









# How We Listen to Stakeholders and Indigenous Communities

The following tables provide a snapshot of how we engaged with, and the topics we discussed with, stakeholders, partners and Indigenous communities throughout the year.

Stakeholders	How We Engage	Topics of Engagement
<b>Employees</b> 	<ul style="list-style-type: none"> <li>Quarterly employee calls</li> <li>Regular hybrid town halls</li> <li>Annual employee experience survey</li> <li>Annual DEI symposium</li> <li>Focus groups</li> <li>Employee resource groups</li> </ul>	<ul style="list-style-type: none"> <li>DEI</li> <li>DEI training</li> <li>Benefits</li> <li>Career growth</li> <li>Systemic barrier review of talent management cycle</li> <li>Commitment to meeting external pledges</li> <li>Safety and wellness</li> </ul>
<b>Customers</b> 	<ul style="list-style-type: none"> <li>Information campaigns</li> <li>Media campaigns</li> <li>Regular satisfaction surveys and focus groups</li> <li>Ongoing exchanges with account executives and customer service representatives</li> <li>Customer education</li> <li>Contact Centre interactions</li> </ul>	<ul style="list-style-type: none"> <li>Choice and pricing options</li> <li>Support with bill payments</li> <li>Elimination of seasonal rate class</li> <li>Customer review of change in seasonal property to permanent residence use</li> <li>Advice on EV chargers</li> <li>Energy efficiency programs</li> <li>Demand response</li> </ul>
<b>Communities</b> 	<ul style="list-style-type: none"> <li>Dedicated Community Relations team</li> <li>Flexible engagement opportunities (virtually and in person)</li> </ul>	<ul style="list-style-type: none"> <li>Input on proposed infrastructure development plans</li> <li>Community investment and sponsorship opportunities</li> </ul>
<b>Investors</b> 	<ul style="list-style-type: none"> <li>Press releases, quarterly reports, quarterly investor and financial media calls, Annual Report</li> <li>Virtual annual general shareholders' meeting</li> <li>Virtual investor events</li> <li>Directors, including the Board Chair, as appropriate engage virtually with shareholders</li> </ul>	<ul style="list-style-type: none"> <li>Corporate earnings</li> <li>Corporate strategy</li> <li>CEO search</li> <li>Equity Partnership Model</li> <li>Joint Rate Application</li> <li>Business updates</li> <li>Growth</li> <li>Sustainability</li> <li>Community engagement</li> <li>Storm response</li> </ul>

Stakeholders	How We Engage	Topics of Engagement
<b>Regulators &amp; Governments</b> 	<ul style="list-style-type: none"> <li>Interaction with all levels of government, IESO and our main regulator, the OEB</li> <li>Advocacy on behalf of customers</li> <li>Advocacy on policy related to our corporate priorities</li> </ul>	<ul style="list-style-type: none"> <li>Relief for customers during pandemic</li> <li>Updating regulatory framework to facilitate investment and operation of DERs without compromising safe, reliable power</li> <li>Modernizing environmental assessment process</li> <li>Identifying areas of growth across the province</li> <li>Advocating for critical infrastructure investments</li> <li>Expanding broadband impact</li> </ul>
<b>Unions</b> 	<ul style="list-style-type: none"> <li>Joint committees for key initiatives</li> <li>Collective bargaining</li> <li>Regular calls with the three largest unions</li> </ul>	<ul style="list-style-type: none"> <li>Impact of the COVID-19 pandemic on the workforce</li> <li>Bargaining details</li> <li>Key initiatives</li> <li>Operational concerns</li> <li>Health, safety and wellness</li> </ul>
<b>NGOs &amp; Industry Associations</b> 	<ul style="list-style-type: none"> <li>Participation in industry association conferences and events, councils, committees and working groups</li> <li>Partnerships with industry associations</li> </ul>	<ul style="list-style-type: none"> <li>Shared research</li> <li>Advocacy activities</li> </ul>
Indigenous Communities	How We Engage	Topics of Engagement
<b>Indigenous Communities</b> 	<ul style="list-style-type: none"> <li>Indigenous Relations team with dedicated staff focused on engaging with communities at the grassroots level</li> <li>In-person, virtual and hybrid meetings</li> <li>Partnering/collaborating with Indigenous communities</li> <li>Community-specific engagement plans</li> <li>Proactive outreach to Indigenous-owned business</li> <li>Indepth, early and transparent engagement with communities</li> </ul>	<ul style="list-style-type: none"> <li>Planning Hydro One activities and projects</li> <li>Community initiatives and programming</li> <li>Connecting critical infrastructure on reserve lands</li> <li>3-phase power connection requests</li> <li>Power reliability</li> <li>Resolving past grievances</li> <li>Capacity funding agreements</li> <li>Indigenous procurement</li> <li>Information on upcoming projects</li> <li>Environmental assessment</li> <li>Indigenous knowledge</li> <li>Community energy needs</li> </ul>