

# **Forward Looking Statements**

### COMPANY INFORMATION

#### **Black Hills Corporation**

P.O. Box 1400 Rapid City, SD 57709-1400 NYSE Ticker: **BKH** www.blackhillscorp.com

### **Company Contacts**

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Jerome E. Nichols Director of Investor Relations 605-721-1171 jerome.nichols@blackhillscorp.com This presentation includes "forward-looking statements" as defined by the Securities and Exchange Commission. We make these forward-looking statements in reliance on the safe harbor protections provided under the Private Securities Litigation Reform Act of 1995. All statements, other than statements of historical facts, included in this presentation that address activities, events or developments that we expect, believe or anticipate will or may occur in the future are forward-looking statements. This includes, without limitations, our 2019 and 2020 earnings guidance. These forward-looking statements are based on assumptions which we believe are reasonable based on current expectations and projections about future events and industry conditions and trends affecting our business. However, whether actual results and developments will conform to our expectations and predictions is subject to a number of risks and uncertainties that, among other things, could cause actual results to differ materially from those contained in the forward-looking statements, including without limitation, the risk factors described in Item 1A of Part I of our 2018 Annual Report on Form 10-K and other reports that we file with the SEC from time to time, and the following:

- The accuracy of our assumptions on which our earnings guidance is based;
- Our ability to obtain adequate cost recovery for our utility operations through regulatory proceedings and favorable rulings on periodic applications to recover costs for capital additions, plant retirements and decommissioning, fuel, transmission, purchased power and other operating costs, and the timing in which new rates would go into effect;
- Our ability to complete our capital program in a cost-effective and timely manner;
- Our ability to execute on our strategy, including: targeting a 50 to 60 percent dividend payout ratio and continuing our track record of continuous annual dividend increases:
- Our ability to execute our utility jurisdiction simplification plan;
- > The impact of future governmental regulation; and
- Other factors discussed from time to time in our filings with the SEC.

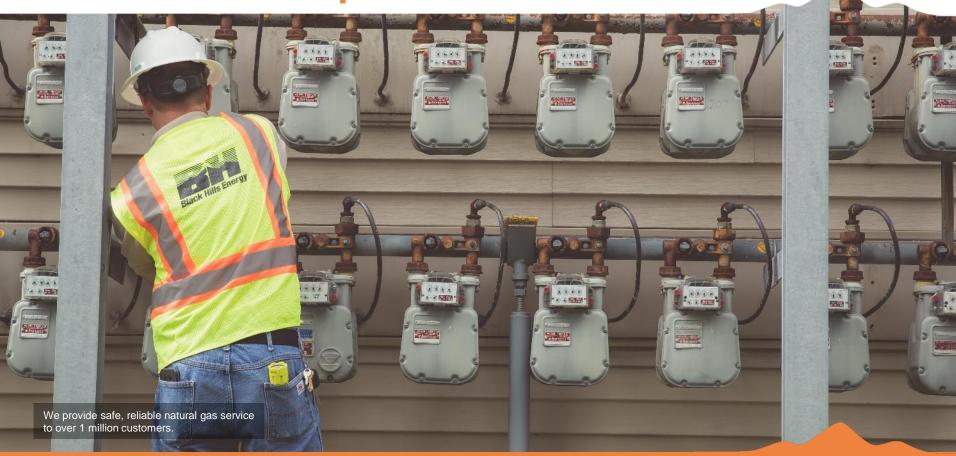
New factors that could cause actual results to differ materially from those described in forward-looking statements emerge from time-to-time, and it is not possible for us to predict all such factors, or the extent to which any such factor or combination of factors may cause actual results to differ from those contained in any forward-looking statement. We assume no obligation to update publicly any such forward-looking statements, whether as a result of new information, future events or otherwise.



# **Investment Highlights**

- Customer-focused, growth-oriented utility company
  - Prioritizing safety and reliability
  - Reducing risk and increasing opportunities through strong diversity
    - Strategically diversified natural gas and electric utilities in eight Midwest states
- Integrated utility-supporting businesses
  - Efficiently supplying electric utilities under long-term contracts
- Capital investment opportunities
  - Forecasting \$2.8 billion through 2023 primarily in safety, reliability and growth
    - Incremental opportunities likely beyond 2019
    - Recurring base of investment beyond 2023
- Dividend increased 49 consecutive years
- Commitment to solid investment-grade credit ratings
- Strategic execution delivering strong long-term total shareholder returns

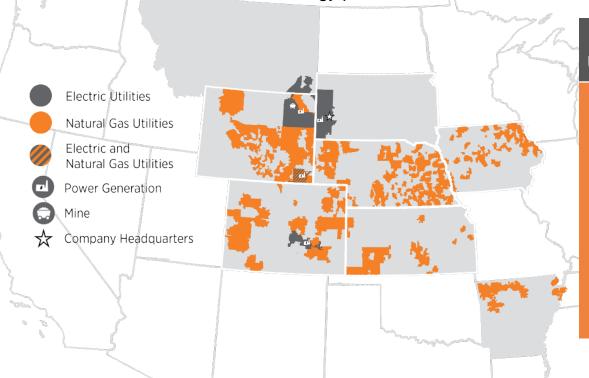
**Black Hills Corporation Overview** 



# **Black Hills Corporation Overview**



**Customer-focused, growth-oriented utility company** with a tradition of exemplary service and a vision to be the energy partner of choice.



Electric and Gas Strong
Utility Company\* Financial Base\*

1.27 Million
Utility customers
in 8 states

46,000 Miles

Natural gas lines

**1.1 Gigawatts**Electric generation

9,000 Miles
Electric lines

2,900 Employees **\$7.0 billion**Total assets

\$3.6 billion
Total rate base

\$2.8 billion Capital investment 2019-2023

**\$4.8 billion**Market capitalization

BKH DISTED NYSE

Information from 2018 10-K as of Dec. 31, 2018;
 Capital investment forecast and market capitalization as of July 31, 2019

# **Strategic Objectives**

Customer focused strategy grows long-term value for customers and shareholders



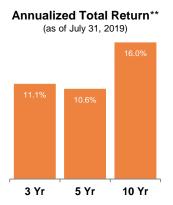
# **Earnings Growth**

# Dividend Growth

### Strong Total Returns

- Investing in safe, reliable service and meeting growing customer needs
- Incremental growth opportunities likely

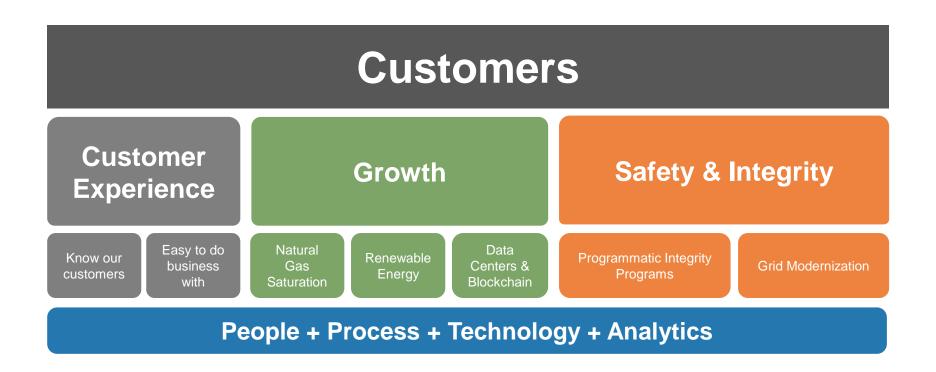
- 49 consecutive annual dividend increases\*
- Targeting 50% to 60% payout



<sup>\*</sup> Annualized dividend rate of \$2.02 in 2019 represents 49 consecutive years of dividend increases

<sup>\*\*</sup> Annualized total shareholder return assumes dividend reinvestment in Black Hills; data from Bloomberg Financial total return analysis as of July 31, 2019

# **Strategic Execution**



# **Strategic Execution**

# Electric Utilities

### **Renewable Ready and Corriedale Wind Project**

- Received approvals for voluntary renewable energy tariffs in South Dakota and Wyoming
- Received approval for \$57 million, 40-megawatt Corriedale wind project to be jointly owned by South Dakota Electric and Wyoming Electric; expected to be in service in 2020

### **South Dakota Transmission Line**

Continued construction on 175-mile electric transmission line; expect final 94-mile segment to be in service in the fall of 2019

### **Wyoming Blockchain Tariff**

On April 30, received approval for Blockchain Interruptible Service Tariff to help recruit blockchain customers to Wyoming; complementary to recent state legislation

### **Colorado and Wyoming All-time Peak Loads**

On July 19, both Colorado Electric and Wyoming Electric set new peak loads of 422 megawatts and 265 megawatts, respectively

### Natural Gas Utilities

### **Natural Bridge Pipeline Project**

- On May 10, Wyoming Gas commenced construction on \$54 million, 35-mile Natural Bridge pipeline project to enhance supply reliability and capacity
- Project is on schedule and expected to be in service in late 2019

