

FortisAlberta Sustainability Report



The line that connects us all

FORTIS
ALBERTA



Land Acknowledgement

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Land Acknowledgement

FortisAlberta acknowledges that our operations and facilities occur on the traditional territories, meeting grounds and travelling routes of the Indigenous Peoples of the Treaty territories and Métis Nation of Alberta. We make this acknowledgement as an act of reconciliation and gratitude to those whose territory we reside on or are visiting.

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We are proud that this report was prepared using the skills and expertise of FortisAlberta employees.





Message from the Board of Directors

The Board of FortisAlberta is proud of the commitment to, and journey towards, sustainability that is demonstrated daily by the company’s employees and leadership. As you will see in the pages of our report, we strive to be industry leaders in providing affordable, reliable and sustainable electric distribution service to Albertans. Investing in our people, our communities and the environment remains essential to our long-term success.

In 2024, FortisAlberta received multiple awards from Electricity Canada, recognizing leadership in reliability, industry excellence and safety. These honours reflect the collective efforts of employees across the organization.

In the coming years, our company will continue to work closely with customers and local stakeholders guided by the firm belief that an optimized grid is a reliable, affordable and sustainable grid. It is an exciting time in the utility industry, and FortisAlberta is proud to be a trusted partner in the province’s energy future.

On behalf of the Board of Directors, thank you for reading. We, along with all members of the FortisAlberta team, are honored to serve the communities where we live and work, and to be part of **the line that connects us all**.

Mona Hale
Chair of the
Board of Directors

**“An optimized grid is a reliable,
affordable and sustainable grid.”**



Message from the President and CEO

At FortisAlberta, operating sustainably is central to our mission, purpose and values. Our vision statement says it best: “We lead by example, innovate with purpose and champion sustainable change so we can power the future Albertans deserve, together.”

Looking back on 2024, it was a year of celebrating milestones and overcoming new challenges across each of our four pillars of sustainability: our people, our communities, our environment and our business. You can read about some of these stories in this report—from unprecedented growth in microgeneration interconnections, to donating more than \$1 million through our community investment program, completing our electric vehicle pilot and enhancing our wildfire mitigation efforts.

During this unique time in our industry, with many unknowns still at play, we remain committed to meeting the evolving needs of our customers. As we navigate emerging technologies, increasing electrification and rising costs of living, we are focused on optimizing the grid to help create a cleaner, more affordable energy future. While fostering collaboration, innovation and resilience through a changing energy landscape, we are proud to be local, reliable and invested in Alberta’s future.

Janine Sullivan

Janine Sullivan
President and CEO

“We are proud to be local,
reliable and invested
in Alberta’s future.”

Who We Are



603,400+ customers
(residential, farm and industrial sites)

133,000 km+
of power lines

 **1.1 million+**
power poles

60% of Alberta's electric
distribution network

 **17,000+ GWh**
of electricity delivered per year

15% of electricity delivered each year is generated
by renewable sources connected to our system

~9,000 renewable sites connected
to our system

240+ communities
served

 **1,300+**
Albertans employed

Who We Are

At FortisAlberta, we don't sell electricity, we bring it to your door. We deliver safe and reliable electricity to homes, farms and businesses across central and southern Alberta, working 24/7 to build, maintain and repair the electricity grid that powers Albertans' daily lives. Our employees live and work in the communities we serve, proudly keeping the lights on in the places they call home. [Learn more about us.](#)

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2024 Sustainability at a Glance

Our People

11 average years of employment

46,838 total training hours

66% of open positions filled with existing employees

74% of total workforce is unionized

34% women in leadership roles

2.6% voluntary turnover rate (per cent of total workforce)

Our Business

\$554M invested in the distribution grid

8/10 customers reported positive customer satisfaction

172,633 calls to 310-WIRE

4,543 webchats with our Customer Care team

56% of customers connected to technology that restores power automatically

1.28 average hours of power interruptions for our customers (system average interruption duration index)

3 2024 Electricity Canada awards

1 2024 Top Employer Award

Our Community

\$1,010,000 paid in community donations

18,000+ new customers (residential, farm and industrial sites)

379 sponsorships of community organizations and events

65 environmental and energy-efficiency grants awarded

Our Environment

44,000 high-risk fire area assets patrolled

4,000+ km of line monitored with early fault detection for wildfire mitigation

1,128 poles decommissioned or relocated to help protect sage grouse habitat

View the full list of sustainability Key Performance Indicators at the end of this report.



Our Approach to Sustainability

FortisAlberta’s culture of sustainability is rooted in our mission and values. Our Sustainability Program incorporates the guidelines of the Social Responsibility Standard ISO 26000, Electricity Canada’s Sustainable Electricity Program and insights from our 2020 Stakeholder Sustainability Survey. Guided by these inputs, our sustainability program focuses on four core areas: our people, our communities, our environment and our business. Learn more about our sustainability commitments [here](#).

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Our People and Culture

A key part of sustainability is taking care of our people. This includes creating a strong safety culture, supporting employee development and embracing a culture of inclusion. FortisAlberta is dedicated to being an employer of choice in Alberta, helping grow strong and vibrant communities where our employees work, play and live.



FortisAlberta has been named one of Alberta’s top employers every year since 2020. The award, which is part of the Canada's Top 100 Employers competition, is a special designation recognizing employers that lead their industries in offering exceptional places to work.

Employee Wellness

FortisAlberta is committed to supporting employees’ physical, mental and financial wellbeing through a range of programs and resources. In 2024, our Human Resources team delivered 20 Pension and Benefits Roadshow presentations and hosted four wellness fairs across the province. Thirty per cent of employees took part in financial wellness and retirement planning workshops, with one-on-one retirement counselling also available.

Safety

Home Safely

FortisAlberta’s primary goal is ensuring that our employees return home safely to their loved ones every day. An employee-led group, the Home Team, keeps this priority top of mind with creative, seasonally relevant messages throughout the year. This safety focus extends to keeping our customers, contractors and the public safe around power lines and equipment.

Safety Performance Index

The company’s Safety Performance Index (SPI) is a metric used to track safety performance across all business units. A quarterly scorecard presents a holistic view of our safety performance by measuring behaviours that are both leading, such as mandatory training and work site observations; and lagging, including preventable injuries. By focusing on the underlying causes of incidents, we can help prevent them from occurring in the first place. This approach requires engagement across the entire company and helps us both learn from the past and plan for the future.

Home Safely



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Electricity Canada Lifesaving Awards

Electricity Canada recognized FortisAlberta Power Line Technicians with the 2024 Lifesaving Award, presented annually to employees of a member utility involved with a lifesaving attempt.

While on a worksite in Gleichen, Alberta, Logan Cisar, Aidan Jamieson and Trevor Nederhoed noticed a man lying on the ground nearby. Realizing he was in distress, they retrieved a defibrillator kit from their truck, helped a passerby provide information to 911 and administered CPR until paramedics arrived.

