

2024 ESG data index

The information contained in this report is for Hydro One Limited (January 1, 2024 – December 31, 2024). In instances where data is available only for our operating subsidiary, Hydro One Networks Inc. (Hydro One Networks), it will be noted with an asterisk (*)

1. Governance

Table 1.1: Governance

Indicator	2022	2023	2024
Board Diversity ¹ (%)			
<i>Women</i>	40	45	45
<i>Men</i>	60	55	55
<i>Indigenous</i>	20	18	18
<i>Black</i>	0	0	0
<i>People of Colour</i>	0	0	0
<i>Disability</i>	0	0	0
<i>2SLGBTQIA+</i>	0	0	0
Number of unresolved well-founded ² privacy complaints as determined by the Privacy Commissioner of Canada (#)	0	0	0
Cases received by our Corporate Ethics Office (#)	389	351	455

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*.

KPMG LLP (KPMG) was engaged to provide a limited assurance conclusion over indicators identified with † as at and for the period ended December 31, 2024. Our greenhouse gas (GHG) emissions data for 2024 was verified by external auditors GHD Limited (GHD) and identified by ‡. For more information, refer to the [KPMG Independent Practitioner’s Limited Assurance Report](#) and the [GHD Letter of Assurance](#).

2. Environmental performance

Table 2.1: Environmental targets

Indicator	Target	2022	2023	2024
GHG operations-driven emissions reduction ^{1,2} (2018 baseline) (%)	30% by 2030 Net-zero by 2050	12	23	41 ^{‡3}
Fleet electrification (%) ⁴	50% by 2025 100% by 2030	17	34	44 [†]

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 1990–2023 and Global Warming Potential (GWP) from the Intergovernmental Panel on Climate Change (IPCC) Fifth Assessment Report, 2014 (AR5). The emissions factor used for this calculation are the best available information at the time of production of this report.

² This indicator reflects the shift to the operations-driven reduction target detailed in footnote 3.

³ Following a review of Scope 1 and Scope 2 emissions over the past three years, Hydro One will focus on reducing its “operations-driven” Scope 1 and Scope 2 GHG emissions by 30% by 2030 against a 2018 baseline and achieving net zero emissions by 2050. We will measure and report on “operations-driven” Scope 1 and Scope 2 emissions, which include emissions directly related to the Hydro One’s operations, including energy consumption in its facilities, emissions from its fleet, and other direct operational activities.

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.

2. Environmental performance

Table 2.2: Climate change

Indicator	2022	2023	2024
Scope 1 GHG emissions (tCO ₂ e)	149,995	129,994	98,914‡
Scope 2 GHG emissions operations driven (tCO ₂ e)	1,435	1,363	1,991‡
Scope 2 GHG emissions delivery system losses (tCO ₂ e)	201,141	207,928	318,240‡
Avoided emissions (tCO ₂ e) ¹	2,906	3,667	2,927‡
VOC emissions (tonnes) ²	31.6	26.7	14.9
NOx emissions (tonnes) ²	1130.9	936.0	477.9
SOx emissions (tonnes) ^{2,3}	37.3	31.2	16.7
Total Particulate Matter Emissions (tonnes) ²	20.1	17.2	10.0

¹ These avoided emissions are equivalent to a year’s exhaust from approximately 900 passenger vehicles (calculated from <https://oee.nrcan.gc.ca/corporate/statistics/neud/dpa/calculator/ghg-calculator.cfm>). The 2024 avoided emissions figure does not include reduced/avoided emissions from sustainable financing. For the projected sustainable finance avoided emissions, please refer to tables 3–5 in the **2024 Sustainable Finance Impact Report**.

² Hydro One Remote Communities Inc. only.

³ We report our SO_x emissions as SO₂ which is a subset of SO_x emissions and required for reporting under Canadian law.

