

Fortum's Annual Report 2014

Fortum is an energy company highly committed to sustainability. We strive to respond to the needs of our customers by generating, selling and distributing low-carbon electricity and heat and by offering energy-sector expert services.

Customers

In 2014, we continued developing new products and services that meet the needs of our customers. The solutions are related to, e.g., energy efficiency, electric vehicles, solar power, and open district heating.

To strengthen the customer orientation we launched the internal “Customer in the centre” programme. The programme helps us to concretise development needs related to changes in customers' needs, good customer

service and comprehensive customer-oriented operations.