“This is a powerful example of how safety training can make a difference beyond the workplace,” says Cam Aplin, Vice President, Operations, People and Culture. “We’re proud of how Logan, Aidan and Trevor embody our safety culture and are grateful to Electricity Canada for recognizing their actions.”



Safety Leader Awards

We celebrate individuals and teams who best exemplify our strong safety culture. Safety Leader Award recipients are selected each quarter by a peer panel of representatives from the company’s Joint Health and Safety Committee. This award is one example of how FortisAlberta encourages shared ownership of our safety culture across the organization.

MoveSafe® Body Health Program

Launched in 2013, MoveSafe® is a preventative safety program designed to reduce the risk of musculoskeletal injuries. Each day, employees take part in a guided mobility routine to prepare their bodies for work and reinforce proper movement techniques for common tasks.

A network of MoveSafe® leaders across the company supports ongoing awareness and safe work practices. Each year, FortisAlberta holds a training session with these leaders to ensure consistency, refresh best practices and strengthen the culture of injury prevention.

The Working Mind

Developed by the Mental Health Commission of Canada, the Working Mind Training is a workplace mental health and resiliency program designed to educate employees and leaders on mental health topics. By promoting awareness and support throughout the organization, this training aims to reduce stigma and infuse mental health literacy into our company’s culture.



Green bags on passenger mirrors remind employees to complete a walk-around before removing the bag, checking for people, pets, vehicles or other obstacles in the driving path.

STOPCHECK™

The STOPCHECK™ program encourages employees to STOP and CHECK with themselves, their surroundings and their co-workers to avoid making mistakes that could lead to unsafe outcomes. This is a method developed by Jo-Ann Pawliw, founder of Heart of Performance Coaching. All employees received STOPCHECK™ magnets and stickers to record and display how they will use the strategy to eliminate distractions and work safely.

“The majority of our injuries over the years have involved some form of distraction and I believe that is the one key area we each need to concentrate on going forward,” says Cam Aplin, Vice President, Operations, People and Culture. “That’s where the STOPCHECK™ strategy comes in. It’s such a quick, simple and effective way to refocus before carrying out a potentially hazardous activity.”

“FortisAlberta has always responded quickly and gotten the job done safely and professionally in as little time as possible.”

– Cochrane customer

Training and Development

Employee Mentoring and Professional Development

At FortisAlberta, our goal is to provide opportunities to actively help our employees grow and develop their careers. Through our employee mentoring program, employees are paired with a mentor to build knowledge, share experiences and discuss professional growth. We offer financial educational assistance for those seeking skills and knowledge through job-related courses, certifications and exams.



46,838

total training hours in 2024



38%
of vacant
management
roles filled by
women



Employee Development Centre

The FortisAlberta Employee Development Centre (EDC) is a world-class training facility in Red Deer County that includes a fully functional, modernized training substation—one of only a few in Canada. The EDC provides hands-on safety and technical training for FortisAlberta’s 350 Power Line Technicians each year, and also hosts trainees from other utilities across North America.

Leadership Development

The FortisAlberta Leadership Academy offers both new and experienced leaders the opportunity to explore leadership styles and improve their skills. The program aims to elevate leadership capabilities and enhance teamwork through three modules: Leader Fundamentals, Individual Competencies and Team Culture.

“Great people that obviously love their job!”
— Brooks customer

Culture of Inclusion

Our goal at FortisAlberta is to create a workplace where everyone feels safe, respected and empowered to bring their authentic selves to work. This means creating spaces where employees feel they belong and are appreciated for the work they do. In support of this, we offer training on topics such as inclusion, allyship, gratitude, mental health and psychological safety in the workplace.

Employee Resource Groups

FortisAlberta’s Employee Resource Groups (ERGs) are employee-led groups that foster inclusion, strengthen community and celebrate diverse identities.



Women’s ERG: The Women’s Network

The Women’s Network promotes gender equity and supports women at FortisAlberta by creating opportunities for connection, advocacy and awareness. Initiatives include hosting International Women’s Day events and fundraising for breast cancer research and local women’s shelters.



Mental Health ERG: Wellness Network

The Wellness Network reduces stigma and promotes mental health through initiatives like webinars on neurodiversity and addiction in the workplace, along with Mental Health Week events, self-care challenges and wellness fairs.



Black ERG: The Black Network

The Black Network supports and celebrates Black employees by building community, fostering connections and identifying opportunities for change. The group highlights Black History Month through educational resources and gives back by supporting local food banks and women’s shelters.



Multiculturalism ERG: Mosaic

Mosaic brings employees of all cultural backgrounds together to share stories, foster inclusion and celebrate diversity year-round. Initiatives include sharing resources for Multiculturalism Day and Asian Heritage Month, as well as the Mosaic Cookbook—a collection of employee-submitted recipes that reflect the rich diversity within our organization.



2SLGBTQ+ ERG: Pride Network

The Pride Network creates a welcoming space for 2SLGBTQ+ employees and allies to connect and build community. The group also represents FortisAlberta at events like the Calgary Pride Parade, reinforcing our commitment to inclusion.



Self-Identification

Since its launch in 2023, FortisAlberta’s voluntary self-identification questionnaire has continued to provide valuable insight into the diversity of our workforce. Employees have the opportunity to confidentially share information related to ethnicity, ability and gender. This information helps inform our Culture of Inclusion programs, support employee education and measure our progress over time.

Indigenous Recruiting Efforts

FortisAlberta is proud to participate in the Treaty 7 Post-Secondary Employment Symposium. This two-day event connects Indigenous students and employers with the goal of filling summer student positions. The conference also provides an opportunity for learning about Indigenous cultures, languages and customs.



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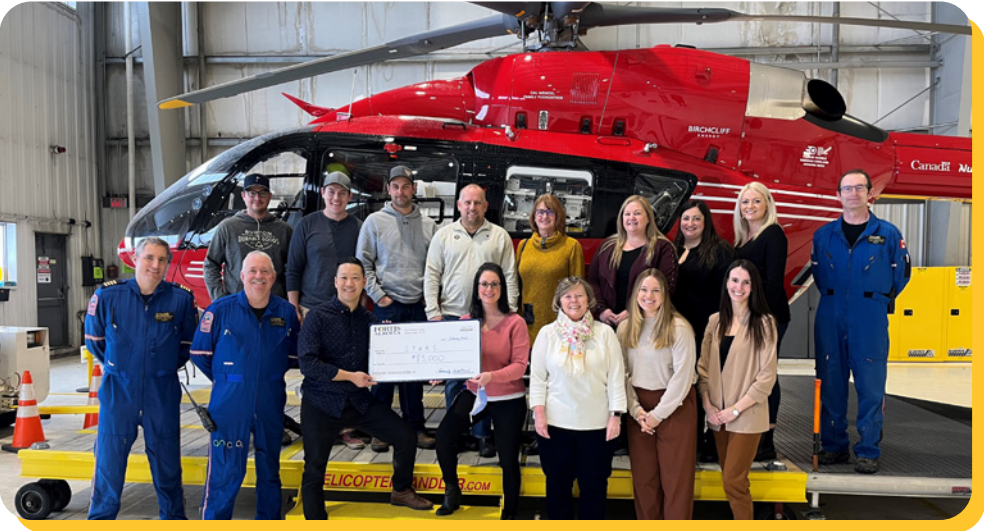
Our Communities

Supporting the well-being of the communities where we live and work is both a key component of sustainability and a long-standing value at FortisAlberta.

