

# ESG Data Index

All information is for Hydro One Limited unless there is an asterisk (\*), in which case the information is just for Hydro One Networks. KPMG LLP (KPMG) was engaged to provide a limited assurance conclusion over indicators identified with † as at and for the period ended December 31, 2023. Our greenhouse gas (GHG) emissions data for 2023 was verified by external auditors GHD Limited (GHD) and identified by ‡. See the 2023 Sustainability Report for KPMG's Independent Practitioner's Limited Assurance Report (page 54) and the GHD Letter of Assurance (page 55).



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1. Environmental Performance

Table 1.1: Environmental Targets

Indicator	Target	2021	2022	2023
GHG emissions reduction (compared to a 2018 baseline) <sup>1</sup> (%)	30% by 2030 <sup>5</sup> Net-Zero by 2050			
Combined (Scope 1 and Scope 2) <sup>2,3</sup>		(2)	(5)	(1)‡
Scope 1		0.5	12	24
Scope 2 <sup>2,3</sup>		(5)	(22)	(26)
Convert fleet of sedans and SUVs into EVs or hybrids <sup>4</sup> (%)	50% by 2025 100% by 2030	14	17	34†

1 Hydro One’s GHG Inventory is aligned with the GHG Protocol Corporate Accounting and Reporting Standard; ISO 14064-1:2018; Greenhouse Gas Emissions: Quantification, Reporting and Verification Regulation (O.Reg.390/18). Emission Factors are from Canada’s National Inventory Report 1990-2022 and Global Warming Potential from the Intergovernmental Panel on Climate Change Fifth Assessment Report, 2014.

2 Hydro One restated Scope 2 GHG emissions for 2021 and 2022 using updated emission factors for electricity sourced from the Canadian National Inventory Report 1990-2022. The methodology used to calculate Scope 2 GHG emissions have not changed. The update is simply a reflection of Hydro One using the most up-to-date information available.

3 Hydro One’s Scope 2 emissions are mainly line losses, which are primarily beyond its control. The increase in line losses was due to the increase in electricity demand and the generation mix. For additional information on our GHG emission performance, refer to Climate Change Mitigation section.

4 Fleet electrification is the percentage of Hydro One’s light-duty vehicle fleet (sedans and SUVs) that are electric or hybrid vehicles at the end of the fiscal year.

5 Hydro One is currently reviewing this target after assessing its Scope 1 and Scope 2 emissions over the past three years, in light of increases in Scope 2 emissions.

Table 1.2: Climate Change

Indicator	2021	2022	2023
Scope 1 GHG emissions (tCO <sub>2</sub> e)	169,199	149,995	129,994‡
Scope 2 GHG emissions (tCO <sub>2</sub> e) <sup>1</sup>	175,229	202,576	209,292‡
Avoided emissions (tCO <sub>2</sub> e) <sup>2</sup>	4,461	2,906	3,667‡
VOC emissions (tonnes) <sup>3</sup>	30.4	31.6	26.7
NOx emissions (tonnes) <sup>3</sup>	1084.4	1130.9	936.0
SOx emissions (tonnes) <sup>3,4</sup>	35.8	37.3	31.2
Total particulate matter emissions (tonnes) <sup>3</sup>	19.4	20.1	17.2

1 Refer to footnote 2 under Table 1.1.

2 These avoided emissions are equivalent to a year’s exhaust from approximately 1,125 passenger vehicles (calculated from <https://oee.nrcan.gc.ca/corporate/statistics/neud/dpa/calculator/ghg-calculator.cfm#results>). The 2023 avoided emissions figure does not include avoided emissions from sustainable financing. For the projected sustainable finance avoided emissions, please refer to Tables 2.3 and 2.4 on page 44.

3 Hydro One Remote Communities Inc. only.

4 We report our SOx emissions as SO<sub>2</sub> which is a subset of SOx emissions and required for reporting under Canadian law.

Table 1.3: Environmental Management

Indicator	2021	2022	2023
Inspections/investigations by the Ministry of Environment, Conservation and Parks (#)	5	5	9
Critical environmental actions (charges/fines) (#)	0	0	0
EPPs <sup>1</sup> prepared (#)	82	129	208
Capital transmission projects for which we conducted environmental work <sup>2</sup> (#)	460	426	450
Financial investment in environment protection (\$ million)	41+	47+	45+
Electricity Use (kWh)	42,856,242	40,601,996	38,635,387
Energy Use (GJ)	234,967	218,076	234,170
Spills (#)*	415	491	326
Spills from extreme weather (#)*	111	232	44
Spill recovery rate (%)*	97	95	95
Total solid waste produced (tonnes)*	128,423	137,506	77,586
Total solid waste recycled (tonnes)*	8,767	10,297	10,852
Pollinator habitat established (ha)*	20	12	22

1 EPPs document measures to mitigate identified environmental impacts of projects and may include measures to protect or minimize impacts to natural habitats, water courses, built heritage assets and archaeological features and may consider contaminated materials such as soil, groundwater or building materials in execution of the project.

