Operational Excellence

Across all of our businesses, we strive for operational excellence. Our definition of operational excellence includes not only supplying reliable, affordable power and ensuring our plants are available to run as much of the time as possible — but also managing physical and cybersecurity, disasters and emergencies, public safety and environmental performance.

Our energy and infrastructure solutions are designed to meet our customers' current energy needs as well as meet the changing energy needs of the future. We provide affordable and reliable energy to customers through our distribution businesses and our thermal and renewable power generation facilities. Our businesses fuel quality of life, local economies and the well-being of families and small businesses around the world.

With more than 30 years of experience, our diverse mix of generation sources and distribution businesses gives us the strength and flexibility to adapt to local and regional market needs, maximize plant efficiency and deliver reliable, affordable electricity. We identify the right technology for each market, and we look for ways to diversify the energy matrix and reduce dependency on specific types of fuel sources.

Our management systems provide training to support better performance as well as a uniform system of Key Performance Indicators (KPIs) for all of our distribution and generation businesses, which are tracked on a monthly basis.

Our businesses around the world are continually recognized for their operational excellence. We are the first and only company to be recognized with four Edison Electric Institute awards within a seven year timespan. These awards recognized the performance of our Angamos power plant in Chile, AES Sonel in Cameroon, AES Masinloc in the Philippines and AES Latin America. See our Awards and Recognitions section for a complete list.

Our Operational Excellence material issues include availability and reliability to electricity, cybersecurity and disaster and emergency planning and response.