

ONCOR CORE VALUES

ONCOR'S CORE VALUES REPRESENT OUR PHILOSOPHY FOR DOING BUSINESS AND DEFINE WHO WE ARE. THEY ARE OUR GUIDING PRINCIPLES ON WHICH WE PERFORM WORK AND CONDUCT OURSELVES AND ARE THE FOUNDATION AND DEFINE HOW WE GO ABOUT OUR WORK AND BEHAVE EVERY DAY AT ONCOR. THESE CORE VALUES EXTEND TO OUR PARTNERS AND HOW THEY PERFORM WORK AND PROVIDE SERVICES TO CUSTOMERS. THE CHART BELOW DEFINES THE CORE VALUES AND THE EXPECTATIONS FOR SERVICE PROVIDERS AS PARTICIPANTS IN THE ENERGY EFFICIENCY PROGRAMS.

Core Value	Service Provider Expectations
<p>Excellence represents continually driving for and demonstrating high standards to deliver superior company performance, the highest level of safety for employees and the public and cost effective and reliable service to our customers. Excellence is characterized by our quality service, superior performance, commitment to safety, understanding customer needs, efficiency, dependability, reliability and accountability.</p>	<p>Provide superior customer service, perform work safely, create a safe environment for customers to live and work, provide quality services and products, exceed customer's expectations and be accountable for work.</p>
<p>Intensity represents our diligence and commitment to pursuing our obligations and responsibilities. Intensity is characterized by our bias for action, sense of urgency, passion, commitment, initiative, decisiveness, discipline, rigor and tenacity.</p>	<p>Commit to perform work effectively, communicate issues to Program Managers, treat each project and customer as a priority, deliver timely results, and conduct post-work follow ups to ensure customer expectations are met.</p>
<p>Ethical Conduct identifies our personal integrity as applied to the pursuit of Oncor's goals and objectives. Ethical Conduct is characterized by our openness, fairness, honor, honesty and integrity.</p>	<p>Provide transparency in work, accuracy in project information, honesty with customers and perform all work with integrity.</p>
<p>Innovation is the passion and commitment to improve our company's services, programs, processes, operations and business model, with the purpose of creating value for our customers and stakeholders. Innovation is characterized by our creativity, ingenuity, embracing change, processes for identifying strategic</p>	<p>Help customers find the best solution to their needs, communicate challenges to Program Managers and help devise solutions, provide information to customer's about how to improve their efficiency and treat each project with individuality.</p>

opportunities and taking intelligent risks.	
Respect demonstrates the value we place in others. Respect is characterized by our diversity, individual dignity, responsibility, safety, openness, loyalty, humility and modesty.	Treat others respectfully, including customers, your team, partners and Program Managers. Represent yourself, your company and Oncor with dignity and place a priority on the safety of employees and customers.