### **Wyoming Consolidation Rate Review**

- On June 3, filed request to consolidate rates, tariffs and services of four gas distribution territories in Wyoming
  - Requested \$16 million in new revenue to recover investments in safety, reliability and system integrity

### **Nebraska Legal Consolidation Request**

- On March 29, filed application to consolidate two gas distribution companies
- Expect to file consolidated rate review in 2020

# Strategic Execution (continued)

### **Power Generation**

### **Wygen I FERC Filing**

- On Aug. 2, submitted request to FERC seeking approval of a new 20-year power purchase agreement between Black Hills Wyoming (Wygen I) and utility affiliate Wyoming Electric
- If approved, agreement would start Jan. 1, 2023, and continue for 20 years

### **Busch Ranch II Wind Farm**

- Continued construction on \$71 million, 60-megawatt wind project that will provide renewable energy to utility affiliate Colorado Electric under 25-year power purchase agreement
- On schedule to be in service in the fall of 2019



### **Corporate and Other**

### Dividend

- Approved quarterly dividend of \$0.505 payable Sept. 1
- Calendar year 2019 represents 49th consecutive annual dividend increase

### At-the-Market Equity Issuance

Issued 658,598 common shares for net proceeds of approximately \$49 million in second quarter

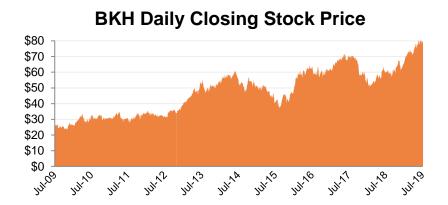
### **Term Loan Amendment**

Amended and extended term loan due in 2020 to June 17, 2021, and increased to \$400 million from \$300 million

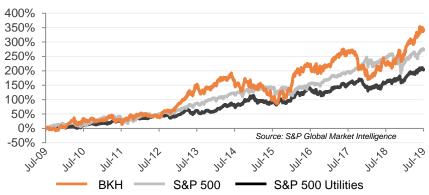
### **Employee Engagement Survey**

- Completed biannual survey with overall 75% score
- Above 2017 score of 71%, U.S. utility average of 62% and high-performing companies of 67%
- Strong employee participation of 88%

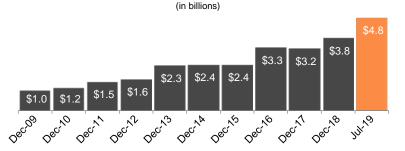
# **Delivering for Shareholders**



### 10-year Total Shareholder Return



### **Market Capitalization**



### **Annualized Total Return\***



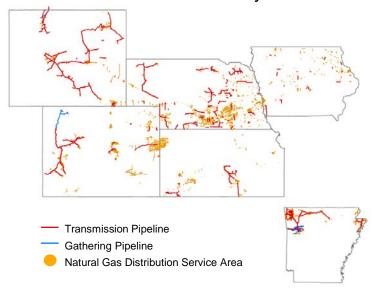
<sup>\*</sup> Data as of July 31, 2019, from Bloomberg Financial assumes dividend reinvestment in stock. Black Hills Corp. does not guarantee the accuracy of these calculations, does not suggest our stock price will perform in the future comparable to the past, and does not provide this information as investment advice.

# **Capital Investment Opportunities** To better serve our customers and improve the safety and reliability of our natural gas system, we are proactively replacing aging natural gas lines.

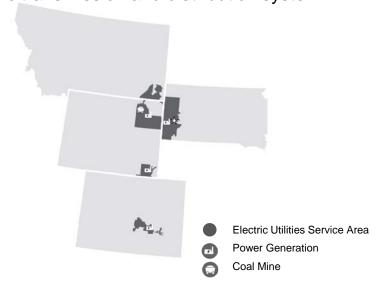
# **Strategic Execution Delivers Opportunities**

Large transmission and distribution systems

**46,000-mile** natural gas gathering, storage, transmission and distribution system



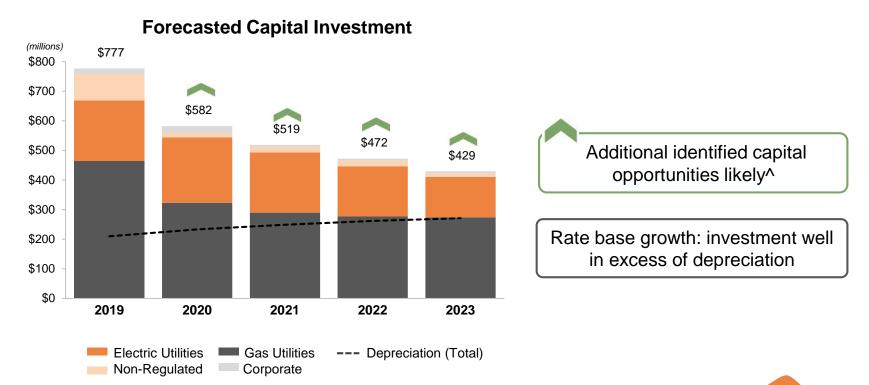
**1.1 gigawatts\*** of electric generation and **9,000-mile** electric transmission and distribution system



<sup>\*</sup> Excludes 49.9 percent ownership in Colorado IPP owned by a third party Note: Information from 2018 Form 10-K

# **Investing for Customer Needs Drives Growth**

Five-year forecast of \$2.8 billion

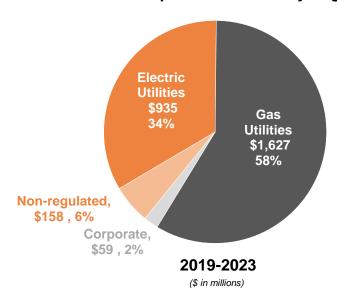


<sup>^</sup> Incremental identified projects being evaluated and refined for timing and cost.

# **Timely Utility Investment Recovery**

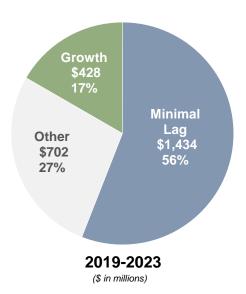
>90% of \$2.8 billion forecasted capital investment in utilities

### **Forecasted Capital Investment By Segment**



>70% of \$2.6 billion of utility investment with timely investment recovery

### Forecasted Utility Capital Investment Recovery\*



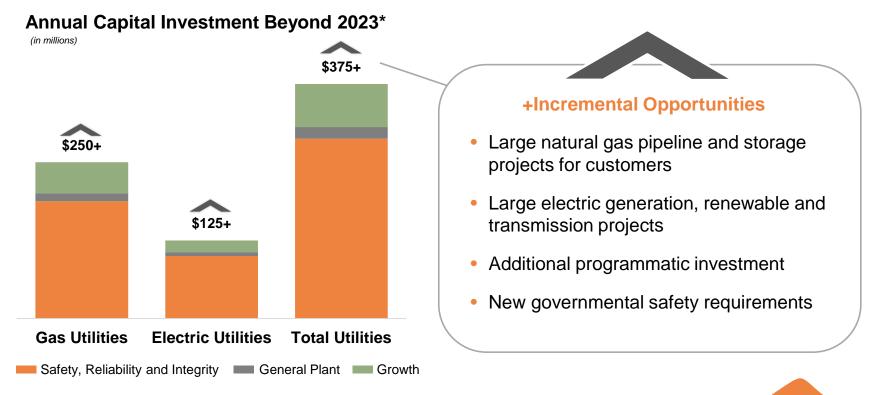
Growth Capital - generates immediate revenue on customer connections

Minimal Lag Capital – capital expenditures with regulatory lag of less than one year
or incurred during expected regulatory test periods

Note: Difference in total percentages and charts due to rounding

# **Recurring Investment Opportunities for Customers**

\$375+ million annual base provides confidence in long-term growth

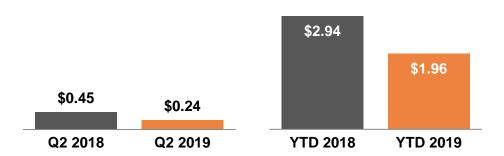


<sup>\*</sup> See Appendix for detail on type of recurring annual investments expected

# **Financial Overview** We are expanding and modernizing our energy grid to serve our customers and their growing energy needs.

