

2023 SASB table

As an electricity transmission and distribution company, we report according to the SASB framework for the electric utilities and power generation 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.

Topic	Indicator	2021	2022	2023
Energy Affordability	Average retail electric rate for residential, commercial, and industrial customers (\$/kWh)	Residential: 0.16 Commercial: 0.19 Industrial: 0.14	Residential: 0.17 Commercial: 0.20 Industrial: 0.15	Residential: 0.17 Commercial: 0.21 Industrial: 0.14
	Typical monthly electric bill for residential customers for (1) 500 kWh and (2) 1,000 kWh of electricity delivered per month (\$)	98.27 for 500 kWh 161.32 for 1,000 kWh	103.35 for 500 kWh 165.87 for 1,000 kWh	105.34 for 500 kWh 173.24 for 1,000 kWh
	Residential customer electric disconnections for non-payment, percentage reconnected within 30 days (%)	71	70	70
	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory ¹	Our customers continue to benefit from regulated rate mitigation measures that significantly address affordability concerns. We continue to support them using a variety of measures, including the Low-income Energy Assistance Program (LEAP) and our Winter Relief Fund.		
Workforce Health & Safety	Total recordable injury rate per 200,000 hours worked	0.74	0.62	0.56
	Total fatality rate	0.01	0.00	0.00
	Near-miss frequency rate	17.7	21.1	23.5
End-Use Efficiency & Demand	Percentage of electric utility revenues from rate structures that are decoupled ²			
	• Revenue from fixed charges (%)	62	65	66
	• Revenue from volumetric charges (%)	38	35	34
	Percentage of electric revenues from rate structures that contain a lost revenue adjustment mechanism (LRAM) (%)	0.03	0.62	0.003
	Percentage of electric load served by smart grid technology ^{*3} (%)	94.9	94.9	95.9
	Customer electricity savings from efficiency measures, by market ⁴ (MWh)	93,773	5,929	-

1 For 2021 and 2022, Hydro One remained sensitive to the needs of our low-income customers and customers who continue to feel the impact of COVID-19 and the higher cost of living.

2 Calculated for our Distribution business.

3 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.

4 This indicator reports energy savings from projects initiated under the Conservation and Demand Management Framework. The framework, which began in 2015, was revoked in March 2019 and replaced by an interim framework to allow participants to meet in-service deadlines. In 2022, the savings reported are from projects that were committed prior to March 2019. There were no savings to report in 2023.

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Grid Resiliency ⁵	System Average Interruption Duration Index (SAIDI)* ⁶			
	• Transmission (per delivery point per year) (minutes)	4.2	8.8	5.2
	• Distribution (per customer per year) (hours)	6.5	6.9	7.5
	System Average Interruption Frequency Index (SAIFI)* ⁷			
	• Transmission (per delivery point per year)	0.3	0.3	0.3
	• Distribution (per customer per year)	2.4	2.5	2.8
	Customer Average Interruption Duration Index (CAIDI)* (per customer per year) (hours)	2.8	2.8	2.7
	Distribution: Number of residential, commercial, industrial, and other retail customers served ⁸ (#)	1,300,698, residential 118,710, commercial 9,033, industrial 48,044, other retail	1,315,860, residential 120,516, commercial 8,024, industrial 33,511, other retail	1,332,596, residential 122,148, commercial 7,720, industrial 33,518, other retail
	Transmission: Number of customers served ⁹ (#)	688	689	691
	Distribution: Total electricity delivered to residential, commercial, industrial, all other retail customers and wholesale distribution customers ¹⁰ (MWh)	13,991,403, residential 3,179,223, commercial 9,867,063, industrial 159,204, other retail 10,151,816, wholesale distribution	14,357,227, residential 3,467,391, commercial 9,851,337, industrial 160,837, other retail 9,732,461, wholesale distribution	14,205,729, residential 3,531,312, commercial 10,259,260, industrial 162,508, other retail 9,572,571, wholesale distribution
	Transmission – Total electricity delivered ¹¹ (MW)	231,917	229,346	228,089
	Length of transmission and distribution lines* (km)	Transmission: 30,023 Distribution: 124,556	Transmission: 29,637 Distribution: 124,741	Transmission: 29,632 Distribution: 124,948
	Total wholesale electricity purchased (MWh)	29,965,814	30,803,116	30,619,019

5 Hydro One is unable to disclose the number of incidents of non-compliance with physical and/or cybersecurity standards of regulations as it is subject to the confidentiality provisions of the IESO market rules.

6 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.

7 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.

8 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.

9 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.

10 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.

11 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.