Community Investment Partners

Each year, FortisAlberta’s Community Investment program sponsors local, grassroots events and initiatives throughout the communities we serve. We contribute to organizations that offer programs and services aligned with our community investment pillars: safety, education, the environment and wellness.

FortisAlberta’s Community Investment Pillars



Shock Trauma Air Rescue Service (STARS) – STARS provides the very best in critical care via helicopters staffed and outfitted as mobile intensive care units. STARS serves Albertans living in rural communities, working in remote areas, travelling on highways or being transported from community hospitals to major medical centres. FortisAlberta has supported STARS since 2006, sponsoring their Mobile Education program, which provides specialized training to STARS crews and rural emergency care providers.



Ronald McDonald House Charities – Ronald McDonald House Charities provide a home away from home for families with children who are receiving vital medical treatment. For over 18 years, FortisAlberta has supported the organization with various initiatives. Highlights include funding an automated door for the ‘Magic Room,’ which houses toys and gifts, and supporting the Home for Dinner program, where FortisAlberta employees prepare home-cooked meals for patients and families. The Comfort Cart is the latest initiative sponsored by FortisAlberta, providing snacks, toiletries and activities for families spending long hours at the hospital.



Alberta Birds of Prey Foundation – Since 2006, FortisAlberta has proudly supported the Alberta Birds of Prey Foundation, the largest raptor rescue and conservation centre in Canada. At the facility in Coaldale, injured birds are rehabilitated and released back into the wild. Additionally, guests can learn about campaigns to protect Alberta’s birds and see a demonstration of FortisAlberta’s avian safe equipment.



Canadian Parks and Wilderness Society (CPAWS) – CPAWS is dedicated to protecting forests, water and wildlife through conservation efforts at both national and regional levels. FortisAlberta supports CPAWS programs that bring nature and conservation education to students in rural and Indigenous communities across Alberta, from Kindergarten to Grade 12.



Environmental and Energy Efficiency Grants

Our annual grants help communities and schools plant trees, naturalize areas and improve energy efficiency.

In 2024:

- 21 communities received \$2,500 Community Naturalization/Tree Planting grants.
- 25 municipalities and community organizations received \$1,000 to \$7,500 Save Energy grants for LED lighting retrofits, window replacements and other energy efficiency upgrades.
- 19 schools received \$1,000 greenUp grants for environmental projects such as outdoor classrooms, greenhouses and gardens.

Our Communities



Volunteering

FortisAlberta employees are passionate about making a difference in their communities. Whether it's putting up Christmas lights at seniors' homes during our Lights of Joy campaign or supporting local food banks by helping harvest vegetables, there are many opportunities throughout the year for employees to volunteer.

Our employee volunteer grants are available to employees who have spent at least 35 hours volunteering with an organization in the past year. In 2024, 45 employees received \$500 grants for organizations such as Westlock Minor Ball, Rocky Mountain House Wild Sheep Foundation, Airdrie Air Cadets and the Wainwright Food Bank.

Pictured left to right: Supporting a Red Deer baseball team through our employee volunteer grant; offering bucket truck rides at a school event in Athabasca; harvesting vegetables at a Strathmore farm for the Calgary Food Bank; sharing hugs and holiday cheer while decorating a seniors lodge in Airdrie; a day of fun and games at the Make-A-Wish Heroes Challenge; serving hot dogs at the Rowan Beckie Pump Track grand opening in Taber; a rainy Canada Day parade in Raymond; teaching the importance of electrical safety at Claresholm Fair Days; and building birdhouses with Alberta 4-H.

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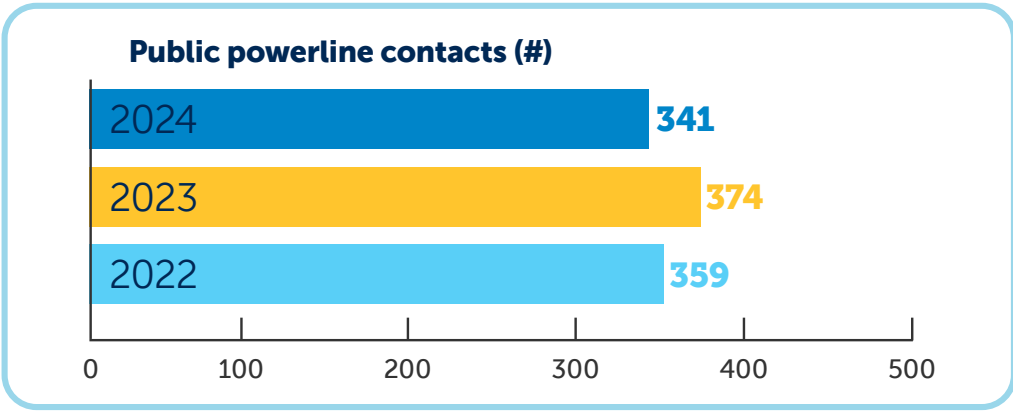
Public Safety

With safety as our most important core value, we provide free resources to help the public learn how to stay safe around electricity. Our [e-SMART program](#) offers fun, interactive games and tools for children to learn about electrical safety. We also offer resources on our website on topics like farm safety, moving high loads and working around power lines.



Our Safety and Work Methods team delivers more than 100 presentations each year to people who work near power lines and electrical facilities, including emergency responders, oil and gas workers, construction crews and municipalities.