# **Second Quarter 2019 Financial Overview**

# EPS from continuing operations available for common stock (GAAP)



### EPS, as adjusted (Non-GAAP)\*



### **Financial Highlights**

- Reaffirmed 2019 and 2020 earnings guidance\*\*
- Off-peak second quarter earnings negatively impacted by:
  - Weather and flooding
  - Planned O&M spend
  - Planned and unplanned generation outages
- Diluted share count increased 11% comparing Q2 2019 to Q2 2018 primarily related to November 2018 unit mandatory conversion

<sup>\*</sup> EPS from continuing operations available for common stock, as adjusted is a non-GAAP measure; see slide 49 for detail

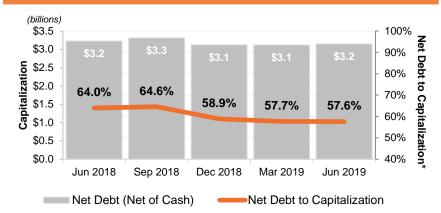
<sup>\*\*</sup> Guidance based on EPS, as adjusted (a non-GAAP measure); see guidance ranges and assumptions on slides 53 and 54 in Appendix

# **Strong Financial Position**

### **Committed to Strong Investment-Grade Credit Ratings**

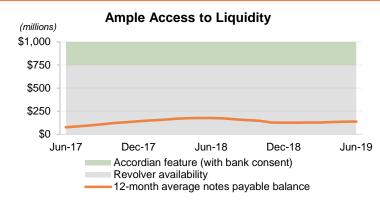
S&P	Moody's	Fitch
BBB+	Baa2	BBB+
Stable outlook	Stable outlook	Stable outlook
Affirmed Feb. 28, 2019	Affirmed Dec. 12, 2018	Affirmed Oct. 11, 2018

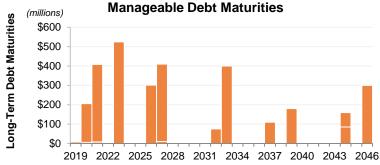
### **Improved Capital Structure**



<sup>\*</sup> Excludes noncontrolling interest; see Appendix for detailed capital structure

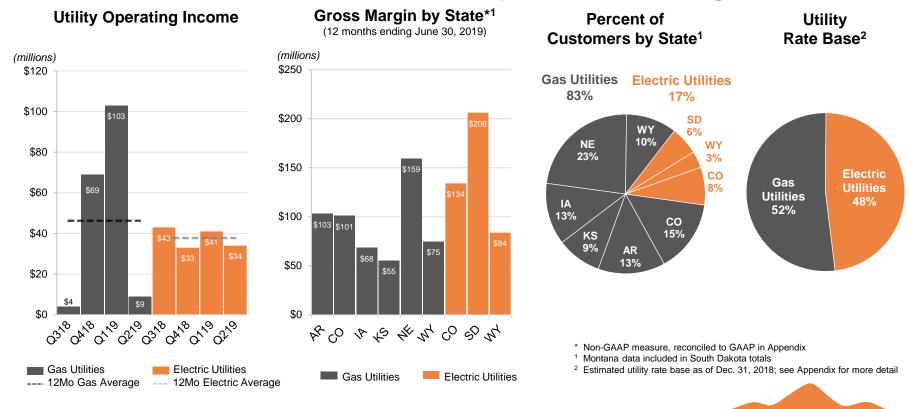
### **Strong Liquidity and Debt Profile**





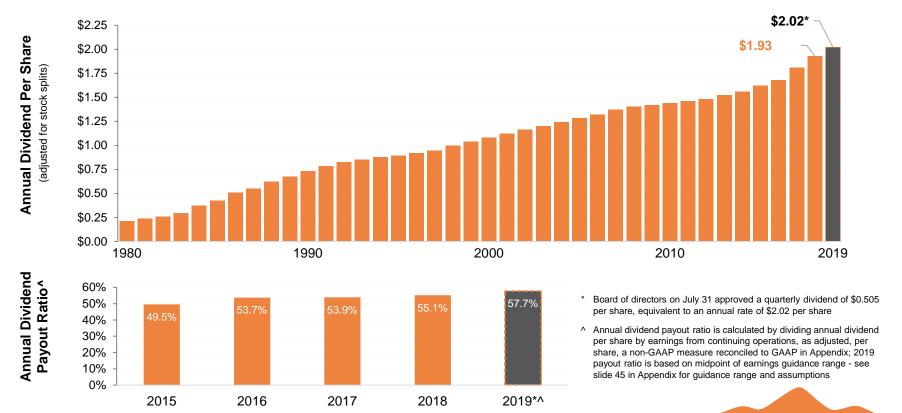
# **Strength in Diversity**

Reduces business risk and drives more predictable earnings



# **Strong Dividend Growth Track Record**

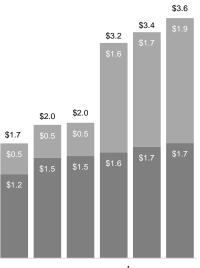
Dividend Increased for 49 Consecutive Years\*



# **Strategic Execution Delivers Results**



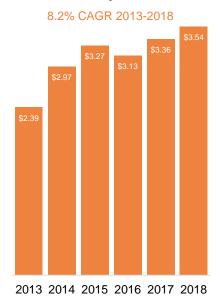
More than doubled since 2013



2013 2014 2015 2016 2017 2018

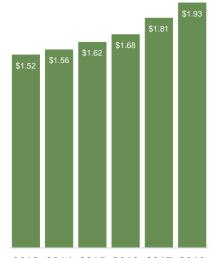
Flectric Utilities Gas Utilities

# EPS from continuing operations available for common stock, as adjusted <sup>2</sup>



# Annual Dividend Per Share

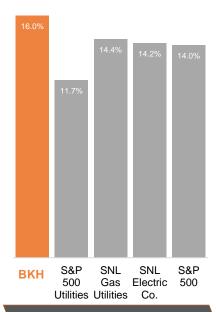
4.9% CAGR 2013-2018



2013 2014 2015 2016 2017 2018

### Total Shareholder Return 3

(10-year annualized return as of July 31, 2019)



**Strong Long-term TSR** 

### **Invest for Customer**

**Earnings Growth** 

**Dividend Growth** 

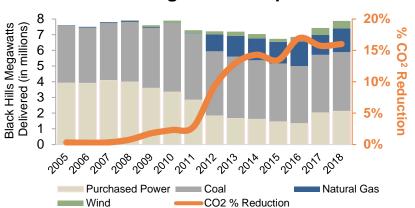
<sup>&</sup>lt;sup>1</sup> Increase in 2016 rate base primarily driven by February 2016 acquisition of SourceGas

<sup>&</sup>lt;sup>2</sup> EPS from continuing operations available for common stock, as adjusted; a non-GAAP measure reconciled to GAAP in Appendix

<sup>&</sup>lt;sup>3</sup> 10-year annualized total shareholder return as of July 31, 2019, based on data from S&P Global Market Intelligence

# **Environmental, Social and Governance Focus**

### Reducing Carbon Impact \*



- Reduced CO<sup>2</sup> from delivered electricity by 16% since 2005
- Adding renewable resources
  - Constructing additional 100 megawatts of wind capacity in Colorado and Wyoming
- Recognized with "Gold Leader" status by Colorado Department of Public Health and Environment in 2014 for achieving significant goals in environmental improvement and sustainability

### **Clean and Modern Assets**

- Colorado Electric fleet delivers coal-free electricity; already delivering on state renewable standard
- Coal mine represents just 0.9% of company assets and 3.6% of operating income\*\*; efficiently serving onsite, scrubbed and modern generation

### **Community Giving**



### **Diverse and Experienced Board**

- 20 percent women
- 10 percent ethnic diversity
- Average tenure: 8 years
- Average age: 63

<sup>\*</sup> Total delivered electricity includes Colorado Electric emissions since 2005

<sup>\*\*</sup> Coal mine assets as a percent of total company assets as of June 30, 2019; operating income represented based on trailing 12 months as of June 30, 2019

# **Corporate Responsibility Report** Our report is available on our website at: www.blackhillscorp.com/corporateresponsiblity Cost-effective renewable energy is an increasingly important part of our balanced mix of generation resources. **Ready** | BKH | Investor Meetings August 2019

# 2019 Scorecard

#### PROFITABLE GROWTH

### Meet growing customer demand through innovative tariffs and construction of customer-focused, cost effective, rate-based utility assets

- Enhance reliability and customer satisfaction.
- Acquire small utility systems within or near existing service territories

#### VALUED SERVICE

- Invest in the replacement of existing utility infrastructure to maintain the safety and reliability of electric and gas systems.
- Cost effectively add renewable resources to energy supply portfolio

### **BETTER EVERY DAY**

- Achieve top-tier operational performance in a culture of continuous improvement
- Improve efficiencies through continued deployment of technology

### **GREAT WORKPLACE**

- Be the safest company in the energy industry
- Be one of the best places to work
- Improve the wellness of employees
- Be a workplace of choice for women and minorities

# 2019 Future Initiatives and Progress ✓ Increase annual dividend for 49th

- consecutive year

  ☐ Complete key capital projects
  - □ Rapid City to Stegall transmission line□ Natural Bridge Pipeline
  - ☐ Busch Ranch II wind farm
  - □ Busch Ranch II wind farm
- ☐ Jurisdiction simplification☐ Complete Colorado Gas rate review
- ☑ Complete Wyoming Gas legal consolidation
- ☑ File Wyoming Gas rate review
- ☑ File Nebraska Gas legal consolidation
- Receive approval of 40 MW Corriedale Wind Energy Project in Wyoming and Renewable Ready voluntary program