2 Environmental work includes environmental assessments, environmental approvals and permits, environmental studies, stakeholder consultation, community and Indigenous consultation, geo-environmental investigation, construction support, remediation, waste management and monitoring.

Table 1.4: Fleet

Indicator	2021	2022	2023
EVs and hybrids purchased (#)	7	12	113
EV charging stations installed at Hydro One facilities (#)	30	8	10

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2. Sustainable Finance Performance

Table 2.1: Total Sustainable Finance Issuance by year<sup>1</sup>

Indicator	2021	2022	2023
Total bond issuance (first issuance in 2023) (\$ million)	–	–	2,375

<sup>1</sup> As of August 14, 2024, the total sustainable and green bond issuance is \$3,175 million.

Table 2.2: Hydro One Inc. Sustainable Finance Issuances to date

Green/Sustainable	Issuance	Maturity	ISIN	Amount Issued (\$M)
Sustainable <sup>1</sup>	Jan 27, 2023	Nov 30, 2029	CA 44810ZCK45	\$300
Sustainable <sup>1</sup>	Jan 27, 2023	Jan 27, 2033	CA 44810ZCL28	\$450
Sustainable <sup>1</sup>	Jan 27, 2023	Jan 27, 2053	CA 44810ZCM01	\$300
Green <sup>2</sup>	Sept 21, 2023	Sept 21, 2026	CA 44810ZCN83	\$425
Green <sup>2</sup>	Oct 20, 2023	Oct 20, 2025	CA 44810ZCP32	\$400
Green <sup>2</sup>	Nov 30, 2023	Nov 30, 2054	CA 44810ZCQ15	\$500
Green <sup>2</sup>	Jan 12, 2024	Mar 1, 2034	CA 44810ZCR97	\$550
Sustainable <sup>2</sup>	Jan 12, 2024	Nov 30, 2029	CA 44810ZCK45	\$250
Total				\$3,175

<sup>1</sup> The allocation and impact reporting is available on the [Sustainable Financing website](#).

<sup>2</sup> The allocation report is available on the [Sustainable Financing website](#) and impact reporting is detailed in the tables on this page and on pages 15, 18, 20, 28, 30 and 32.

Table 2.3: PHEV and EV Financed Emissions Avoided

Project Type	Allocated Amount (\$M)	Share of Total Financing	Number of PHEV and EVs	Emissions Factor <sup>1</sup> (gCO <sub>2</sub> e/km)	Financed GHG Emissions Avoided <sup>2</sup> (tCO <sub>2</sub> e/year)	Financed GHG Enabled Emissions Avoided/\$M (tCO <sub>2</sub> e/year/\$M)
PHEV	2.44	100%	59	49	34	14
EV	2.48	100%	25	0	136	55

<sup>1</sup> Source: [2023 Fuel Consumption Guide](#). PHEV models are Ford Escape Plug-In Hybrid vehicles and EV models are Ford F-150 Lightning. The emissions factors used in the calculation of avoided emissions were based on Hydro One specific assumptions.

<sup>2</sup> Financed GHG emissions avoided are calculated assuming that PHEV and EV purchases would replace a light-duty gasoline vehicle. Between 2021-23, on average Hydro One light-duty gasoline vehicle drove 22,998.24 km and the emission factor (gCO<sub>2</sub>e/km) is 201.57. It is assumed that PHEV vehicles run 40% in EV mode. In 2022, the estimated grid emissions factor was 35 gCO<sub>2</sub>e/kWh from Canada’s National Inventory Report 1990-2022. Hydro One PHEV emissions factor gasoline portion is calculated by taking the total emissions (tCO<sub>2</sub>e) from Hydro One hybrid vehicles in 2021-23 and dividing by the total kilometres driven by those vehicles to determine a 2021-23 Hydro One average, and then applying a conversion factor to achieve gCO<sub>2</sub>e/km. Between 2021-23, on average, Hydro One light-duty gasoline trucks drove 24,018.33 km and the emission factor (gCO<sub>2</sub>e/km) is 237.8. Hydro One EV emission factor is determined by utilizing the estimated grid emissions factor of 35 gCO<sub>2</sub>e/kWh and multiplying the 2023 fuel consumption guide for the combined 30.6 kWh/100 km.