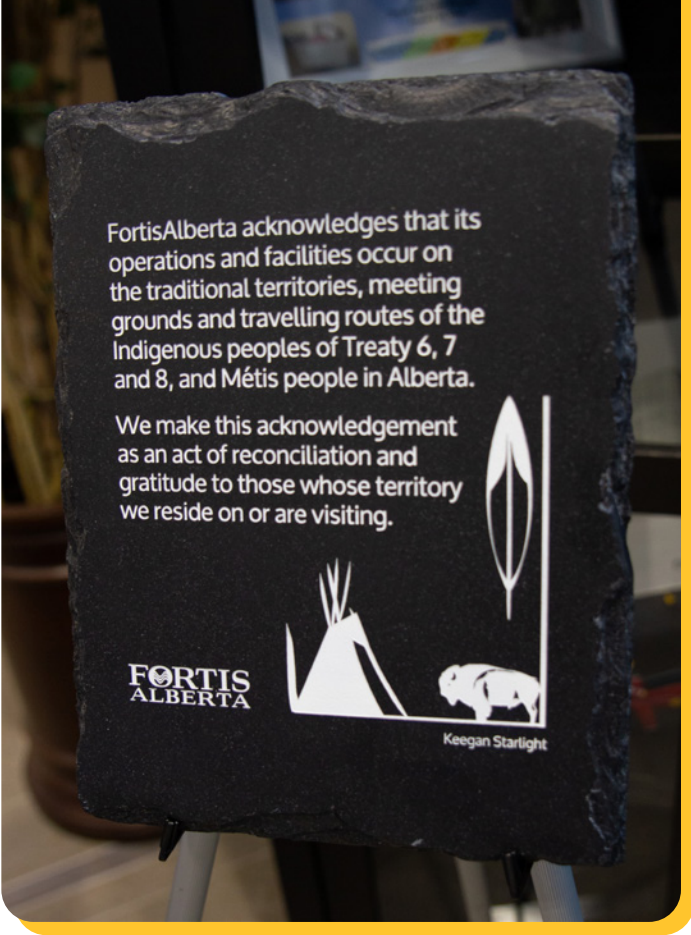
These efforts are all part of our commitment to reducing public powerline contacts, as shown in the graph below. Through education, outreach and ongoing awareness, we aim to lower these numbers and help everyone get home safely at the end of the day.



“When they came out to show us where they were putting the pole and guy wire, they listened to my concerns and helped with the process. Great guys.”

– High River customer

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Indigenous Engagement

FortisAlberta Indigenous Commitment Statement

At FortisAlberta, we continue to further solidify our commitment to enhancing relationships with Indigenous communities. All employees are encouraged to find meaningful ways to support the well-being of our Indigenous customers. This includes listening to the stories and experiences of Indigenous Elders, learning about the residential school system and hearing about the impacts of intergenerational trauma. It also means creating opportunities for employees to help meet the 94 Calls to Action from the Truth and Reconciliation Commission of Canada. Our commitment to working with Indigenous communities is formalized in our FortisAlberta Indigenous Commitment Statement. Read the full statement [here](#).

Land Acknowledgements

Making a land acknowledgement is a small but important first step in the reconciliation process between Canada’s Indigenous peoples and those who came later. It’s an opportunity to recognize the First Nations, Métis and Inuit peoples of Canada as the traditional stewards of the land we live and work on. Additionally, it recognizes their traditional ways of life, ties to the land and the ways their customs were forcibly disrupted to the benefit of colonization. To serve as a continual reminder of our commitments, we have a land acknowledgement plaque at the entrance of all 39 FortisAlberta buildings.

Cultural Awareness Employee Training

The Truth and Reconciliation Commission calls upon the corporate sector to provide education for management and staff on the history of Indigenous peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, treaties and Aboriginal rights, Indigenous law and Aboriginal-Crown relations. Our education journey has started with an invitation for all employees to complete our Indigenous Orientation. This training is intended to move us all toward the path of reconciliation.

Councilor Floyd Big Head from the Blood Tribe and Janine Sullivan, President and CEO, meet Gordon the owl from Alberta Birds of Prey Foundation, one of our community investment partners.



Indigenous Awareness and Education

Throughout the year, employees engage in educational opportunities that deepen their understanding of Indigenous histories, cultures and perspectives. In 2024, employees participated in Lunch & Learn sessions with Elder Violet M. Meguinis, a Denesuline-Cree and Tsuut’ina knowledge keeper and historian, who shared insights into the history of the Tsuut’ina Nation, its people, and the land they call home. Employees also marked key dates such as National Indigenous Peoples Day, National Indigenous History Month and National Day for Truth and Reconciliation through internal campaigns, learning activities and community celebrations.

FortisAlberta is a proud sponsor of Indigenous community events like this celebration for graduates of Trade Winds to Success, a pre-apprenticeship training program for Indigenous adults.



Each year, we proudly support powwows across our service territory. These cultural celebrations bring together Indigenous peoples and the public to share traditions, music, dance and food.

Aboriginal Role Model Awards

FortisAlberta is proud to support the Aboriginal Role Models of Alberta, sponsoring the Youth Award category that is presented to a youth member for outstanding contributions to their community.

Siksika Nation High School Bursary

FortisAlberta recognizes the academic and cultural achievements of high school students at Siksika Nation High School each year. Bursaries are awarded to graduating students for excellence in areas such as community citizenship, Siksika language and culture, science and technology, and athletic leadership. These awards celebrate student success and support the next generation of leaders in the community.

Lethbridge College Education Program

Since 2016, FortisAlberta has committed \$10,000 each year to support Indigenous students at Lethbridge College. Each year, four Indigenous students are awarded \$2,500 to go towards their education, improving their career options and helping them plan for a bright future.

“ My name is Zoe, I am 29 years old and I am from the Blood tribe. I have three beautiful children who have given me the strength and determination to get my education. I am so very grateful for them. Receiving this award has meant so much to me, it encourages me to keep going. ”

— Zoe Tallow, recipient of the FortisAlberta Lethbridge College Indigenous Scholarship.



Our Environment

Nature and Biodiversity

At FortisAlberta, we recognize our responsibility to protect the environment and preserve biodiversity for future generations. We integrate innovative and adaptive solutions into our system to build resilience to the impacts of nature. We also pursue solutions for our customers that promote energy efficiency and reduce greenhouse gas emissions.

Protecting Birds and Preventing Outages

We take proactive steps to protect migratory birds and raptors while ensuring safe, reliable power for our customers. Birds often perch, hunt or nest on power lines, which can lead to electrocution, outages and even fires. To reduce these risks, we work with environmental experts to identify high-risk areas and develop solutions. For example, we relocate nests from energized equipment to artificial platforms and avoid working near nests during breeding season. Over the past decade, these efforts have significantly reduced bird-related outages and helped support at-risk species like the ferruginous hawk.

“We had troubles with Osprey birds building nests on the power poles in our area. Fortis came with a new and taller pole. They erected it and built a deck on the top for the birds to build their nest in. When another nesting couple came, they brought another pole for them as well. We were all truly amazed with their efforts to keep the Osprey safe. Thank you, Fortis.”

– High River customer



Protecting Greater Sage-Grouse Habitat

The greater sage-grouse is an endangered bird found in the grasslands of southeast Alberta. These at-risk birds tend to avoid tall structures, which can also serve as perches for predators. That’s why FortisAlberta is removing power poles from critical areas—either by transitioning to underground distribution or decommissioning poles at inactive sites, such as former oilfields. Over the past six years, we have removed 617 poles from areas under Canada’s Emergency Protection Order and another 511 from provincially protected regions. These efforts support greater movement for sage-grouse, reduce predator advantage and restore the natural landscape.