- ☐ Receive approval to provide benefits of tax reform to Wyoming utility customers
- File for approval of CPCN to purchase Wygen I as recommended in Wyoming Electric IRP (extended PPA)
- ☐ Improve eBill participation
- □ Reduce inbound customer calls
- ☐ Enhance web-based customer options
- ☑ Receive approval for Colorado Electric economic development tariff
- ☐ Enhance electric system reliability through implementation of distribution system integrity program
- □ Enhance gas utility system safety and reliability by completing 2019 programmatic capital projects

- ☐ Focus on improving productivity and reducing costs
- Continue to enhance functionality of tablet-based technology for field technicians
- ☐ Develop electric vehicle strategy for customers
- Complete planned plant maintenance to maintain strong long-term generation availability
- ☐ Enhance efficiency of financial, accounting and regulatory processes
- ☐ Implement program for achieving topquartile third-party damage prevention for gas utilities by 2020
  - $\hfill\square$  Reduce third-party gas line hits 10%

- ☐ Achieve safety TCIR of 1.1
- Achieve PMVI rate of 1.7
- Achieve overall employee engagement survey score above U.S. and utility benchmarks
- ☐ Achieve 80% employee engagement in BHC Virgin Pulse wellness program
- Expand availability of diversity affinity groups to include support groups for women, American Indians, Hispanics and veterans
- ☐ Implement centralized training facility and program for natural gas utilities

# **Questions** For 135 years we have been providing essential energy to our customers as a trusted and valued partner.



# **Appendix - Table of Contents**

- Operations OverviewNatural Gas UtilitiesElectric Utilities
- 34-36 Power Generation and Mining
- 37-42 Capital Investment
- 43-48 Regulatory
- **49-51** Q2 2019 Earnings
- 52 Capital Structure
- 53-54 Earnings Guidance Assumptions
- 55-58 Non-GAAP information and reconciliations
- 59-60 Strategic Objectives, Values & Mission

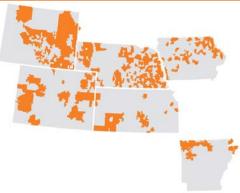
# **Operations overview**

### **Electric Utilities, Power Generation & Mining**



- Three electric utilities which generate, transmit and distribute electricity to approximately 210,000 customers in CO, SD, WY and MT
- 1.1 gigawatts\*\* of generation and 8,839 miles of transmission and distribution
  - Five power generation facilities owned by utilities and serving utility customers (921 megawatts)
  - Two power generation facilities delivering capacity and energy under longterm contracts to utility affiliates (160 megawatts\*\*)
  - Efficient mine-mouth generation in WY fueled by low-sulfur Powder River Basin coal (47-year supply of reserves at current production); mine production contracted to on site generation
- East-West interconnection in SD optimizes off-system sale of power and improves system reliability (1 of only 7 east-west ties)

### **Natural Gas Utilities**



- 12 natural gas utilities^ which distribute natural gas to approximately 1,042,000 customers in AR, CO, IA, KS, NE and WY
- 4,656 miles of intrastate gas transmission pipelines and 40,455 miles of gas distribution mains and service lines
- Seven natural gas storage facilities in AR, CO and WY with 16.5 Bcf of underground gas storage working capacity
- 146,000 customers served through Choice Gas Program (unbundled natural gas supply) and Service Guard/CAPP programs (contract appliance repair service)
  - \* Information from 2018 Form 10-K
  - \*\* Excludes 49.9 percent ownership interest in Colorado IPP owned by a third party
  - ^ Excludes minor entities and Shoshone pipeline

# **Full Service Gas Utility**

### **Gas Supply**

### **Storage and Transmission**

### **Distribution**

Third-party sources deliver natural gas into Black Hills' system Compression stations support storage and transmission

Extensive transmission network transports natural gas to distribution pipelines

Distribution pipelines deliver natural gas to residential and commercial customers

















Variety of procurement sources and hedging programs provide reliable natural gas delivery and improve stability of price Black Hills-owned compression, transmission and storage delivers value through operational flexibility and provides diverse opportunities for growth



Storage Injections and withdrawals meet system demands



7 underground storage sites in three states provide reliable natural gas delivery and more stable pricing during peak demand periods



- Diverse procurement sources and hedging programs
- 600 miles of gathering lines

- 4,700 miles of intrastate transmission
- 45,000 horsepower of compression
- 7 natural gas storage sites in AR, CO and WY with over 52 million Mcf total capacity
- 148 million Dth natural gas transported and in 2018

- 29,000-mile natural gas distribution system
- 1.1 million customers with 12,000 miles of service lines
- 102 million Dth natural gas distributed to customers in 2018

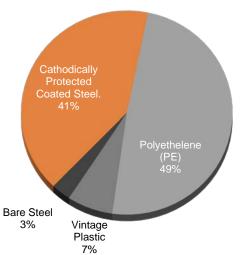
# **Natural Gas Infrastructure**

### Provides Investment Opportunities

1.1 million customers 29,000 miles of transmission 7 active storage fields 33 compressors 1 natural gas processing plants

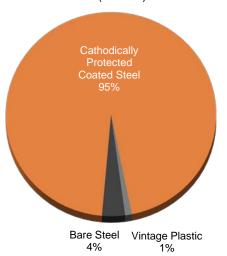
### **Distribution System Material Type**

(in Miles)



### **Transmission System Material Type**

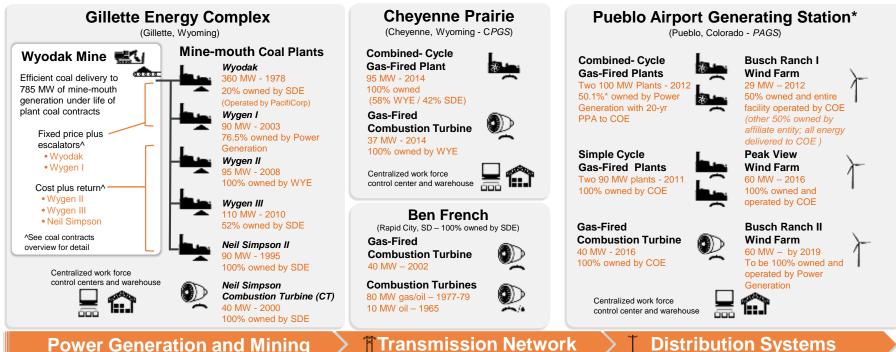
(in Miles)



Note: System information listed as of Dec.31, 2018 from 2018 10-K Annual Report Filing Material type information from 2018 filing with Pipeline Hazardous Materials Safety Administration

# **Integrated Electric Utility**

Efficient Mine-mouth Generation - Modern Natural Gas Generation - Clean Renewable Generation



### **Power Generation and Mining**

- 939 MW of generation capacity owned by Electric Utilities
- 283 MW of generation capacity owned by Power Generation under long-term contracts to Electric Utilities

### Transmission Network

2.000 miles of electric transmission in SD, WY and CO

7.000 miles of distribution in SD. WY and CO

# Renewable Ready Program

### **Customer Benefit**

- Program provides customer access to renewable energy
- Utility scale renewable generation provides more attractive economics than distributed projects
- Program structure maintains fair rates for all customers while keeping larger customers connected to Black Hills' systems

### **Renewable Ready Program**

- Joint application for new voluntary renewable energy tariff approved in South Dakota and Wyoming
- Will serve government agencies and larger commercial and industrial customers
- Can provide up to 100% of energy needs
- Contract periods of 5 years up to 25 years

### **Corriedale Wind Energy Project**

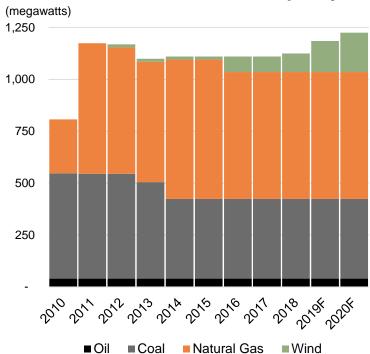
- Renewable energy to be supplied by \$57 million, 40megawatt wind farm to be located near Cheyenne, Wyoming
- CPCN approved by Wyoming Public Service Commission in July 2019
  - Construction to be completed in 2020
  - Jointly-owned utility asset of South Dakota and Wyoming electric utilities



Pictured: Happy Jack Wind Farm located near Cheyenne, Wyoming, serves Wyoming and South Dakota Electric (owned by Duke Energy)

# **Electric Generation Fuel Mix**

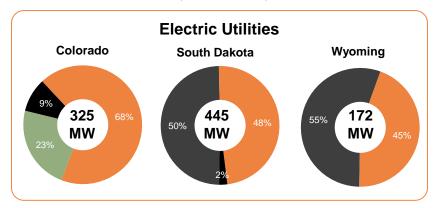
### **Electric Generation Capacity\*^**

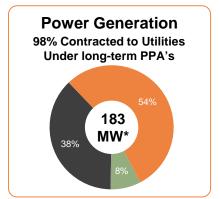


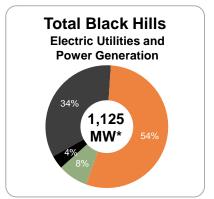
<sup>\*</sup> Total Black Hills ownership includes utility-owned capacity and capacity owned by Power Generation segment excluding 49.9 percent ownership in Colorado IPP (~100 megawatts);

