

FortisAlberta Sustainability Key Performance Indicators

	2020	2019
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Our People

Employee Safety

All injury / Illness Frequency Rate (injuries per 200 000 hours)	0.52	0.94
Lost Time Injury / Illness Frequency Rate (lost-time injuries per 200 000 hours)	0.21	0.42
Lost Time Injury Severity Rate (calendar days lost per 200 000 hours)	9.7	15.81
Safety Perception Survey (Safety Index Score)	83	-

Employee Demographics

Total number of employees (#)	1,088	1,111
Positive Employee engagement survey results (% of total workforce)	-	79

Percentage of female employees (%)	31	31
Percentage of female management (Supervisor, Manager, and Director) (%)	34	36
Percentage of female executives (%)	25	29

Employees Age (ALL)

Percentage of employees under 30 (%)	9	12
Percentage of employees 30 – 50 (%)	60	57
Percentage of employees over 50 (%)	31	31

Employees Age (Management)

Percentage of employees 30 – 50 (%)	62	57
Percentage of employees over 50 (%)	38	43

Employee Age (Executives)

Percentage of employees 30 – 50 (%)	50	71
Percentage of employees over 50 (%)	50	29

Turnover and retention

Annual voluntary turnover (% of total workforce)	0.82	2.9
Annual retirement rate (% of total workforce)	2.21	0.99
Average years of employment (#)	25	27
Percentage of employees eligible to retire in 5 years (%)	10	8

Hiring

Percentage of job vacancies filled by existing employees (%)	83	59
Percentage of job vacancies filled by females (ALL) (%)	36	42
Percentage of job vacancies filled by females (management) (%)	23	48

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Benefits		
Employee training (\$ per employee)	1,861.22	2,054.11
Percentage of full-time employees that are eligible to receive Disability coverage (%)	100	100
Percentage of full-time employees that are eligible to receive Employee and Family Assistance Program (%)	100	100
Percentage of full-time employees that are eligible to participate in the Employee Share Purchase Program (%)	100	100
Percentage of full-time employees that are eligible to receive Health Care Benefits (%)	100	100
Percentage of full-time employees that are eligible to receive Life Insurance (%)	100	100
Percentage of full-time employees that are eligible to participate in the Retirement Savings Plan (%)	100	100
Labour Management Relations		
Total number of work stoppages (#)	0	0
Percentage of total workforce unionized (%)	78	79
Our Communities		
Customer Information		
Number of customers (#)	572,000	568,000
% Residential	75	-
% Agricultural	9	-
% Commercial & Industrial	12	-
% Oil and Gas	4	-
Distribution Connected Generation (DCG)		
Number of DCG connected annually (#)	4	3
Installed capacity of DCG connected annually (MW)	56.5	16.8
Energy Deliveries		
Total electricity delivered (excluding transmission connected) (GWh)	16,092	16,887
Public Safety		
Third-party overhead powerline contacts (#)	317	248
Third-party under ground powerline contacts (#)	115	117
Economic Value		
Total amount paid in Employee Compensation (\$)	159,631,880	157,978,762
Total amount paid to top 10 contract services (\$)	89,038,610	-
Total amount paid to top 10 material vendors (\$)	71,160,453	-
Total amount paid in Community Donations (\$)	1,012,000	1,154,000

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Our Environment

Emissions

Emissions Scope 1 (Fleet and Natural Gas for building heat) (tCO ₂ eq)	11,225	12,119
Emissions Scope 2 (tCO ₂ eq) (Emissions from buildings)	5,449	5,804
Emissions Scope 3 (tCO ₂ eq) (Line losses)	434,910	420,090
Energy efficiency program reductions (MWh)	33,533	33,061
Energy Efficiency Programs emissions reductions (tCO ₂ eq)	19,114	18,845

Oil Releases

Reportable oil releases to the environment (number of Alberta Environment & Parks reportable)	13	5
Number of fines associated with Releases (#)	0	0

Biodiversity

Area of powerline right of ways managed under Integrated Vegetation Management Principles within the Forest Protection Area (km ²)	96	-
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Waste Management

Disposal of hazardous waste (tonne)	3.4	0.54
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Business Excellence

Customer Service

Customer Satisfaction index (%)	88.6	86.6
Customer Care Centre First Call Resolution (%)	85.2	83.2

Board of Directors

FortisAlberta Board of Directors (#)	10	10
Percentage of Independent Directors (%)	50	60
Percentage of Female Directors (%)	50	40

Financial Indicators

Capital Expenditures (\$)	372,100,000	356,600,000
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Reliability

System average interruption duration (hr)	1.82	1.88
System average interruption frequency (#/year)	1.2	1.23

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Governance and Policy		
Environment		
Emergency Spill Response Plan	YES	-
Environmental Management System aligned with ISO 14001	YES	-
Avian Protection Plan	YES	-
Governance		
Anti-corruption	YES	-
Code of Conduct	YES	-
Whistleblower	YES	-
Insider Trading	YES	-
Respectful Workplace	YES	-
Internal Inclusion and Diversity	YES	-
Political Engagement	YES	-
Privacy	YES	-
Aboriginal Engagement		
Documented consultation process with Indigenous communities	YES	-
Indigenous Communities within FortisAlberta's service area have been formally identified	YES	-