Table 2.4: Hawthorne to Merivale Project Financed Emissions Avoided

Allocated Amount (\$M)	Share of Total Financing	Line Loss savings (MWh/year) <sup>1</sup>	Project GHG Enabled Emissions Avoided (tCO <sub>2</sub> e/year)	Financed GHG Enabled Emissions Avoided (tCO <sub>2</sub> e/year)	Financed GHG Enabled Emissions Avoided/\$M (tCO <sub>2</sub> e/year/\$M)
13.02	61%	1,482	44	27	2

<sup>1</sup> The estimated line loss savings of the project are 1,482 MWh per year, based on 2020 network flow assumptions. <https://www.rds.oeb.ca/CMWebDrawer/Record/708949/File/document>

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3. Social Performance

Table 3.1: Social Targets

Indicator	Target	2021	2022	2023
Black Board Members and Executives (%)	3.5% by 2025	0	0	<b>0</b>
Black students (%)	5% by 2025	9	3	<b>6'</b>
Procurement spend from Indigenous Suppliers <sup>2</sup> (%)	5% by 2026 <sup>3</sup>	3.4	5.2	<b>5.7<sup>†</sup></b>
Donations and Sponsorships to Indigenous communities (%)	20%	25	23	<b>22</b>

1 Hydro One hired a total of 53 students between June 22, 2023 and December 31, 2023. Within the total student hires, there are three Black students. Data prior to June 22, 2023, could not be captured because of an upgrade to the HR reporting system.

2 Indigenous procurement spend (%) is the ratio of total sourceable Indigenous procurement spend to total sourceable procurement spend for the fiscal year then ended.

3 Given Hydro One's history of meeting/surpassing this goal, this target is under review.

Table 3.2: Health and Safety

Indicator	2021	2022	2023
Total recordable injury rate per 200,000 hours worked	0.74	0.62	<b>0.56</b>
High-energy serious injury and fatality rate (introduced in 2022)		0.01	<b>0.02</b>
Total fatality rate	0.01	0.00	<b>0.00</b>
Lost time injury frequency rate per 200,000 hours worked <sup>1</sup>	32.8	21.3	<b>7.4</b>
Near-miss frequency rate	17.7	21.1	<b>23.5</b>

1 Hydro One calculates the lost time injury frequency rate by attributing days lost to injury in any given year to the year in which the injury occurred. As a result, the 2021 and 2022 values do not reflect the data previously reported.

Table 3.3: Reliability and Resiliency\*

Indicator	2021	2022	2023
Transmission SAIDI <sup>1</sup> (per delivery point per year) (minutes)	4.2	8.8	<b>5.2</b>
Transmission SAIFI <sup>2</sup> (per delivery point per year) (#)	0.3	0.3	<b>0.3</b>
Distribution SAIDI <sup>3</sup> (per customer per year) (hours)	6.5	6.9	<b>7.5</b>
Distribution SAIFI <sup>4</sup> (per customer per year) (#)	2.4	2.5	<b>2.8</b>
Customer Average Interruption Index (CAIDI) (per customer per year) (hours)	2.8	2.8	<b>2.7</b>
Distribution SAIDI for tree-related interruptions (hours)	2.7	2.5	<b>2.3</b>
Vegetation-defects safely treated – Distribution (#)		614,617	<b>592,257</b>
Area of vegetation controlled clearing adjacent to transmission system (Ha)			<b>15,205</b>
Vegetation clearing along transmission lines as a part of the transmission line clearing program (km)			<b>3,254</b>
Length of transmission lines (km)	30,023	29,637	<b>29,632</b>
Length of distribution lines (km)	124,556	124,741	<b>124,948</b>
Total wholesale electricity purchased (MWh)	29,965,814	30,803,116	<b>30,619,019</b>
Electric load served by smart grid technology <sup>5</sup> (%)	94.9	94.9	<b>95.9</b>
Distribution modernization devices installed (#)	955	1,139	<b>1,431</b>
Distribution grid modernization savings – customer minutes (millions)	12	18	<b>29</b>

1 We report the transmission SAIDI for multi-circuit supplied delivery points. The Transmission SAIDI numbers do not include any events with more than 10,000 MW minutes unsupplied energy, initiated by uncontrollable causes, such as weather, environment, or foreign object interference.

2 We report the transmission SAIFI for multi-circuit supplied delivery points. The Transmission SAIFI numbers do not include any events with more than 10,000 MW minutes unsupplied energy, initiated by uncontrollable causes, such as weather, environment, or foreign object interference.