### **Black Hills Owned Generation Capacity Mix**

(Dec. 31, 2018)

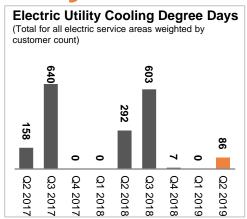


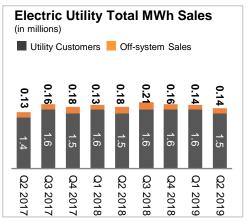




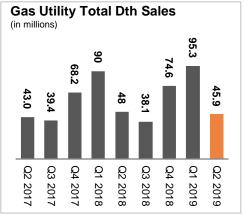
<sup>^ 2019</sup>F includes 60 megawatts of new wind from Busch Ranch II Wind Farm to be constructed in Colorado; 2020F includes 40 megawatts of new wind from Corriedale Wind Energy Project to be constructed in Wyoming, pending approval by Wyoming Public Service Commission

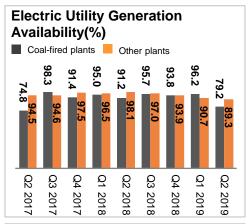
# **Utility Weather and Demand**

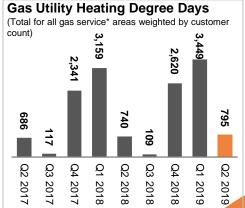






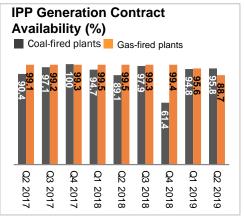


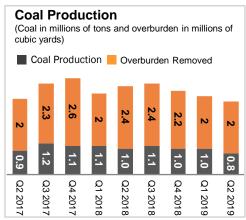




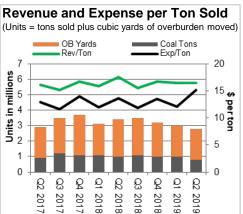
\* Excludes KS HDD data since state has weather normalization

# **Power Generation and Mining**









# **Power Generation - Supply Contracts**

### 97% of owned capacity serves Black Hills' utilities\*

- Approximately 73% (200 megawatts) contracted through 2031 with Colorado Electric; accounted for as capital lease
- Approximately 22% (60 megawatts) contracted through 2022 with Wyoming Electric with option for utility to purchase ownership from power generation subsidiary

Plant	Owned Capacity	Contract Capacity	Counter- Party	Expiration	Other Terms
PAGS	200 MW	200 MW	Colorado Electric (COE)	Dec. 31, 2031	Excess power and capacity for benefit of COE
Wygen I	68.9 MW	60 MW	Wyoming Electric (WYE)	Dec. 31, 2022	WYE has Purchase Option through 2019
Busch Ranch I	14.5 MW	14.5 MW	COE	Oct. 16, 2037	
Total	283.4 MW	274.5 MW			
Busch Ranch II	60 MW under construction	60 MW	COE	25-year PPA from in service date	
2019YE Total	343.4 MW	314.5 MW			



Note: A third party owns a 49.9% non-operating ownership of Black Hills Electric Generation which is reported as noncontrolling interest

<sup>\*</sup>Information from 2018 10-K Annual Report Filing.

# **Mining - Coal Contracts**

### 98% of coal production serves mine-mouth generation

- Approximately 50% of coal production sold under contracts priced based on actual mining costs plus a return on mine capital investments
  - Price adjusted annually to include actual mining expenses plus return on capital equal to A-rated utility bonds plus 400 bps with 100% equity capital structure
- Remaining 50% of coal production sold primarily under contracts with price escalators using published indices
  - > Wygen I price reopens every 5 years and is based on cost plus a return
  - Wyodak Plant price based on 12-month average PRB spot price of coal plus the avoided hypothetical cost of rail transportation and coal unloading facility (due to mine-mouth location)
    - Approximately 50 percent of coal price relates to avoided cost for rail and unloading facility and expect 2019 pricing for these components to be near or slightly higher than current pricing
    - Spot price of PRB coal represents other 50 percent of total price and current market indicates about 12 percent lower spot price of PRB coal

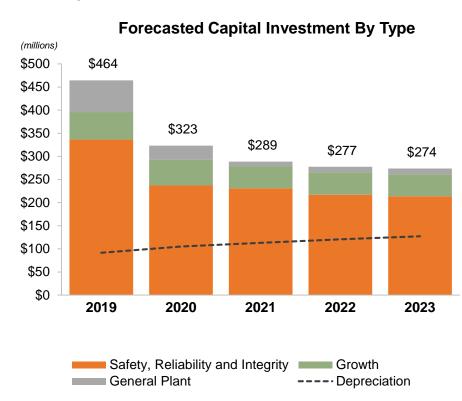
Plant	2019F Production (millions of tons)	Pricing	Price Reopener or Adjustment	Expiration	Contract Quantity
Wyodak Plant (80% owned by PacifiCorp)	1.4	Fixed with escalators	July 1, 2019	Dec. 2022	All plant usage
Wygen I	0.5	Fixed with escalators	July 1, 2023*	Life of plant	All plant usage
Wygen II	0.6	Cost plus return	Annual True-Up	Life of plant	All plant usage
Wygen III	0.5	Cost plus return	Annual True-Up	Life of plant	All plant usage
Other SD Electric coal plants	0.8	Cost plus return	Annual True-Up	Life of plant	All plant usage
Other sales (truck)	0.1	Fixed		1-3 years	Various
Total	4.0				

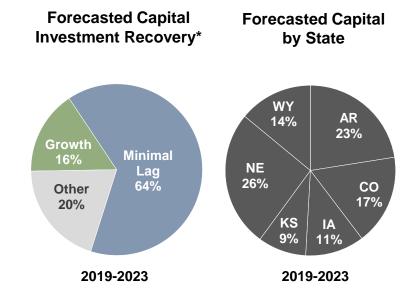


<sup>\*</sup> Wygen I contract pricing adjusts every five years at cost plus return

## **Natural Gas Utilities Capital Investment**

Five-year forecast of \$1.63 billion





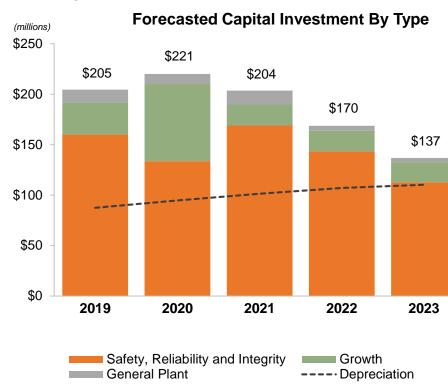
<sup>\*</sup> Growth Capital - generates immediate revenue upon customer connections Minimal Lag Capital - capital expenditures with regulatory lag of less than one year or incurred during expected regulatory test periods

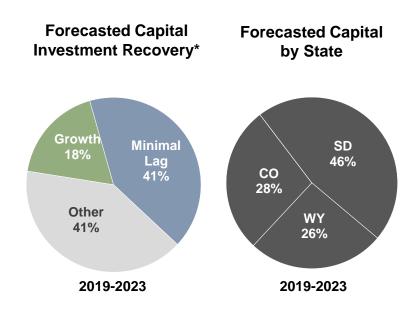
## Gas Utilities Recurring Capital Outlook

Strong Long-term Annual Investment Plan Large pipeline and storage projects for safety, reliability and customer addition **Normal Customer Growth** +Incremental Opportunities \$250+ million annual base **Facilities** investment in Gas Utilities 5% 20%\* Vehicles 60% Other General 5%\* Reliability 35% **Plant** 40% Other 20% Distribution Safety, 45%\* Reliability, Integrity Other Reliability 30% **Replacement Programs** 40% Transmission Safety, Reliability. 30%\* Integrity Replacement Programs 50% **Natural Gas Projected Long-term Annual Capital Investment** 

## **Electric Utilities Capital Investment**

Five-year forecast of \$0.94 billion

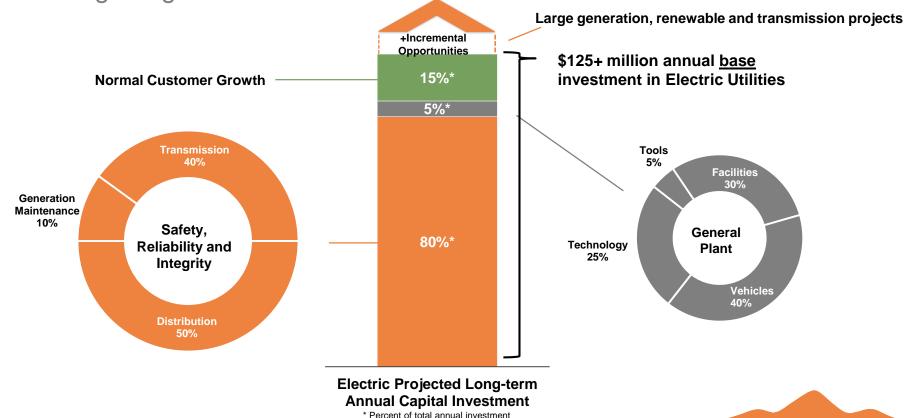




<sup>\*</sup> Growth Capital - generates immediate revenue upon customer connections Minimal Lag Capital - capital expenditures with regulatory lag of less than one year or incurred during expected regulatory test periods

