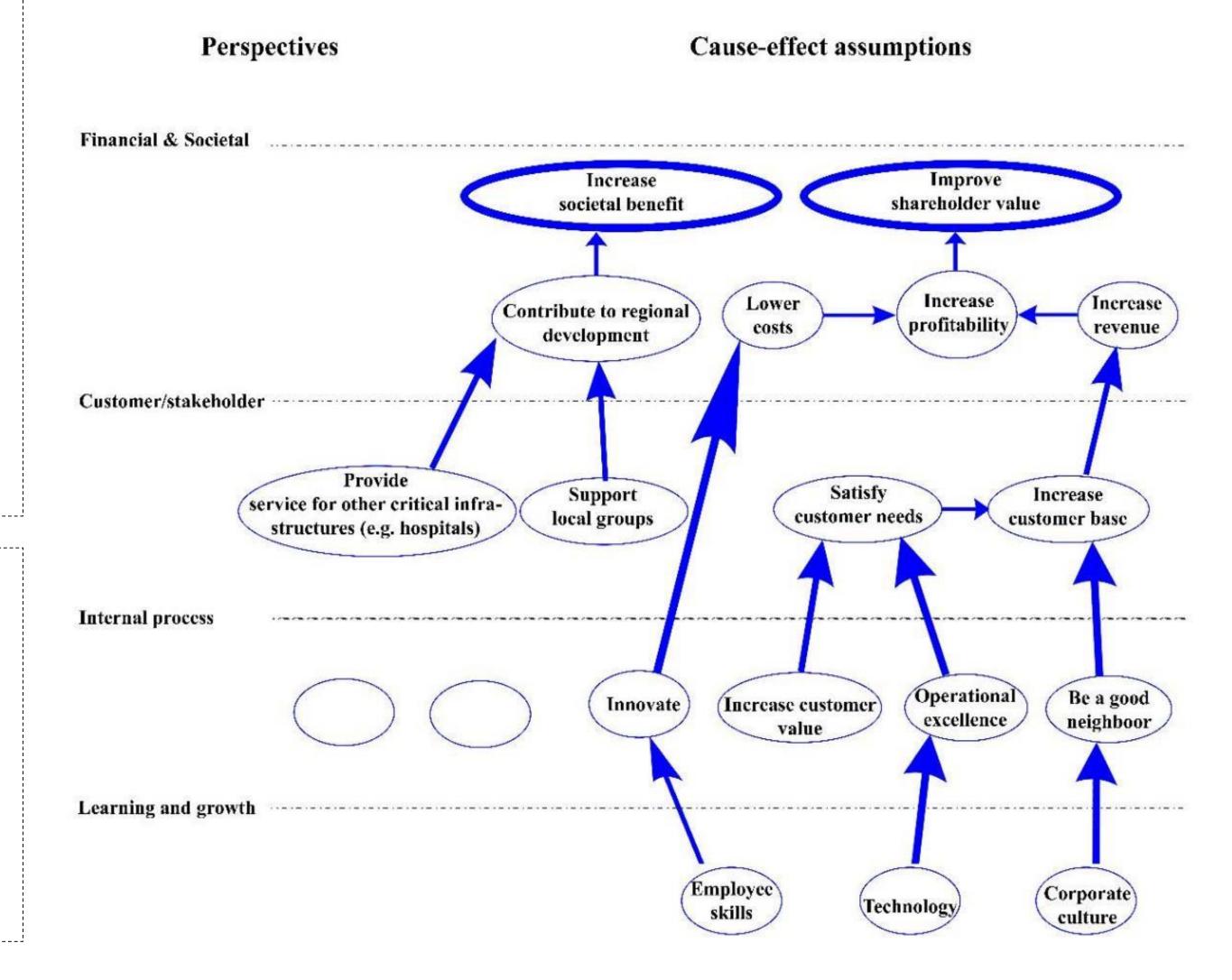
Regional development

- primarily through the exercise of core business
- electrification of the Inlandstable power supply
- major investments to maintain its production capacity and delivery reliability

