

Annual Report and Accounts 2009/10

# Shaping the future



## **Company highlights**

We have delivered another strong financial performance this year. Cash generated from operations was more than £4.3 billion, while adjusted operating profit and adjusted earnings per share were higher by 7% and 14% respectively.





For more information and a range of interactive charting and share price tools visit: www.nationalgrid.com



 $\rightarrow$  Safety is critical both to business performance and to defining the culture of our Company for our employees. 2009/10 saw a 40% reduction in lost time injury frequency rate to 0.15 compared with 0.25 in 2008/09.

	page 31	More information on safety can be found on
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 $\rightarrow$  We continue to make progress in the representation of women and ethnic minorities in our workforce, increasing both this year. We are also creating targeted solutions to help employees maximise their performance.

More information on inclusion and diversity and talent can be found on pages 35 and 36

 $\rightarrow$  We are committed to our customers and to providing outstanding customer service. Improvements made during this year include, implementation of a web based outage communication tool and energy efficiency campaigns.

More information on customers and customer service can be found on pages 22 and 32 respectively

 $\rightarrow$  We continue to believe that our 45% by 2020 and 80% by 2050 greenhouse gas emissions reduction targets (against our 1990 baseline) are industry leading within the UK and US.

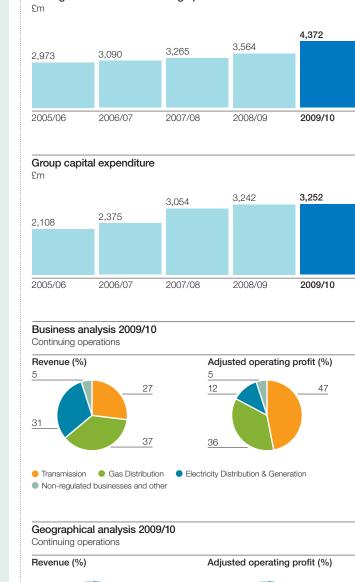
More information on climate change can be found on page 36

 $\rightarrow$  Our future organic growth is dependent on the delivery of our capital investment programme. In 2009/10, we invested £3.3 billion and our planned investment for 2010/11 is £3.9 billion.

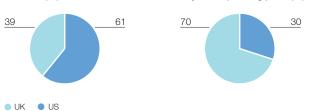
> More information on capital investment can be found on page 33

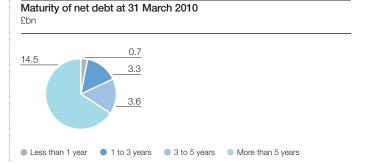
 $\rightarrow$  In line with our objective to deliver strong, sustainable regulatory and long-term contracts with good returns, we have made significant progress in filing US rate cases.

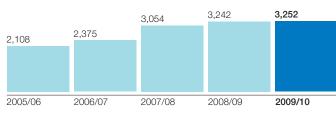
> More information on rate cases can be found on pages 18 to 21



Cash generated from continuing operations







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National Grid is an international electricity and gas company based in the UK and northeastern US. We play a vital role in delivering gas and electricity to millions of people in a safe, reliable and efficient manner.

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### Important notice

This document contains certain statements that are neither reported financial results nor other historical information. These statements are forward-looking statements within the meaning of Section 27A of the Securities Act of 1933, as amended, and Section 21E of the Securities Exchange Act of 1934, as amended. For a description of factors that could affect future results, reference should be made to the full Cautionary Statement on the back cover of this document and the Risk factors section on pages 93 to 95.







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