## **Electric Utilities Recurring Capital Outlook**

Strong Long-term Annual Investment Plan



## **Capital Investment by Recovery**

(in millions)

Capital Investment By Segment and Recovery	2019F	2020F	2021F	2022F	2023F	2019- 2023F
Minimal Lag Capital - Electric Utilities <sup>1</sup>	\$54	\$71	\$114	\$98	\$49	\$386
Growth Capital - Electric Utilities <sup>2</sup>	32	76	21	20	20	169
Other	120	74	68	50	67	379
Electric Utilities	\$205	\$221	\$203	\$170	\$137	\$936
Minimal Lag Capital - Gas Utilities <sup>1</sup>	315	214	203	174	140	1,046
Growth Capital - Gas Utilities <sup>2</sup>	60	55	48	49	48	260
Other	90	53	39	55	86	323
Gas Utilities	\$464	\$323	\$289	\$277	\$274	\$1,627
Total Utilities	\$669	\$544	\$493	\$446	\$411	\$2,563
Power Generation	84	9	8	10	4	115
Mining	8	7	11	10	7	43
Corporate	16	22	8	5	7	58
Total	\$777	\$582	\$519	\$472	\$429	\$2,779

Forecasted capital investment excludes additional opportunities from power generation or other material projects being evaluated for timing.

Note: Some totals may differ due to rounding

<sup>1</sup> Minimal Lag Capital -investment with regulatory lag of less than one year or incurred during expected regulatory test periods

<sup>2</sup> Growth Capital - generates immediate revenue on customer connections

## **Utility Capital Investment by Type**

(in millions)

Utility Capital Investment by Type	2019F	2020F	2021F	2022F	2023F	2019- 2023F
Safety, Reliability and other Integrity <sup>1</sup>	\$160	\$134	\$169	\$143	\$113	\$719
Growth <sup>2</sup>	32	76	21	20	20	169
General Plant	13	10	14	5	4	46
Electric Utilities	\$205	\$221	\$203	\$170	\$137	\$936
Safety, Reliability and other Integrity <sup>1</sup>	336	237	231	217	214	1,235
Growth <sup>2</sup>	60	55	48	49	48	260
General Plant	68	31	10	12	12	133
Gas Utilities	\$464	\$323	\$289	\$277	\$274	\$1,627
Total Utilities	\$669	\$544	\$493	\$446	\$411	\$2,563

Forecasted capital investment excludes additional opportunities from power generation or other material projects being evaluated for timing.

Note: Some totals may differ due to rounding

<sup>1</sup> Safety, Reliability and Integrity Capital - capital expenditures related to improving or maintaining system integrity

<sup>2</sup> Growth Capital - generates immediate revenue on customer connections

## **Jurisdiction Simplification**

Colorado	Wyoming	Nebraska
<ul><li>Colorado Gas</li><li>Colorado Gas Distribution (formerly SourceGas)</li></ul>	<ul> <li>Wyoming Gas</li> <li>Northeast Wyoming Gas</li> <li>Northwest Wyoming Gas</li> <li>Wyoming Gas Distribution (formerly SourceGas)</li> </ul>	<ul><li>Nebraska Gas</li><li>Nebraska Gas Distribution (formerly SourceGas)</li></ul>
<ul> <li>Legal consolidation approved and completed in 2018</li> <li>Filed consolidated rate review and request for integrity investment tracker on Feb. 1, 2019</li> </ul>	<ul> <li>Wyoming Gas legal consolidation approved and completed in 2019</li> <li>Filed consolidated rate review on June 3, 2019</li> </ul>	<ul> <li>Filed request for legal consolidation on March 29, 2019</li> <li>Expect to file consolidated rate review in 2020</li> </ul>
Legal conso approved in C in		
Filed for legal consolidation in Colorado in Q318	Filed for legal consolidation in Wyoming and Nebraska in Q119  2019  Filed consolidated rate review in Wyoming in June  Wyoming legal consolidation approved in June	File consolidated rate review in Nebraska in 2020

## **Current Regulatory Filings**

#### Rate review and consolidation requests

Jurisdiction	Filing Annual Revenue ROE Date Increase		ROE	Equity / Debt	Status	
Wyoming Gas	6-3-19	\$16.1M* and integrity rider	10.3%*	50.2 % / 49.8%*	In process	
Nebraska Gas (legal consolidation)	3-29-19	n/a	n/a	n/a	In process	
Colorado Gas	2-1-19	\$2.5M* and integrity rider	10.3%*	50.1% / 49.9%*	In process	
Wyoming Gas (legal consolidation)	3-6-19	n/a	n/a	n/a	Approved June 13, 2019	
Colorado Gas (legal consolidation)	2018	n/a	n/a	n/a	Approved Oct. 10, 2018	

#### Other major filings

Description	Filing Date	State	Filing Type	Status
Renewable Ready Service Tariff	12-18-18	SD and WY	tariff	Approved June 25 and July 3, 2019
Corriedale Wind Farm	12-18-18	Jointly filed by SD, WY	CPCN**	Approved July 3, 2019
Blockchain Interruptible Service Tariff	9-28-18	WY	tariff	Approved April 30, 2019

<sup>\*</sup> Numbers presented as proposed in filings

<sup>\*\*</sup> Certificate of Public Convenience

## **Estimated Utility Rate Base**

Estimated Rate Base* by Utility Segment (in millions)	2011	2012	2013	2014	2015	2016	2017	2018
Electric Utilities	\$1,007	\$1,272	\$1,248	\$1,487	\$1,515	\$1,570	\$1,650	\$1,706
Gas Utilities	\$443	\$450	\$454	\$489	\$493	\$1,620	\$1,700	\$1,851
Total	\$1,450	\$1,722	\$1,702	\$1,976	\$2,008	\$3,190	\$3,350	\$3,557

<sup>\*</sup> Estimated rate base determined at year-end and calculated using state specific requirements; includes capital investment through trackers but excludes construction work in progress

## **Recent Utility Rate Review Results**

Jurisdiction	Utility	Effective Date	Return on Equity	Capital Structure	Authorized Rate Base (in millions)
Arkansas	Arkansas Gas	Oct. 2018	9.61%	50.9% debt / 49.1% equity	\$451.5
Colorado	Colorado Electric	Jan. 2017	9.37%	47.61% debt / 52.39% equity	\$597.5
Colorado	Colorado Gas	Dec. 2012	9.60%	50% debt / 50% equity	\$57.5
Colorado	Colorado Gas Dist	Dec 2010	10.0%	49.52% debt / 50.48% equity	\$127.1
Colorado	RMNG	June 2018	9.9%	53.4% debt / 46.6% equity	\$118.7
Iowa	Iowa Gas	Feb. 2011	Global Settlement	Global Settlement	\$109.2
Kansas	Kansas Gas	Jan. 2015	Global Settlement	Global Settlement	\$127.4
Nebraska	Nebraska Gas	Sept. 2010	10.10%	48% debt / 52% equity	\$161.3
Nebraska	Nebraska Gas Dist	June 2012	9.60%	48.84% debt / 51.16% equity	\$87.6*
South Dakota	South Dakota Electric	Oct. 2014	Global Settlement	Global Settlement	\$543.9
Wyoming	South Dakota Electric	Oct. 2014	9.90%	46.68% debt / 53.32% equity	\$46.8
Wyoming	Wyoming Electric	Oct. 2014	9.90%	46% debt / 54% equity	\$376.8
Wyoming	Wyoming Gas	Oct. 2014	9.90%	46% debt / 54% equity	\$59.6
Wyoming	Wyoming Gas Dist	Jan. 2011	9.92%	49.66% debt / 50.34% equity	\$100.5
Wyoming	Wyoming Gas NW	Sept. 2018	9.60%	46% debt / 54% equity	\$12.9

Note: Information from last approved rate review in each jurisdiction

<sup>\*</sup> Includes amounts to serve non-jurisdictional and agriculture customers

## **Optimizing Regulatory Recovery**

	Cost Recovery Mechanisms										
Electric Utility Jurisdiction	Environmental Cost	DSM/ Energy Efficiency	Trans- mission Expense	Fuel Cost	Transmission Cap-Ex	Purchased Power					
South Dakota Electric (SD)	✓*	$\square$		<b>☑</b>		<b>✓</b>					
South Dakota Electric (WY)				☑							
South Dakota Electric (MT)											
South Dakota Electric (FERC)											
Wyoming Electric						$\checkmark$					
Colorado Electric				V	Ø						

Legend:

☑ Commission approved cost adjustment

<sup>\*</sup> Included in rate moratorium; applies only to non-FERC jurisdictional assets