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Emission Reduction Plan

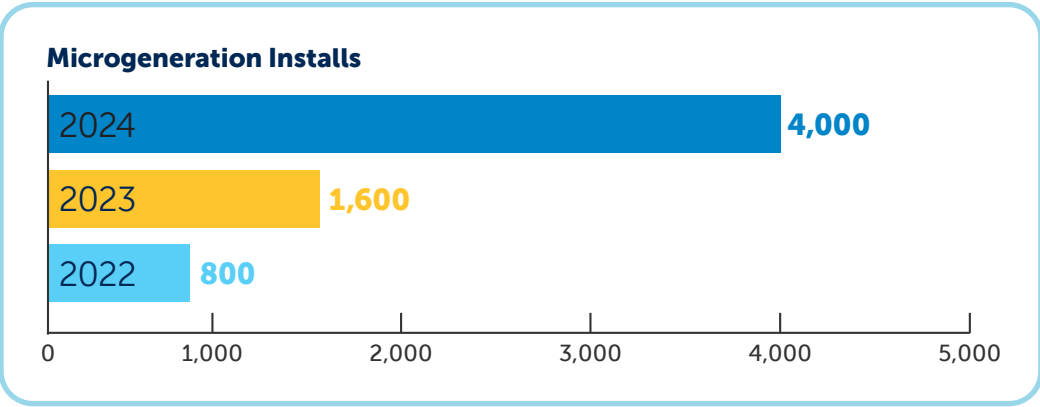
Connecting Distributed Energy Resources

Distributed Energy Resources (DERs), such as solar panels and wind turbines, play an important role in supporting Alberta’s energy future. FortisAlberta continues to enable the safe and reliable integration of these technologies into our grid. In 2024, we connected six large distributed generation sources, adding 70 megawatts of capacity. Our dedicated DER team works closely with customers to guide them through the connection process, while our engineers apply the latest practices to ensure the safety and reliability of the grid—now, and into the future.

Microgeneration

Microgeneration technologies typically include solar panels, small wind turbines and other systems that generate energy on-site. Over the past three years, our service area has become a hotspot for microgeneration penetration in Canada, with interconnections doubling each year since 2021. Given this unprecedented growth, we continue to look for ways to meet our microgeneration customers’ needs. We have:

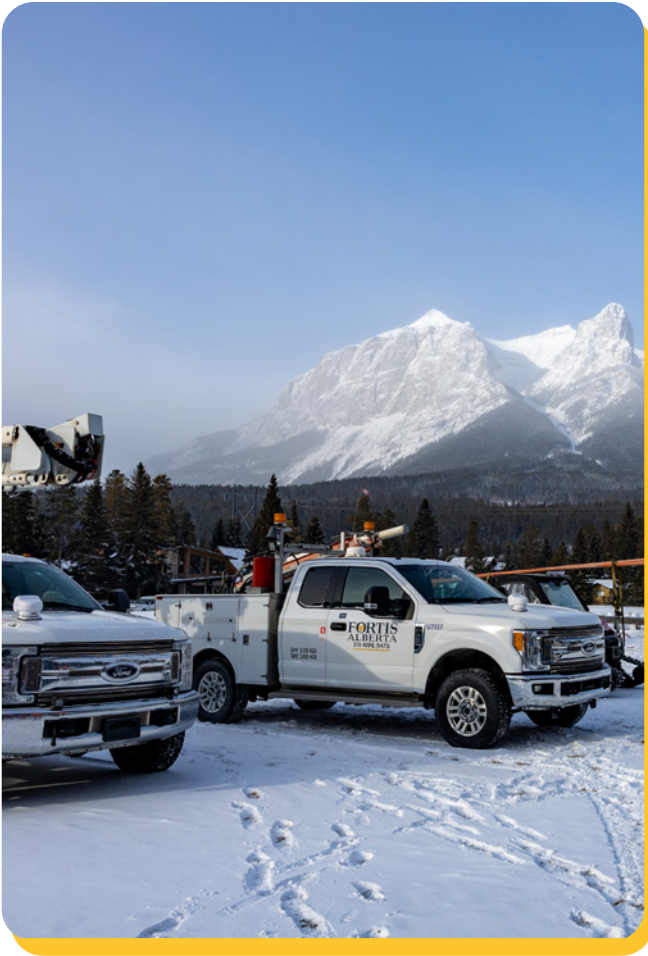
- facilitated industry sessions to educate consultants on connection processes
- collaborated with solar companies to make sure applications are filled out correctly
- expanded our microgeneration team to support growing customer demand
- implemented leading-edge software to shorten timelines and reduce errors in applications



“I worked with Fortis to get the new bi-directional meter installed at my home to support my new solar system. When I called to inquire, the representative answered quickly and was very helpful! The meter was installed much sooner then expected, so we were also impressed with the quick turn around time. Fortis was also quick to respond to my emails requesting documentation. Overall, very good service! Thank you!”

– Nisku customer

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Voltage Reduction Program

Another way we manage emissions is by limiting line losses. As electricity travels along power lines, it encounters resistance, causing some energy to be converted into heat and released into the environment. This affects the cost of electricity for customers and contributes to our emissions.

Our voltage reduction program helps address this. Using specialized technology, we optimize voltage levels within a safe, acceptable range. This reduces energy consumption and line losses without impacting service, while also improving grid efficiency and extending the life of our infrastructure.

Our Emissions

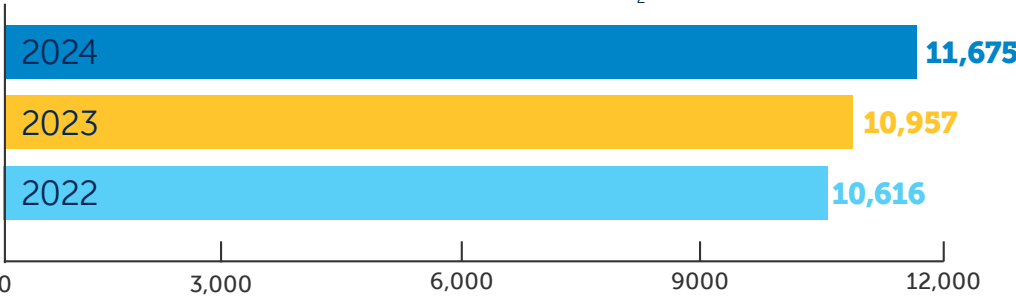
We also monitor our own emissions from fleet vehicles and offices (scope 1 and 2). To help manage our overall emissions, we have:

- added four electric vehicles (EVs) and 16 hybrids to our fleet, and installed EV charging stations at our largest office buildings
- installed more than 730 kilowatts of solar power, with plans to continue retrofitting and adding solar energy to our existing facilities.
- reduced the need for fleet travel by implementing technology that allows us to restore power remotely

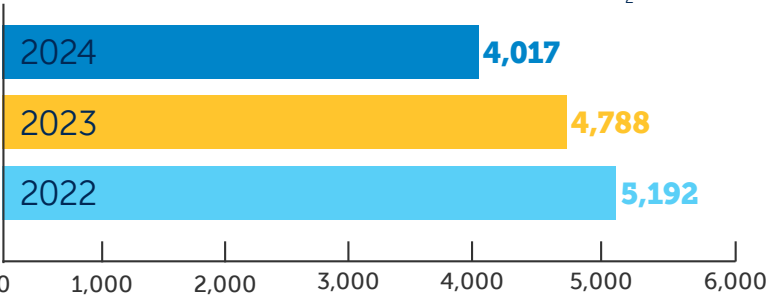
Variations in scope 1 emissions are largely attributed to vehicle operation. From 2023 to 2024, our fleet travelled approximately 1.2 million additional kilometres to meet service demands from strong customer growth. Emissions from vehicles increase as our crews travel to build and maintain infrastructure to support this customer growth.

