

FortisAlberta Sustainability Key Performance Indicators

	2022	2021	2020
Our People			
Employee Safety			
All Injury/Illness Frequency Rate (injuries per 200,000 hours)	0.70	0.21	0.52
Employee Demographics			
Total number of employees (#)	1,207	1,115	1,088
Positive employee engagement survey results (% of total workforce)	67	-	-
Percentage of female employees (%)	32	32	31
Percentage of female management (Supervisor, Manager, and Director) (%)	33	35	34
Percentage of female executives (%)	25	25	25
Employee Age (ALL - Generational Data)			
Generation Z (% born 1997 and later)	3	2	1
Millennial (% born 1981-1996)	46	42	40
Generation X (% born 1965-1980)	36	39	39
Baby Boom (% born 1946-1964)	15	17	20
Employee Age (Management - Generational Data)			
Generation Z (% born 1997 and later)	0	0	0
Millennial (% born 1981-1996)	37	31	23
Generation X (% born 1965-1980)	49	49	50
Baby Boom (% born 1946-1964)	14	20	27
Employee Age (Executives - Generational Data)			
Generation X (% born 1965-1980)	100	100	100
Turnover and Retention			
Annual voluntary turnover (% of total workforce)	2.86	3.37	0.82
Annual retirement rate (% of total workforce)	2.42	2	2.21
Average years of employment (#)	12	13	13
Percentage of employees eligible to retire in 5 years (%)	10	11	10
Hiring			
Percentage of job vacancies filled by existing employees (%)	69	60	83
Percentage of job vacancies filled by females (ALL) (%)	25	39	36
Percentage of job vacancies filled by females (management) (%)	31	42	23
Benefits			
Employee training (total hours per year)	65,974	20,260	18,909
Percentage of full-time employees that are eligible to receive Disability coverage (%)	100	100	100
Percentage of full-time employees that are eligible to receive Employee and Family Assistance Program (%)	100	100	100
Percentage of full-time employees that are eligible to participate in the Employee Share Purchase Program (%)	100	100	100
Percentage of full-time employees that are eligible to receive Health Care Benefits (%)	100	100	100
Percentage of full-time employees that are eligible to receive Life Insurance (%)	100	100	100
Percentage of full-time employees that are eligible to participate in the Retirement Savings Plan (%)	100	100	100

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Labour Management Relations			
Total number of work stoppages (#)	0	0	0
Percentage of total workforce unionized (%)	76	77	78
Our Communities			
Customer Information			
Number of customers (#)	583,500	577,200	572,000
Residential (%)	84	84	84
Commercial (%)	14	14	14
Industrial (%)	2	2	2
Total electric customers (%)	100	100	100
Distributed Energy Resources (DERs)			
Number of DERs connected annually (#)	17	8	7
Installed capacity of DERs connected annually (MW)	288	123	99
Energy Delivered			
Total electricity delivered (GWh) (excluding transmission connected)	16,923	16,643	16,092
Public Safety			
Third-party overhead power line contacts (#)	266	377	317
Third-party underground power line contacts (#)	93	162	115
Economic Value			
Total amount paid in Employee Compensation (\$)	177,500,000	168,400,000	172,400,000
Total amount paid to Top 10 Contract Services (\$)	114,700,000	99,000,000	93,500,000
Total amount paid to Top 10 Material Vendors (\$)	117,200,000	64,500,000	76,300,000
Total amount paid in Community Donations (\$)	715,000	711,000	1,012,000
Our Environment			
Emissions			
Emissions Scope 1 (tCO ₂ eq) (fleet and natural gas for building heat) ¹	10,616	10,750	11,225
Emissions Scope 2 (tCO ₂ eq) (emissions from buildings) ¹	5,192	5,218	5,449
Emissions Scope 3 (tCO ₂ eq) (related to electricity delivered including line losses) ²	9,736,766	9,922,349	9,592,530
Energy efficiency programs emissions reductions (tCO ₂ eq)	18,557	19,062	19,114
Oil Releases			
Reportable oil releases to the environment (number reportable to Alberta Environment and Protected Areas) ³	25	38	13
Number of fines associated with releases (#)	0	0	0
Biodiversity			
Area of power line right-of-ways managed under Integrated Vegetation Management Principles within the Forest Protection Area (acres)	25,326	24,058	23,722
Waste Management			
Hazardous waste recycling program (tonne) ⁴	0.58	0.20	3.40

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Business Excellence			
Customer Service			
Customer Satisfaction Index (%)	86.0	88.8	88.6
Customer Care Centre First Call Resolution (%)	82.7	83.8	85.2
Board of Directors			
FortisAlberta Board of Directors (#)	10	10	10
Percentage of Independent Directors (%) ⁵	60	60	60
Percentage of Female Directors (%)	40	40	40
Financial Indicators			
Capital Expenditures (\$)	510,000,000	389,000,000	419,500,000
Reliability			
System average interruption duration (hr)	1.70	2.42	1.82
System average interruption frequency (# per year)	1.08	1.42	1.20
Governance and Policy			
Environment			
Emergency Spill Response Plan	YES	YES	YES
Environmental Management System aligned with ISO 14001	YES	YES	YES
Avian Protection Plan	YES	YES	YES
Governance			
Anti-corruption	YES	YES	YES
Code of Conduct	YES	YES	YES
Whistleblower	YES	YES	YES
Insider Trading	YES	YES	YES
Respectful Workplace	YES	YES	YES
Internal Inclusion and Diversity	YES	YES	YES
Political Engagement	YES	YES	YES
Privacy	YES	YES	YES
Aboriginal Engagement			
Documented consultation process with Indigenous communities	YES	YES	YES
Indigenous communities within FortisAlberta's service area have been formally identified	YES	YES	YES

Notes

¹ In 2022, an independent third-party review of FortisAlberta's greenhouse gas inventory and methodology was completed.

² FortisAlberta delivers electricity only and does not purchase or sell the electricity.

³ All oil releases were fully remediated.

⁴ All hazardous waste is PCB-contaminated oil and electrical equipment. Hazardous waste is processed and recycled using a licenced hazardous waste management contractor.

⁵ Independent Directors are not employees of FortisAlberta, Fortis Inc. or its subsidiaries.