## **Optimizing Regulatory Recovery**

	Cost Recovery Mechanisms									
Gas Utility Jurisdiction	DSM/ Energy Efficiency	Integrity Additions	Bad Debt	Weather Normal	Pension Recovery	Fuel Cost	Revenue Decoupling	Fixed Cost Recovery*		
Colorado Gas	V					Ø		47%		
Iowa Gas		$\overline{\checkmark}$				$\overline{\checkmark}$		70%		
Kansas Gas		$\overline{\checkmark}$			$\overline{\checkmark}$	$\overline{\mathbf{V}}$		64%		
Nebraska Gas		$\overline{\checkmark}$				$\overline{\checkmark}$		55%		
Wyoming Gas <sup>1</sup>	$\overline{\checkmark}$					$\overline{\mathbf{V}}$		52%		
Arkansas Gas								39%		
Colorado Gas Dist.								36%		
Nebraska Gas Dist.								80%³		
Wyoming Gas Dist.							$\square$	52%		
Rocky Mountain Natural Gas <sup>2</sup>	NA		NA	NA	NA	NA	NA	NA		

Legend:

☑ Commission approved cost adjustment

- \* Residential customers as of last rate base review
- <sup>1</sup> Refers to Cheyenne and surrounding area gas customers
- <sup>2</sup> Rocky Mountain Natural Gas, an intrastate natural gas pipeline
- <sup>3</sup> Includes first tier of consumption in block rates

## **Trailing Five Quarters Earnings Per Share**

## **EPS** from continuing operations available for common stock (GAAP)

#### **Special Items:**

Tax reform and other tax items Legal restructuring income tax benefit Total adjustments (after tax)

**EPS**, as adjusted (Non-GAAP)\*

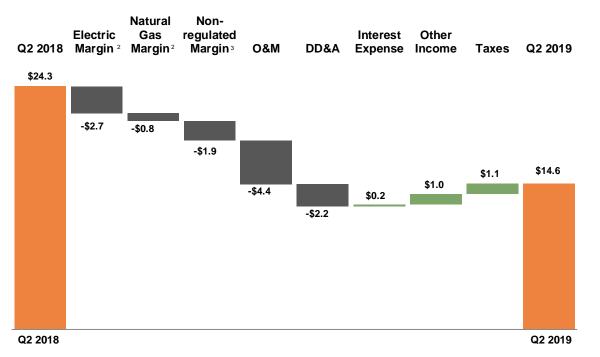
Trailing 12 months EPS, as adjusted\*

Q2 2018		Q3	2018	Q4	1 2018	Q1	2019	Q2	2019
\$	0.45	\$	0.32	\$	1.51	\$	1.73	\$	0.24
			0.10		(0.06)				_
			0.10		(0.40) (0.46)				
\$	0.45	\$	0.42	\$	1.05	\$	1.73	\$	0.24
\$	3.58							\$	3.44

<sup>\*</sup> EPS from continuing operations available for common stock, as adjusted is a non-GAAP measure; see Appendix for definition of Non-GAAP measures

## **Second Quarter 2019 Earnings Drivers**

Change in Net Income from Continuing Operations available for Common Stock, as adjusted<sup>1</sup> (in Millions)



#### **Primary Earnings Drivers**

- New customer rates
- Lower effective tax rate
- Weather
- Planned O&M spend
- Planned and unplanned generation outages
- Higher depreciation on larger asset base

- 1 Non-GAAP measure: see Income Statement in Appendix
- 2 Utility margin negative impact of \$3.8 million (\$1.9 million electric and \$1.9 million natural gas), net of tax, related to weather
- 3 Non-regulated margin negative impact of \$2.8 million, net of tax related to generation outages

## **Income Statement**

(in millions, except earnings per share)	Second	Quar	ter
	2018		2019
Revenue	\$ 355.7	\$	333.9
Gross margin (non-GAAP)	251.1		244.1
Operating expenses	(132.8)		(138.5)
DD&A	(48.7)		(51.6)
Operating income	69.6		54.0
Interest expense, net	(34.6)		(34.3)
Other income (expense), net	(1.4)		0.3
Income before taxes	33.6		20.0
Income taxes benefit (expense)	(6.5)		(2.3)
Income from continuing operations	\$ 27.1	\$	17.7
Net (loss) from discontinued operations	(2.4)		-
Net income	\$ 24.7	\$	17.7
Net income attributable to non-controlling interest	(2.8)		(3.1)
Net income available to common stock	\$ 21.9	\$	14.6
Net income from continuing operations available for common stock	\$ 24.3	\$	14.6
Non-GAAP adjustments	-		-
Net income from continuing operations, as adjusted (Non-GAAP)	\$ 24.3	\$	14.6
EPS - Net income available for common stock	\$ 0.40	\$	0.24
EPS - Net income from Cont. Ops avail. for common stock, as adjusted *	\$ 0.45	\$	0.24
Diluted shares outstanding (in thousands)	54.5		60.6
EBITDA, as adjusted*	\$ 117.0	\$	105.9

 $<sup>^{\</sup>star}$  Non-GAAP measure; defined and/or reconciled to GAAP in Appendix and on slide 49

## **Capital Structure**

(in millions, except for ratios)

#### Capitalization

Short-term Debt

Long-term Debt Total Debt

TOTAL DOD

Equity\*

**Total Capitalization** 

#### **Net Debt to Net Capitalization**

Debt

Cash and Cash Equivalents

Net Debt

**Net Capitalization** 

Debt to Capitalization

Net Debt to Capitalization (Net of Cash)

Long-term Debt to Total Debt

Jun. 30, 2018		Sep	. 30, 2018	Dec.	31, 2018	Mar.	31, 2019	Jun.	30, 2019
\$	378	\$	368	\$	191	\$	170	\$	108
	2,858		2,951		2,951		2,950		3,050
	3,236		3,319		3,142		3,121		3,158
	1,819		1,813		2,182		2,279		2,317
\$	5,054	\$	5,132	\$	5,324	\$	5,400	\$	5,475
\$	3,236	\$	3,319	\$	3,142	\$	3,121	\$	3,158
	(9)		(10)		(21)		(12)		(7)
	3,227		3,309		3,121		3,109		3,151
\$	5,046	\$	5,122		5,303	\$	5,387	\$	5,468
	64.0%	6	4.7%	5	59.0%		57.8%		57.7%
	64.0% 64.6%		58.9%		57.7%		57.6%		
	88.3%	8	8.9%	9	3.9%	9	4.5%		96.6%

<sup>\*</sup> Excludes noncontrolling interest

## 2019 Earnings Guidance Assumptions

Black Hills reaffirmed its guidance for 2019 earnings per share from continuing operations available for common stock, as adjusted\* to be in the range of \$3.40 to \$3.60 per share. The guidance range is based on the following assumptions:

- Capital spending of \$777 million;
- Normal weather conditions for the remainder of the year within our utility service territories including temperatures, precipitation levels and wind conditions;
- Normal operations and weather conditions for the remainder of the year for planned construction, maintenance and/or capital investment projects;
- Completion of utility regulatory dockets;
- Complete construction and place in service the Rapid City, South Dakota, to Stegall, Nebraska, electric transmission line, Busch Ranch II wind project and Natural Bridge Pipeline by year-end 2019;
- No significant unplanned outages at any of our facilities;
- Equity financing of \$80 to \$100 million during 2019 (\$70 million of which has been completed in the first half of 2019) under our At-the-Market equity offering program; and
- No significant acquisitions or divestitures.

<sup>\*</sup> EPS, as adjusted, is a non-GAAP item; The company is not able to provide a forward-looking quantitative GAAP to non-GAAP reconciliation of guidance for 2019 earnings, as adjusted, because unplanned or unique events that may occur are unknown at this time.

## 2020 Earnings Guidance Assumptions

Black Hills reaffirmed its guidance for 2020 earnings per share available for common stock, as adjusted\*, to be in the range of \$3.50 to \$3.80, based on the following assumptions:

- Capital spending of \$777 million and \$582 million in 2019 and 2020, respectively;
- Normal weather conditions within our utility service territories including temperatures, precipitation levels and wind conditions;
- Normal operations and weather conditions for planned construction, maintenance and/or capital investment projects;
- Completion of utility regulatory dockets;
- Complete construction and place in service the Rapid City, South Dakota, to Stegall, Nebraska, electric transmission line, the Busch Ranch II wind project and the Natural Bridge Pipeline by year-end 2019, and the Corriedale Wind Energy Project by year-end 2020;
- No significant unplanned outages at any of our facilities;
- Equity financing of \$80 to \$100 million in 2019 (\$70 million of which has been completed in the first half of 2019) and \$40 to \$80 million in 2020 under our At-the-Market equity offering program; and
- No significant acquisitions or divestitures.

<sup>\*</sup> EPS, as adjusted, is a non-GAAP item; The company is not able to provide a forward-looking quantitative GAAP to non-GAAP reconciliation of guidance for 2020 earnings, as adjusted, because unplanned or unique events that may occur are unknown at this time.