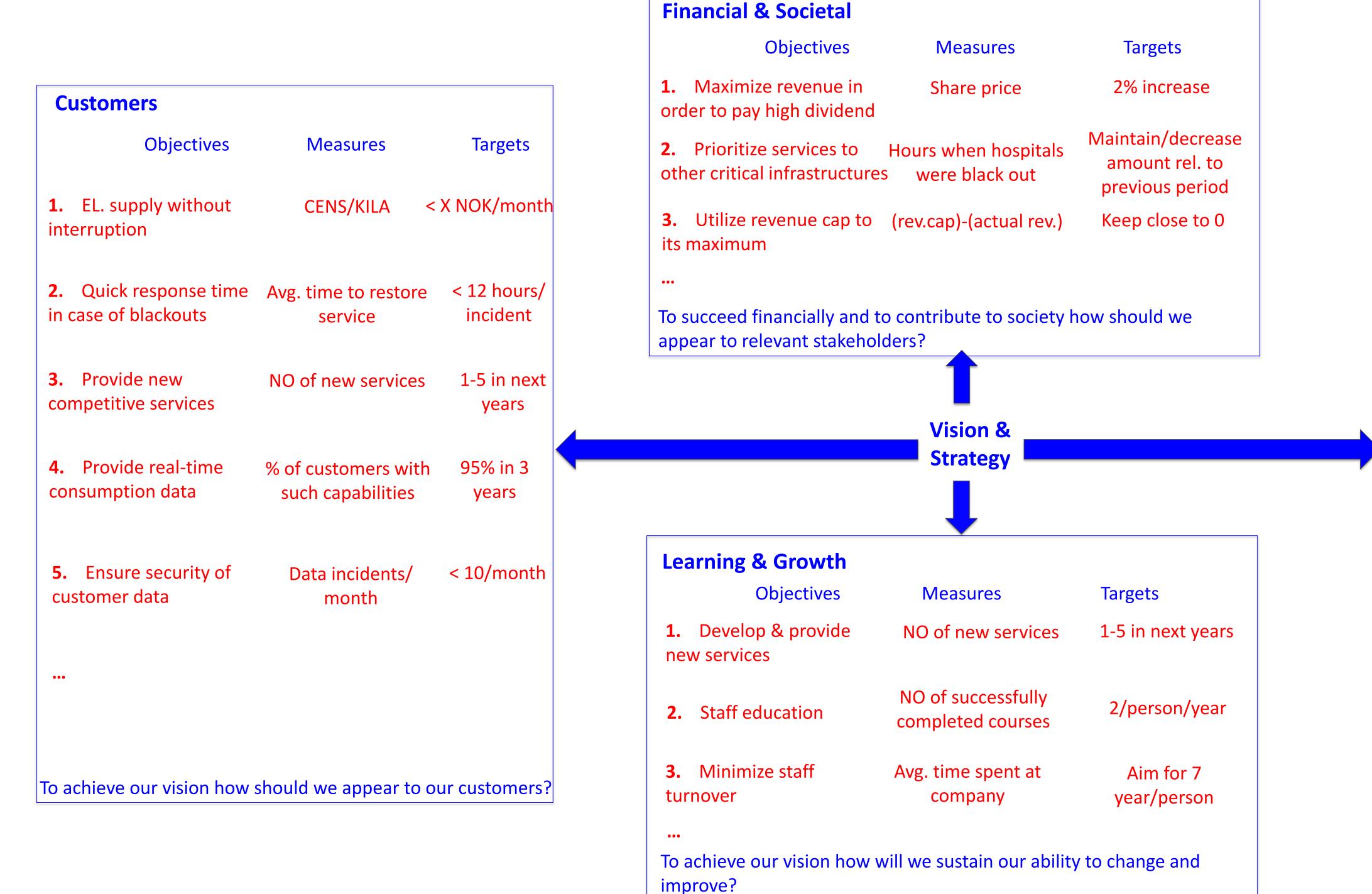
Societal contributions

- support a wide and diverse sports and cultural life, and sponsors more than 200 teams and associations (marketing channel)
- Eidsiva contributes to public welfare in the country in the form of taxes and fees of around half a billion. In addition, the Group purchases services locally for more than NOK 600 million.
- 6.5 million are used annually for expertise, innovation and business development.
- contribute to attracting leading expertise and new business activities to Innlandet
- expertise building and recruitment
- Eidsiva is also a participant in Norway's first regional trainee program that was established between some of the largest business players in Hedmark and Oppland.
- the largest business players in Hedmark and Oppland.
 knowledge and attention on the topic of energy is also promoted through cooperation with the Vitensenteret Innlandet and Energy Center at Hunderfossen.

2. Strategy map



3. Balanced Scorecard



Internal Processes Objectives Measures **Targets** 1. Maintain equipment Component failures/ < 100/month quality month < 50 2. Accurate reporting NO of corrections/ to NVE report 3. Complete AMI % of customers Aim for 95% by installation before end of year covered deadline < 100/ year **4.** Protect environment NO of complaints **5.** Minimize money % of revenue spent < last Q spent on fines on fines To satisfy our customers and shareholders what business

processes must we excel at?