

Appendices

SASB Table

As an electricity Transmission and Distribution company, we report according to the SASB framework for the Electric Utilities & Power Generators industry. We address all indicators in the standard that we consider to be material for our business and are legally able to report on as an Ontario-based utility.

All information is for Hydro One Limited unless there is an asterisk, in which case the information is just for Hydro One Networks.

SASB Topic	Indicator	2019	2020
Energy Affordability	Average retail electric rate	\$0.16/kWh residential \$0.18/kWh commercial \$0.16/kWh industrial	\$0.16/kWh residential \$0.21/kWh commercial \$0.15/kWh industrial
	Typical monthly electric bill for residential customers for 500 and 1,000 kWh of electricity delivered per month (\$)	\$94.39 for 500 kWh \$158.15 for 1,000 kWh	\$94.57 for 500 kWh \$158.50 for 1,000 kWh
	Residential customer electric disconnections for non-payment, percentage reconnected within 30 days	70% reconnected within 30 days	There were zero disconnections ⁵⁶
	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	<p>Hydro One remains sensitive to the needs of our low-income customers. We know that in our service territory, the customers who face the biggest challenges to electricity affordability are in the rural parts of Ontario. We work closely with United Way and contribute to the low-income energy assistance program that provides financial assistance to customers who are struggling to pay their electricity bill.</p> <p>The COVID-19 pandemic has disproportionately affected a subset of more vulnerable customers. Throughout 2020, overdue accounts receivable have increased, reflecting the financial burden of the COVID-19 pandemic on our customers. While the number of accounts with arrears has decreased compared to 2019, the outstanding amount per customer has increased. We are committed to assisting our customers with connecting them to government funding and offering flexible payment options to help them get back on track.</p>	

⁵⁶ In 2020, there were zero disconnections because the Winter Disconnection Moratorium, a ban on disconnections, was extended throughout 2020 to assist customers who were struggling financially as a result of the COVID-19 pandemic.

SASB Topic	Indicator	2019	2020
Workforce Health and Safety	Total recordable incident rate	See ESG Summary Chart of the Sustainability report	See ESG Summary Chart of the Sustainability report
	Total fatality rate ⁵⁷	0.01	0.01
	Near-miss frequency rate	5.7 ⁵⁸	19.4
End-Use Efficiency and Demand	Percentage of electricity utility revenues from rate structures that are decoupled and contain a lost revenue adjustment mechanism ⁵⁹	<ul style="list-style-type: none"> 51% revenue from Fixed charges 49% revenue from Volumetric charges None of our rate structures for distribution or transmission contained an automatic lost revenue adjustment mechanism in 2019. 	<ul style="list-style-type: none"> 57% revenue from Fixed charges 43% revenue from Volumetric charges. None of our rate structures for distribution or transmission contained a lost revenue adjustment mechanism in 2020.
	Percentage of electric load served by smart grid technology ⁶⁰	91.0%	95.3%
	Customer electricity savings from efficiency measures, by market	185,017 MWh	183,156 MWh
Grid Resiliency	Number of incidents of non-compliance with physical and cybersecurity standards or regulations	Hydro One is unable to disclose this information as it is subject to the confidentiality provisions of the Independent Electricity System Operator market rules.	
	(1) System Average Interruption Duration Index (SAIDI), (2) System Average Interruption Frequency Index (SAIFI), and (3) Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	See ESG Summary Chart of the Sustainability report	See ESG Summary Chart of the Sustainability report

⁵⁷ Fatality rate per 200,000 hours worked. The 2019 number was updated to better align with the SASB indicator.

⁵⁸ The 2019 number was updated from 5.8 due to a rounding error.

⁵⁹ Calculated for our distribution business. The 2019 numbers were updated to include Hydro One Remote Communities Inc.

⁶⁰ To calculate the percentage of electric load delivered by smart grid technology we calculated the total amount of electrical energy delivered to our customers with (or by) an active smart meter.

Appendices

SASB Activity Table

Activity Metric	2019	2020
Distribution: Number of residential, commercial, industrial and other retail customers served (#) ⁶¹	1,226,149, residential 112,549, commercial 8,074, industrial 34,169, other retail customers	1,242,291, residential 113,412, commercial 8,305, industrial 33,552, other retail customers
Transmission: Number of customers served ⁶²	683	690
Distribution: Total electricity delivered to residential, commercial, industrial, all other retail customers and wholesale distribution customers ⁶³	12,872,825 MWh, residential 3,120,146 MWh, commercial 8,739,963 MWh, industrial 163,547 MWh, other retail customers 10,585,392 MWh, wholesale distribution customers	13,502,663 MWh, residential 2,997,600 MWh, commercial 8,981,474 MWh, industrial 157,966 MWh, other retail customers 10,420,732 MWh, wholesale distribution customers
Total electricity delivered to our Transmission system ⁶⁴	230,966 MW	229,877 MW
Length of transmission and distribution lines (km)*	2019 Sustainability report, Hydro One at a Glance	Hydro One 2020 Annual Report
Total wholesale electricity purchased MWh*	27,536,661 MWh ⁶⁵	28,379,018 MWh

61 Numbers as of December 31. Other retail customers includes local distribution companies connected to Hydro One's distribution system, distributed generators, street lights, sentinel lights and unmetered scattered load.

62 Numbers as of December 31. The number of customers our transmission system serves includes transmission delivery points of local distribution companies, transmission business customers and generators, as defined by the IESO.

63 Other retail customers includes distributed generators, street lights, sentinel lights and unmetered scattered load and Wholesale customers includes local distribution companies connected to Hydro One's distribution system.

64 This includes electricity delivered to local distribution companies, generators, transmission business customers and transmission delivered points as defined by the IESO and is calculated as the sum of 12 monthly peak demand from all transmission delivery points.

65 The 2019 calculation was updated to include Hydro One Remote Communities Inc.