#### Gross Margin

Our financial information includes the financial measure Gross Margin, which is considered a "non-GAAP financial measure." Generally, a non-GAAP financial measure is a numerical measure of a company's financial performance, financial position or cash flows that excludes (or includes) amounts that are included in (or excluded from) the most directly comparable measure calculated and presented in accordance with GAAP. Gross Margin (Revenues less Cost of Sales) is a non-GAAP financial measure due to the exclusion of depreciation from the measure. The presentation of Gross Margin is intended to supplement investors' understanding of our operating performance.

Gross Margin is calculated as operating revenue less cost of fuel, purchased power and cost of gas sold. Our Gross Margin is impacted by the fluctuations in power purchases and natural gas and other fuel supply costs. However, while these fluctuating costs impact Gross Margin as a percentage of revenue, they only impact total Gross Margin if the costs cannot be passed through to our customers.

Our Gross Margin measure may not be comparable to other companies' Gross Margin measure. Furthermore, this measure is not intended to replace operating income as determined in accordance with GAAP as an indicator of operating performance.

#### EBITDA and EBITDA, as adjusted

We believe that our presentation of earnings before interest, income taxes, depreciation and amortization (EBITDA) and EBITDA, as adjusted (EBITDA adjusted for special items as defined by management), both non-GAAP measures, are important supplemental measures of operating performance. We believe EBITDA and EBITDA, as adjusted, when considered with measures calculated in accordance with GAAP, give investors a more complete understanding of operating results before the impact of investing and financing transactions and income taxes. We have chosen to provide this information to investors to enable them to perform more meaningful comparisons of past and present operating results and as a means to evaluate the results of core on-going operations.

Our presentation of EBITDA may be different from the presentation used by other companies and, therefore, comparability may be limited. Depreciation and amortization expense, interest expense, income taxes and other items have been and will be incurred and are not reflected in the presentation of EBITDA. Each of these items should also be considered in the overall evaluation of our results. Additionally, EBITDA does not consider capital expenditures and other investing activities and should not be considered a measure of our liquidity. We compensate for these limitations by providing relevant disclosure of our depreciation and amortization, interest and income taxes, capital expenditures and other items both in our reconciliation to the GAAP financial measures and in our consolidated financial statements, all of which should be considered when evaluating our performance.

Note: continued on next page

#### Operating Income, Net Income Available for Common Stock and EPS, as adjusted

We have provided non-GAAP earnings data reflecting adjustments for special items as specified in the GAAP to non-GAAP adjustment reconciliation table in this presentation. Operating Income (loss), as adjusted, Income (loss) from continuing operations, as adjusted, and Net income (loss), as adjusted, are defined as Segment Revenue, Operating Income (loss), Income (loss) from continuing operations and Net income (loss), adjusted for expenses, gains and losses that the company believes do not reflect the company's core operating performance. The company believes that non-GAAP financial measures are useful to investors because the items excluded are not indicative of the company's continuing operating results. The company's management uses these non-GAAP financial measures as an indicator for evaluating current periods and planning and forecasting future periods.

#### Earnings per share, as adjusted and earnings from continuing operations, per share, as adjusted

Earnings per share from continuing operations available for common stock, as adjusted, and earnings from continuing operations, per share, as adjusted, are Non-GAAP financial measures. Earnings per share, as adjusted, and earnings from continuing operations available for common stock, per share, as adjusted, are defined as GAAP Earnings per share and GAAP earnings from continuing operations, adjusted for expenses, gains and losses that the Company believes do not reflect the Company's core operating performance. Examples of these types of adjustments may include unique one-time non-budgeted events, impairment of assets, acquisition and disposition costs, and other adjustments noted in the earnings reconciliation tables in this presentation. The Company is not able to provide a forward-looking quantitative GAAP to Non-GAAP reconciliation for this financial measure because we do not know the unplanned or unique events that may occur later during the year.

#### Limitations on the Use of Non-GAAP Measures

Non-GAAP measures have limitations as analytical tools and should not be considered in isolation or as a substitute for analysis of our results as reported under GAAP. Our presentation of these non-GAAP financial measures should not be construed as an inference that our future results will not be affected by unusual, non-routine, or non-recurring items.

Non-GAAP measures should be used in addition to and in conjunction with results presented in accordance with GAAP. Non-GAAP measures should not be considered as an alternative to net income, operating income or any other operating performance measure prescribed by GAAP, nor should these measures be relied upon to the exclusion of GAAP financial measures. Our non-GAAP measures reflect an additional way of viewing our operations that we believe, when viewed with our GAAP results and the reconciliation to the corresponding GAAP financial measures, provide a more complete understanding of factors and trends affecting our business than could be obtained absent this disclosure. Management strongly encourages investors to review our financial information in its entirety and not rely on a single financial measure.

Earnings Per Share, as adjusted	2	2013	2	2014	:	2015	20 <sup>-</sup>	16	2	2017	2	2018
Net income (loss) available for common stock (GAAP)	\$	2.64	\$	2.93	\$	(0.71)	\$	1.37	\$	3.21	\$	4.66
(Income) loss from discontinued operations (GAAP)		(0.09)		0.04		3.83		1.20		0.31		0.12
Net income (loss) available for common stock (excluding discontinued operations)		2.55		2.97		3.12		2.57		3.52		4.78
Adjustments (after tax)												
Interest rate swaps - MTM		(0.44)		-		-		-		-		-
interest savings)		0.15		-		-		-		-		-
Financing costs, net of interest savings (\$250M bond payoff)*		0.13		-		-		-		-		-
Acquisition / integration costs		-		-		0.15		0.56		0.05		-
Tax reform and other tax items		-		-		-		-		(0.21)		0.07
Legal restructuring - income tax benefit		-		-		-		-		-		(1.31)
Total Non-GAAP adjustments		(0.16)		-		0.15		0.56		(0.16)		(1.24)
Net income available for common stock (excluding discontinued operations); as adjusted (Non-GAAP)	\$	2.39	\$	2.97	\$	3.27	\$	3.13	\$	3.36	\$	3.54

#### **EBITDA**

	For the Three Months Ended June 30,								
(in thousands)		2019							
Income from continuing operations	\$	27,167 \$	17,693						
Depreciation, depletion and amortization		48,709	51,595						
Interest expense, net		34,534	34,265						
Income tax expense (benefit)		6,541	2,307						
EBITDA (a Non-GAAP Measure)		116,951	105,860						

## **Strategic Objectives**

Natural gas and electric utility focused on long-term total shareholder returns



**EARNINGS:** Lead industry peers in earnings growth

**DIVIDEND**: Increase annual dividend, extending industry-leading dividend history

CREDIT RATING: Maintain solid investment-grade senior unsecured credit rating

ASSET DEVELOPMENT: Grow our core utility businesses through disciplined investments that meet customer needs, exceed our established hurdle rates and are accretive to earnings

# VALUED SERVICE Deliver reliable, highly valued products and services.

CUSTOMER: Provide quality products and services at a cost that effectively meet or exceed customer expectations with increased use of technology; effectively market these products and services to customers; and, share information to create understanding of energy-related issues

**COMMUNITIES:** Be a partner in growing the economies of the communities we serve



#### **OPERATIONAL PERFORMANCE:**

Achieve top-tier operational performance in a culture of continuous improvement

EFFICIENCY: Continuously engage employees to identify and pursue efficiencies, and to simplify or eliminate unnecessary processes. Sustain annual improvements to metrics comparing costs as a percent of gross margin

**EFFECTIVENESS:** Identify the right projects and tools that allow employees to work effectively every day

MEASUREMENT: Benchmark our costs and processes with meaningful metrics to assist with real-time business management assessment of results and accountability



**ENGAGEMENT:** Achieve status as one of the "100 Great Places to Work" as measured by the Great Places to Work Institute

**DIVERSITY:** Increase workforce diversity to achieve improved performance and the innovations that come from inclusiveness

**EMPLOYEE DEVELOPMENT:** Establish robust development options enabling increased performance while preparing employees for additional career opportunities

**TEAM WORK**: Maintain top quartile results within a professional, and productive work environment

**SAFETY:** Strive to be the safest utility company in the U.S. by emphasizing our culture to work and live safely every day

# **VISION**Be the Energy Partner of Choice.

## MISSION Improving Life with Energy.

### **COMPANY VALUES**



#### •• Agility

We embrace change and challenge ourselves to adapt quickly to opportunities.



#### **Customer Service**

We are committed to providing a superior customer experience every day.



#### **Partnership**

Our partnerships with shareholders, communities, regulators, customers and each other make us all stronger.



#### Communication

Consistent, open and timely communication keeps us focused on our strategy and goals.



#### Integrity

We hold ourselves to the highest standards based on a foundation of unquestionable ethics.



#### Respect

We respect each other. Our unique talents and diversity anchor a culture of success.



#### Creating Value

We are committed to creating exceptional value for our shareholders, employees, customers and the communities we serve...always.



#### Leadership

Leadership is an attitude. Everyone must demonstrate the care and initiative to do things right.



#### Safety

We commit to live and work safely every day.