3 The Distribution SAIDI numbers do not include any force majeure events. We define a force majeure event to have occurred when electricity service to 10% or more of our distribution customers has been interrupted by an event.

4 The Distribution SAIFI numbers do not include any force majeure events. We define a force majeure event to have occurred when electricity service to 10% or more of our distribution customers has been interrupted by an event.

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

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Table 3.4: Talent Management

Indicator	2021	2022	2023
Average number of employees <sup>1</sup>	9,300	9,300	<b>9,700</b>
Unionized employees (%)	90.0	88.7	<b>89.6</b>
Employees eligible to retire within 5 years (% of workforce)	18	17	<b>16</b>
Employees eligible to retire within 10 years (% of workforce)	33	31	<b>31</b>
Employee turnover rate (%) <sup>2</sup>	5.3	6.1	<b>4.1</b>
Average learning and development per employee (hours)	45.9	49.1	<b>47.9</b>

1 This approximate number includes both regular and non-regular employees.  
2 The rate is calculated based on voluntary, involuntary, retirement and other departures as a percentage of the average annual number of permanent employees.

Table 3.5: myExperience Employee Survey

Indicator	2021	2022	2023
Participation rate (%)	69	65	<b>71</b>
Employees who feel proud to work for Hydro One (%)	81	84	<b>85</b>
Safety perception index (%)	84	87	<b>88</b>
Inclusion and psychological index (%)	69	73	<b>74</b>
Manager effectiveness <sup>1</sup> (%)		72	<b>74</b>
Job enablement (%)	72	75	<b>76</b>
Growth and development (%)	63	67	<b>69</b>
Employee engagement (%)	69	71	<b>72</b>
Sustainability and community investment (%)	77	82	<b>82</b>

1 The 2021 data is not comparable to 2022 or 2023 because an additional question was introduced after 2021.

Table 3.6: Customer

Indicator	2021	2022	2023
Transmission customer satisfaction* <sup>1</sup> (%)	92	88	<b>88</b>
Commercial and industrial customer satisfaction* <sup>2</sup> (%)	80	74	<b>82</b>
Residential and small business customer satisfaction* (%)	89	87	<b>87</b>
Distribution – Customers served (#)			
<i>Residential</i>	1,300,698	1,315,860	<b>1,332,596</b>
<i>Commercial</i>	118,710	120,516	<b>122,148</b>
<i>Industrial</i>	9,033	8,024	<b>7,720</b>
<i>Other Retail customers</i> <sup>3</sup>	48,044	33,511	<b>33,518</b>
Transmission – Customers served <sup>4</sup> (#)	688	689	<b>691</b>
Distribution – Total electricity delivered (MWh)			
<i>Residential</i>	13,991,403	14,357,227	<b>14,205,729</b>
<i>Commercial</i>	3,179,223	3,467,391	<b>3,531,312</b>
<i>Industrial</i>	9,867,063	9,851,337	<b>10,259,260</b>
<i>Other Retail customers</i> <sup>5</sup>	159,204	160,837	<b>162,508</b>
<i>Wholesale distribution</i> <sup>5</sup>	10,151,816	9,732,461	<b>9,572,571</b>
Transmission – Total electricity delivered <sup>6</sup> (MW)	231,917	229,346	<b>228,089</b>

1 This indicator measures customer satisfaction for our large transmission customers.  
2 This includes distribution customers with average monthly demand over 50 KW.  
3 Numbers as of December 31, 2023. Other Retail customers include local distribution companies connected to Hydro One's distribution system, distributed generators, streetlights, sentinel lights and unmetered scattered load.  
4 Numbers as of December 31, 2023. 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.  
5 Other Retail customers include distributed generators, streetlights, sentinel lights and unmarried scattered load; and wholesale customers include local distribution companies connected to Hydro One's distribution system.  
6 This includes electricity delivered to local distribution companies, generators and transmission business customers as defined by the IESO and is calculated as the sum of 12 monthly peak demands from all transmission delivery points.