We also monitor our scope 3, or indirect, emissions. This includes emissions from the combustion of coal and natural gas during electricity generation. As a distributor of electricity, these emissions are not directly within our control, but we include them in our [key performance indicators](#) to provide a complete picture of our emissions profile.

Emissions Scope 1 (fleet fuel and building heat) (tCO₂eq)



Emissions Scope 2 (electricity use in buildings) (tCO₂eq)



An independent third-party review found that FortisAlberta used appropriate evidence and sound methodology for their greenhouse gas inventory.

Coaldale Zero Carbon Building

In the town of Coaldale, over 30 employees work out of our net-zero carbon building, as outlined by the Canada Green Building Council. The building design focuses on reducing energy consumption while using an onsite solar array to meet its electricity needs, producing the same amount of energy (or more) than it will consume in a year. In 2023, Electricity Canada recognized the project with a Centre of Excellence Award, which celebrates the best of Canadian electric ingenuity, inspiration and aspiration. Learnings from this pilot project will inform future building standards for our facilities. The project is also an example to our customers, demonstrating that net zero designs are achievable in a commercial and industrial setting.



Electric Vehicles

With more electric vehicles (EVs) on the road, we launched an EV Smart Charging Pilot to explore how smart charging strategies—such as managed and time-of-use charging—could help reduce peak demand and improve grid efficiency. The pilot, which concluded in 2024, included over 300 participants and was supported by researchers from the University of Calgary and the University of Alberta. It provided valuable insights into how EV charging patterns affect demand on the grid

Key findings included:

- Managed charging can reduce peak demand and improve grid efficiency.
- Time-of-use charging can shift usage away from peak times but may also create a secondary spike when incentive windows open.
- EV drivers are willing to adjust their charging habits with the right tools and incentives.

Most importantly, these results show that by optimizing our existing infrastructure, we can prepare for the growth of EVs in a cost-efficient way—delivering reliable electricity for all our customers, now and into the future.

Rate 62 – the Electric Vehicle Fast Charging Service Rate

FortisAlberta introduced Rate 62 to help remove barriers to electric vehicle (EV) fast charger installations in communities across Alberta. Unlike traditional rates based on peak demand, Rate 62 operates on a pay-per-use model, making it more practical in areas with lower EV adoption.

Approved by the Alberta Utilities Commission in 2023, Rate 62 is now available for customer enrollment.



Vegetation Management Program

In 2024, we continued to use integrated vegetation management practices to keep trees clear of overhead power lines and equipment. A third-party assessment of the program showed that our approach ranks among the best in North America—delivering strong results in reliability, wildfire prevention and cost-efficiency. Customers also play an important role by following safe planting guidelines, such as using low-growing species near power lines and keeping taller trees at a safe distance. By combining routine maintenance with public awareness, vegetation management helps reduce outages and keep communities safe.

Waste Management

We run a variety of recycling and reuse programs to reduce waste and limit our impact on landfills. From paper to oil filters, wire to e-waste, collection happens in the field and at our offices. We assess wood poles and transformers when they’re removed from service, and many go on to have a useful life. In 2024, we started sending poles that can’t be reused to an Alberta-based cement company, where they’re burned as biofuel in the cement production process, helping to keep them out of landfills. We also compost at three of our largest offices and continue to upgrade streetlights with energy-efficient LED bulbs. Whether it’s a big project or a small change, we’re committed to reducing waste wherever we can.



The Sustainability Collective

From water-smart gardening contests to celebrating Earth Day, this employee-led group drives innovation and advances sustainability within the company. One of its latest initiatives is participating in the Alberta Highway Cleanup Program, where employees come together to clean up our designated stretch of highway, helping keep our communities clean and demonstrating our commitment to environmental stewardship.

Climate Adaptation

FortisAlberta’s wires, poles and other equipment are vulnerable to damage from severe weather and natural events. To minimize these risks, we conduct regular assessments, carry out mitigation programs and increase patrols in high-risk areas. Our Climate Adaptation Committee also monitors and plans for climate-related risks, ensuring we stay prepared for changing conditions.

Wildfire Prevention and Preparedness

While there were no major wildfires in our service territory in 2024, a historic wildfire in Jasper National Park served as a stark reminder of the importance of prevention and preparedness. We remain committed to minimizing wildfire risk across our operations by taking a proactive, year-round approach that combines innovative technology with proven practices. These efforts are based on data from risk assessments completed in 2020 and 2023. They include:

- **Regular patrols:** We regularly inspect our power lines to identify and address potential hazards before they become problems.
- **Vegetation management:** Trees and other vegetation are kept at a safe distance from power lines and equipment.
- **Specialized equipment:** In high fire-risk areas, we install equipment specifically designed to reduce the risk of ignition.
- **Early Fault Detection:** This technology helps us proactively identify and repair issues before they cause outages or safety concerns.
- **Equipment upgrades:** We upgrade and maintain infrastructure to meet rigorous standards and wrap wood poles in fire-resistant mesh.



Our forestry crews use equipment like this mulcher to clear vegetation along power lines and help prevent wildfires.



Spaced Aerial Cables help keep lines stable during high winds, while covered conductors provide a barrier between energized lines and nearby vegetation, fallen trees or small animals.



Fire wraps help protect power poles from fire damage.

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Operational Practices to Reduce Wildfire Risk

In 2024, we also laid the groundwork for two new operational practices: Enhanced Powerline Safety Settings (EPSS) and Public Safety Power Shutoffs (PSPS). EPSS is technology that we activate during extreme wildfire conditions. It automatically shuts off power when debris comes into contact with a power line, reducing the risk of ignition. PSPS, used only as a last resort, allows us to proactively turn off power during extreme wildfire conditions. Informed by real-time weather data and advanced mapping, these programs will begin rolling out in select areas of our service territory in 2025.

