

FortisAlberta Sustainability Key Performance Indicators

	2023	2022	2021
Our People			
Employee Safety			
All Injury/Illness Frequency Rate (injuries per 200,000 hours)	0.92	0.70	0.21
Employee Demographics			
Total number of employees (#)	1,290	1,207	1,115
Employee engagement survey results (% of total workforce reporting Overall Satisfaction)	71	67	-
Percentage of female employees (%)	32	32	32
Percentage of female management (Supervisor, Manager, and Director) (%)	33.2	33	35
Percentage of female executives (%)	25	25	25
Employee Age (ALL - Generational Data)			
Generation Z (% born 1997 and later)	5	3	2
Millennial (% born 1981-1996)	48	46	42
Generation X (% born 1965-1980)	35	36	39
Baby Boom (% born 1946-1964)	12	15	17
Employee Age (Management - Generational Data)			
Generation Z (% born 1997 and later)	0	0	0
Millennial (% born 1981-1996)	39	37	31
Generation X (% born 1965-1980)	47	49	49
Baby Boom (% born 1946-1964)	14	14	20
Employee Age (Executives - Generational Data)			
Generation X (% born 1965-1980)	100	100	100
Turnover and Retention			
Annual voluntary turnover (% of total workforce)	2.08	2.86	3.37
Annual retirement rate (% of total workforce)	2	2.42	2
Average years of employment (#)	11	12	13
Percentage of employees eligible to retire in 5 years (%)	9.78	10	11
Hiring			
Percentage of job vacancies filled by existing employees (%)	63	69	60
Percentage of job vacancies filled by females (ALL) (%)	34	25	39
Percentage of job vacancies filled by females (management) (%)	34	31	42
Benefits			
Employee training (total hours per year)	59,763	65,974	20,260
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 (%)	75	76	77

FortisAlberta Sustainability Key Performance Indicators

	2023	2022	2021
Our Communities			
Customer Information			
Number of customers (#)	591,500	583,500	577,200
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 (#)	19	17	8
Installed capacity of DERs connected annually (MW)	307	288	123
Energy Delivered			
Total electricity delivered (GWh) (excluding transmission connected)	16,976	16,923	16,643
Public Safety			
Third-party overhead power line contacts (#)	261	266	377
Third-party underground power line contacts (#)	113	93	162
Economic Value			
Total amount paid in Employee Compensation (\$)	199,900,000	177,500,000	168,400,000
Total amount paid to Top 10 Contract Services (\$)	150,000,000	114,700,000	99,000,000
Total amount paid to Top 10 Material Vendors (\$)	133,800,000	117,200,000	64,500,000
Total amount paid in Community Donations (\$)	961,000	715,000	711,000
Our Environment			
Emissions			
Emissions Scope 1 (tCO ₂ eq) (fleet and natural gas for building heat) ¹	10,957	10,616	10,750
Emissions Scope 2 (tCO ₂ eq) (emissions from buildings) ¹	4,788	5,192	5,218
Emissions Scope 3 (tCO ₂ eq) (related to electricity delivered) ²	9,938,550	9,307,557	9,486,510
Energy efficiency programs emissions reductions (tCO ₂ eq)	18,477	18,557	19,062
Oil Releases			
Reportable oil releases to the environment (number reportable to Alberta Environment and Protected Areas) ³	31	25	38
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)	26,801	25,326	24,058
Waste Management			
Hazardous waste recycling program (tonne) ⁴	0.16	0.58	0.20

FortisAlberta Sustainability Key Performance Indicators

	2023	2022	2021
Business Excellence			
Customer Service			
Customer Satisfaction Index (%)	87.2	86.0	88.8
Customer Care Centre First Call Resolution (%)	80.0	82.7	83.8
Board of Directors			
FortisAlberta Board of Directors (#)	10	10	10
Percentage of Independent Directors (%) ⁵	60	60	60
Percentage of Female Directors (%)	50	40	40
Financial Indicators			
Capital Expenditures (\$)	607,670,000	510,000,000	389,000,000
Reliability			
System average interruption duration (hr)	1.34	1.41	1.41
System average interruption frequency (# per year)	0.78	0.9	0.94
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.