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Table 3.7: Affordability

Indicator	2021	2022	2023
Average retail electric rate (\$/kWh)			
<i>Residential</i>	0.16	0.17	<b>0.17</b>
<i>Commercial</i>	0.19	0.20	<b>0.21</b>
<i>Industrial</i>	0.14	0.15	<b>0.14</b>
Typical monthly electric bill for residential customers (\$)			
<i>For 500 kWh of electricity delivered per month</i>	98.27	103.35	<b>105.34</b>
<i>For 1000 kWh of electricity delivered per month</i>	161.32	165.87	<b>173.24</b>
Residential customer electric disconnections for non-payment, percentage reconnected within 30 days (%)	71	70	<b>70</b>

Table 3.8: Economic Development

Indicator	2021	2022	2023
Capital investments (\$ million)	2,125	2,132	<b>2,531</b>
Productivity savings (\$ million)			<b>113.9<sup>1</sup></b>
Investment in R&D (\$ million)	6	15.8	<b>12.6</b>
Total procurement spend (\$ million)	1,732	1,854	<b>2,491</b>
Total procurement spend in Canada (\$ million)	1,579	1,681	<b>2,307</b>
Total procurement spend in Ontario (\$ million) <sup>2</sup>	1,380	1,376	<b>1,885</b>
Indigenous procurement spend (\$ million)	58.3	95.9	<b>142.3</b>
Indigenous companies from which we purchased materials and services (#)	82	90	<b>86</b>
EPC vendor project spend with Indigenous business, workers and communities (\$ million)		13+	<b>30+</b>
Economic value generated (revenues) (\$ million)	7,233	7,819	<b>7,844</b>
Economic value distributed <sup>3</sup> (\$ million)	8,245	8,727	<b>9,520</b>

1 In 2023, Hydro One rebased the productivity savings program in line with Joint Rate Application. 2023 is the first year since the rebase, hence there is no comparable data for 2021 and 2022.

2 We define Ontario goods and services as those purchased by the vendor address.

3 Economic value distributed as defined by the [GRI disclosure 201-1](#). This is not a financial reporting indicator and should not be confused with our year-end financial statements.

Table 3.9: Community Investment

Indicator	2021	2022	2023
Community investment donations and sponsorships (\$ million)	3.3	4	<b>3.6</b>
Community support agreements (\$ million)			<b>3.2</b>
Employee volunteer hours (#)	4,315	7,482	<b>7,853</b>

Table 3.10: Diversity, Equity, and Inclusion

Indicator	2021	2022	2023
Executive diversity <sup>1</sup> (%)			
<i>Women<sup>2</sup></i>	30.6	32.5	<b>36.5<sup>†</sup></b>
<i>Men</i>	69.4	67.5	<b>63.5</b>
<i>Indigenous</i>	0	2.2	<b>2.5</b>
<i>Black</i>	0	0	<b>0</b>
<i>People of Colour</i>	23.7	20.3	<b>18.6</b>
<i>Disability</i>	2.6	9.9	<b>12.7</b>
<i>2SLGBTQIA+</i>	0	0	<b>0</b>
Employee diversity <sup>1,3</sup> (%)			
<i>Women</i>	24.4	25.1	<b>25.8</b>
<i>Men</i>	75.6	74.9	<b>74.2</b>
<i>Indigenous</i>	2.7	2.9	<b>3.2</b>
<i>Black</i>	1.6	1.7	<b>1.6</b>
<i>People of Colour</i>	10.6	10.6	<b>10.5</b>
<i>Disability</i>	2.9	3.1	<b>2.8</b>
<i>2SLGBTQIA+</i>	1.3	1.3	<b>1.3</b>

1 Executive management and regular employee diversity by gender is calculated as the monthly average headcount over the fiscal year based on self-declaration. All other categories are reported as a yearly average from our myExperience survey. We define executives as VP and above.

2 Hydro One met its Catalyst Accord Commitment to achieve 30% women in executive and Board positions by end of 2022.

3 In the [2021 Sustainability Report](#), we reported Hydro One's % of Black and People of Colour collectively for regular employees in 2021 as 12.4%. The actual percentage in 2021 was 12.2%.

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4. Governance

Table 4.1: Governance

Indicator	2021	2022	2023
Board Diversity <sup>1</sup> (%)			
<i>Women</i>	45	40	<b>45</b>
<i>Men</i>	55	60	<b>55</b>
<i>Indigenous</i>	9	20	<b>18</b>
<i>Black</i>	0	0	<b>0</b>
<i>People of Colour</i>	0	0	<b>0</b>
<i>Disability</i>	9	0	<b>0</b>
<i>2SLGBTQIA+</i>	0	0	<b>0</b>
Unresolved well-founded <sup>2</sup> privacy complaints as determined by the Privacy Commissioner of Canada (#)	0	0	<b>0</b>
Cases received by our Corporate Ethics Office (#)	296	389	<b>351</b>
Employees who completed the Code of Business Conduct training (%)	84.0	99.2	<b>99.9</b>

1 Based on self-identification.

2 The term "well-founded" is used by the Office of the Privacy Commissioner of Canada when the commissioner has found that an organization has failed to respect a provision of the Personal Information Protection and Electronic Documents Act.