Climate Vulnerability Assessments

In 2023, FortisAlberta conducted a Climate Vulnerability Study to assess how climate-related hazards, such as wildfire, ice, flooding and extreme weather, could impact our infrastructure and operations in the coming decades. Using locally relevant climate projections and expert insights, the study identified key vulnerabilities and explored potential resilience measures. One example is the installation of fire wraps on wooden poles—a measure we began implementing in 2024 as a result of the study. These findings lay the foundation for a long-term climate resilience plan, reinforcing our commitment to delivering safe, reliable electricity in a changing environment.

“When the fires went through the area in 2023, Fortis had the power restored in remarkable time. Their hard work is very appreciated!”
– Drayton Valley customer



Wildfire Prevention Technology: Early Fault Detection

To enhance system safety and reduce wildfire risks, FortisAlberta uses Early Fault Detection technology in high-risk fire areas across the province. These are specialized sensors that identify and address potential issues, such as a damaged wire or contact with vegetation, before they become a problem. In 2024, Electricity Canada accepted our submission, *Early Fault Detection: Promoting Proactive Wildfire Prevention and Grid Reliability*, into its Centre of Excellence, an initiative showcasing Canadian electrical ingenuity, inspiration and aspiration.



“Useful and, in my view, honest answers to questions about rates and billing. And relatively easy to get someone to talk to.”

– Wetaskiwin customer

Our Business

At FortisAlberta, we pride ourselves on our commitment to business excellence. Whether it’s providing excellent customer service through our call centre or quickly restoring power out in the field, our employees go above and beyond to exceed our customers’ expectations.

Affordability and Value

At FortisAlberta, we’re committed to providing customers with excellent value for the rates they pay. From storm response and emergency repairs to forestry work and wildfire mitigation, we work 24/7 to keep the lights on for Albertans. We also invest in technology that can detect outages, isolate trouble areas and restore power remotely, helping reduce the frequency and duration of outages and manage costs. These are just a few examples of the day-to-day operations that go into the electricity delivery charge on your bill.

We are a fully regulated distribution utility. This means our rates are approved by the provincial regulator, the Alberta Utilities Commission (AUC). The AUC’s independent rate-setting process helps ensure rates are fair and reasonable for both customers and the utilities that serve them. You can learn more about the AUC at auc.ab.ca.

As the energy industry evolves, FortisAlberta is focused on smart, long-term investments that strengthen the energy grid and help deliver safe, affordable electricity that will meet the current and future needs of our customers. To learn more about how our rates are set and how to read your bill, visit our [website](#).

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Governance

FortisAlberta is a wholly owned subsidiary of Fortis Inc. (NYSE: FTS; XTSE: FTS), a Canadian company headquartered in St. John’s, Newfoundland and Labrador. The Fortis Inc. group of companies is comprised of 10 operating subsidiaries located in Canada, the United States and the Caribbean.

Fortis Inc.’s corporate governance model is substantially autonomous at the operating company level. However, FortisAlberta and other subsidiaries align with several regulatory and compliance-related governance policies of Fortis Inc.

In 2024, the majority of FortisAlberta’s Board was comprised of independent directors from local communities. Half of the company’s board directors self-identified as female.

Award-Winning Reliability

Electricity powers nearly every aspect of daily life, from lighting homes to running businesses and supporting essential services. While many people rarely think about how their electricity arrives, at FortisAlberta, it’s our mission to ensure Albertans have safe, reliable electricity when they need it.

From our Airdrie-based Control Centre, we continuously monitor the system, operate remote equipment, deploy Power Line Technicians and use advanced mapping tools to respond quickly to outages and changing weather. We also invest in smart technology, apply innovative wildfire mitigation strategies, and are always looking for new ways to strengthen our system as the energy landscape evolves.

In recognition of these efforts, FortisAlberta received Electricity Canada’s 2024 Reliability and Resiliency Award. This award recognizes a member utility that demonstrates leadership in asset management, outage communication, innovation and overall system resilience.



Code of Conduct

FortisAlberta is committed to the highest standard of professional conduct and operation. Our Code of Conduct guides the organization in maintaining an ethical and professional standard of behaviour, providing broad yet comprehensive expectations for our Board of Directors, executives, employees and contractors. Following the Code of Conduct is mandatory and each employee has a duty to report incidents of non-compliance. All employees are also required to complete annual Code of Conduct training to help reinforce these expectations and support a culture of integrity across the organization.



Customer Service

At FortisAlberta, customer service is at the forefront of everything we do. Our Alberta-based customer care representatives take calls day and night, answering questions and connecting customers with the right teams. Technology helps us serve our customers better too. A webchat service offers customers one more way to connect with us, while the FortisAlberta Service Estimator creates high-level estimates for basic new services.

To track customer satisfaction, we work with a third-party agency to distribute a monthly survey. Customers are offered an opportunity to provide feedback on several metrics, including our responsiveness, knowledge, timeliness and professionalism. The results are shared with the entire organization, which keeps us accountable and on-track with our customer service goals.

"I've dealt with Fortis for over 40 years across five locations. Whether it's an outage, a breaker issue, a new site installation, a billing question or anything else, I've always received excellent service, accurate information and the best personnel."
– Strathmore customer

Interviewing Key Customers

We conduct in-depth interviews with some of our key customers. These include municipalities, First Nations, large commercial businesses, and oil and gas operators. Through in-person discussions, we receive valuable feedback about what is working well and where we can improve.

These conversations drive positive change, ensuring that we continue to deliver exceptional service to our valued customers.

"The complexities of communities are always increasing and the energy transition is forcing us to create an IQ with energy. How can we best utilize power to benefit our municipality? We have strategic needs, we are pushing on energy, we have a vision and we have development opportunity."

- Municipal customer



Innovation

Innovation Lab

FortisAlberta’s Innovation Lab is a platform that empowers employees to share creative ideas aimed at improving how we work, offering suggestions to help make processes smarter, faster and more efficient. Since launching in 2022, employees from across the company have submitted 57 ideas focused on everything from technology and customer service to safety and productivity. By fostering innovation from within, the lab supports continuous improvement and reinforces our commitment to building a more sustainable and forward-thinking organization.

Modernizing our Mapping Systems

FortisAlberta is modernizing its Geographic Information System (GIS) to support better decision-making and long-term system reliability. In 2024, we completed a major milestone by building a new data model. This model improves how our asset data is stored, connected and shared across systems, supporting real-time information and enhanced planning capabilities. The upgraded system will offer improved data quality and new functionality, helping us work more efficiently and prepare for future growth.



In 2024, FortisAlberta and Red Deer Polytechnic renewed their Memorandum of Understanding for an additional five years, continuing a productive partnership supporting energy innovation and applied research.

