



# PROGRESSIVE THINKING PAVES OUR PATH FORWARD

Improving the quality of life for our people, customers and communities around the globe is a fundamental part of who we are and what we do. It's a commitment we don't take lightly. While we're working hard today to plan for — and deliver — a better tomorrow, how we're doing it is changing with the times.

Our world is evolving at an astonishing rate. For some peace of mind, long-range scenario planning analyzes trends in demographics, economics, politics and technology to provide insight into an uncertain future. Through extensive studies, four primary scenarios emerged — see page 14 — and we'll continue to do our part in researching, educating, planning and preparing for whichever situation presents itself in 30-50 years.

But we're not only looking into the future, we're very much invested in the present. Once dubbed “energy hogs,” data centers have transformed into smart, energy-efficient and resilient powerhouses that store everything in the cloud. Read about their transformation on page 18.

As we continue to focus on current issues and tomorrow's hot topics — including natural gas and its potential impact on the transportation industry (page 24) and recent emerging contaminants (page 30) — we do so while keeping our core values at heart. We're dedicated to the industries we serve and are proud to be a part of our customers' rewarding journeys, now and in the future.

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