Advancing Smart Metering

FortisAlberta is modernizing its metering infrastructure through the Next Generation Advanced Metering Infrastructure (AMI) Program. Between 2024 and 2029, we will replace legacy meters with new smart meters that use radio frequency or cellular technology to automatically transmit energy usage data. This upgrade will reduce the need for on-site visits, improve outage detection and support future energy management programs. In 2024, we began deploying meters in select communities to validate the technology ahead of full deployment starting in 2025. The program is a key part of how we’re building a more efficient, responsive and sustainable electricity grid for the future.

Sharing Knowledge Through Research

FortisAlberta’s engineers play an active role in advancing industry knowledge through applied research and technical publications. This includes both in-house research and collaborative work with research institutes, all with a focus on building a smarter, more reliable grid for the communities we serve. In 2024, our engineers published two papers exploring how to manage the impacts of connecting distributed energy resources—such as solar panels and battery systems—and maintaining system reliability as the grid evolves. By sharing our expertise, we’re driving innovation and helping shape an efficient, resilient energy future for Alberta and beyond.



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FortisAlberta Sustainability Key Performance Indicators

Our People	2024	2023	2022
Employee Safety			
All Injury/Illness Frequency Rate (injuries per 200,000 hours)	0.44	0.92	0.70
Employee Demographics			
Total number of employees (#)	1,326	1,290	1,207
Positive employee engagement survey results (% of total workforce) ¹	-	80	67
Percentage of female employees (%)			
Percentage of female employees (%)	32	32	32
Percentage of female management (Supervisor, Manager, and Director) (%)	34	33	33
Percentage of female executives (%)	22	25	25
Employee Age (ALL - Generational Data)			
Generation Z (% born 1997 and later)	6	5	3
Millennial (% born 1981-1996)	50	48	46
Generation X (% born 1965-1980)	34	35	36
Baby Boom (% born 1946-1964)	10	12	15
Employee Age (Management - Generational Data)			
Generation Z (% born 1997 and later)	0	0	0
Millennial (% born 1981-1996)	45	39	37
Generation X (% born 1965-1980)	46	47	49
Baby Boom (% born 1946-1964)	10	14	14
Employee Age (Executives - Generational Data)			
Millennial (% born 1981-1996)	11	-	-
Generation X (% born 1965-1980)	89	100	100
Turnover and Retention			
Annual voluntary turnover (% of total workforce)	2.6	2.1	2.9
Annual retirement rate (% of total workforce)	1.6	2.0	2.4

	2024	2023	2022
Average years of employment (#)	11	11	12
Percentage of employees eligible to retire in 5 years (%)	10	10	10
Hiring			
Percentage of job vacancies filled by existing employees (%)	66	63	69
Percentage of job vacancies filled by women (ALL) (%)	40	34	25
Percentage of job vacancies filled by women (management) (%)	38	34	31
Benefits			
Employee training (total hours per year)	46,838	59,763	65,974
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
Labour Management Relations			
Total number of work stoppages (#)	0	0	0
Percentage of total workforce unionized (%)	74	75	76
Notes:			
¹ As of 2023, engagement surveys are conducted every two years.			



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Our Communities	2024	2023	2022
Customer Information			
Number of customers (#)	603,400	591,500	583,500
Residential (%)	85	84	84
Commercial (%)	14	14	14
Industrial (%)	2	2	2
Total electric customers (%)	100	100	100
Residential (% of distribution revenue)	44.3	44.7	44.3
Commercial (% of distribution revenue)	24.8	25.4	25.3
Industrial (% of distribution revenue)	18.2	18.3	18.1
Distributed Energy Resources (DERs)			
Number of DERs connected annually (#)	6	19	17
Installed capacity of DERs connected annually (MW)	70	307	288
Energy Delivered			
Total electricity delivered (GWh) (excluding transmission connected)	17,324	16,976	16,923
Public Safety			
Third-party overhead power line contacts (#)	232	261	266
Third-party underground power line contacts (#)	109	113	93
Economic Value			
Total amount paid in Employee Compensation (\$ thousands)	224,700	199,900	177,500
Total amount paid to Top 10 Contract Services (\$ thousands)	137,700	150,000	114,700
Economic Value continued			
Total amount paid to Top 10 Material Vendors (\$ thousands)	87,200	133,800	117,200
Total amount paid in Community Donations (\$)	1,010,000	961,000	715,000

Our Environment	2024	2023	2022
Emissions			
Emissions Scope 1 (tCO2eq) (fleet and natural gas for building heat) ²	11,675	10,957	10,616
Emissions Scope 2 (tCO2eq) (emissions from buildings) ²	4,017	4,788	5,192
Emissions Scope 3 (tCO2eq) (related to electricity delivered) ³	9,053,524	10,141,522	9,736,766
Energy efficiency programs emissions reductions (tCO2eq)	18,449	18,477	18,557
Oil Releases			
Reportable oil releases to the environment (number reportable to Alberta Environment and Protected Areas) ⁴	30	31	25
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)	26,890	26,801	25,326
Waste Management			
Hazardous waste recycling program (tonne) ⁵	0.00	0.16	0.58
Notes:			
² In 2022, an independent third-party review of FortisAlberta’s greenhouse gas inventory and methodology was completed.			
³ FortisAlberta delivers electricity only and does not purchase or sell electricity.			
⁴ All oil releases were fully remediated.			
⁵ All hazardous waste is PCB-contaminated oil and electrical equipment. Hazardous waste is processed and recycled using a licenced hazardous waste management contractor.			



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Business Excellence	2024	2023	2022
Customer Service			
Customer Satisfaction Index (%) ⁶	-	87.2	86.0
Customer Experience Index (out of 10)	8.02	7.78	-
Board of Directors			
FortisAlberta Board of Directors (#)	9	10	10
Percentage of Independent Directors (%) ⁷	56	60	60
Percentage of Female Directors (%)	44	50	40
Financial Indicators			
Total Capital Expenditures (\$ thousands)	553,800	607,670	510,000
Hardening and Modernization ⁸ (\$ thousands)	221,000	294,000	255,000
Growth (\$ thousands) ⁹	190,000	191,000	144,000
Interconnection of Distributed Energy Resouces (\$ thousands)	8,000	15,000	8,000
Reliability			
System average interruption duration (hr)	1.28	1.34	1.41
System average interruption frequency (# per year)	0.86	0.78	0.90
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

	2024	2023	2022
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			
⁶ In 2024, the company fully transitioned to using the Customer Experience Index, a more comprehensive approach to surveying customers, replacing the Customer Satisfaction Index.			
⁷ Independent Directors are not employees of FortisAlberta, Fortis Inc. or its subsidiaries.			
⁸ Strategic investments made to mitigate environmental risks and enhance the resilience and efficiency of infrastructure. This includes using technologies, equipment and controls that communicate and work together to deliver electricity more reliably—reducing the frequency and duration of outages, reducing storm impacts and wildfire ignitions, and enabling faster restoration.			
⁹ Investments required to upgrade existing infrastructure to accommodate increased electrical load.			



FORTIS ALBERTA

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