Table 2.3: Environmental management

Indicator	2022	2023	2024
Number of inspections/investigations by the Ministry of Environment, Conservation and Parks (#)	5	9	10
Critical environmental actions (charges/fines) (#)	0	0	0
Electricity Use (kWh)	40,601,996	38,635,387	37,108,638
Energy Use (GJ)	218,076	234,170	220,907
Number of spills (#)*	491	326	352
Number of spills from extreme weather (#)*	232	44	55
Spill recovery rate (%)*	95	95	98
Total solid waste produced (thousands) (tonnes)*	137	78	67
Total solid waste recycled (thousands) (tonnes)*	10	11	14
Pollinator habitat established (Ha)*	12	22	62

3. Social performance

Table 3.1: Social targets

Indicator	Target	2022	2023	2024
Black Board Members and Executives (%)	3.5% by 2025	0	0	0
Black students (%)	5% by 2025	3	6 ¹	5
Indigenous Procurement Spend ² (%)	5% by 2026	5.2	5.7	5.5 [†]
Donations and sponsorship to Indigenous communities (%)	20%	23	22	21

¹ Hydro One hired a total of 53 students between June 22, 2023, and December 31, 2023. Within the total student hires, there were 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. Total sourceable Indigenous procurement spend means, for any fiscal year, the dollar amount of purchases of materials and services which are procured by a vendor that is an Indigenous Business (or a non-Indigenous Business, in the circumstances described in the following sentence), either through a competitive sourcing event, or through direct negotiations. In the case of a non-Indigenous Business vendor, the dollar amount of such purchases shall be included in Total Sourceable Indigenous Procurement Spend to the extent that (a) such vendor or supplier to the company subcontracts out a portion of the award to an Indigenous Business, provided that only the portion of work conducted for the company invoiced by the Indigenous Business is included in the dollar amount of such purchases, or (b) in the case where the non-Indigenous Business employs Indigenous Persons in the provision of work to the company, only the employed Indigenous Persons’ respective salary amounts are recognized in the dollar amount of such purchases for the duration of the contract. Total sourceable procurement spend means, for any fiscal year, the dollar amount of all company-wide external purchases that could be sourced by supply management and does not include such items as taxes, cost of power, government fees, utilities payments, legal judgments, charitable contributions, or other similar costs.

Table 3.2: Health and safety

Indicator	2022	2023	2024
Total recordable injury rate per 200,000 hours worked (#)	0.62	0.56	0.55
High-energy serious injury and fatality rate per 200,000 hours worked (#)	0.01	0.02	0.02
Total number of fatalities (#)	0	0	0
Total fatality rate per 200,000 hours worked (#)	0	0	0
Near-miss frequency rate per 200,000 hours worked (#)	21.11	23.45	26.04

Table 3.3: Customer satisfaction and affordability

Indicator	2022	2023	2024
Transmission customer satisfaction* ¹ (%)	88	88	85
Commercial and industrial customer satisfaction* ² (%)	74	82	85
Residential and small business customer satisfaction* (%)	87	87	88
Residential customers (disconnected for non-payment) reconnected within 30 days (%)	70	70	68

¹ This indicator measures customer satisfaction for our large transmission customers.

² This includes the customer group over 50 KW.

3. Social performance

Table 3.4: Reliability and resiliency*

Indicator	2022	2023	2024
Transmission System Average Interruption Duration Index (SAIDI) ¹ (per delivery point per year) (minutes)	8.8	5.2	4.3
Transmission System Average Interruption Frequency Index (SAIFI) ² (per delivery point per year) (#)	0.3	0.3	0.3
Distribution SAIDI (per customer per year) (hours)	6.9 ³	7.5 ⁴	7.7 ⁴
Distribution SAIFI (per customer per year) (#)	2.5 ³	2.8 ⁴	2.7 ⁴
Customer Average Interruption Index (CAIDI) (per customer per year) (hours)	2.8	2.7	2.9
Distribution SAIDI for tree-related interruptions (hours)	2.5	1.7 ⁵	2.0
Vegetation-defects safely treated – Distribution (#)	614,617	592,257	682,785
Area of vegetation-controlled clearing adjacent to the transmission system (Ha)		15,205	10,658
Vegetation clearing along transmission lines as a part of the transmission line clearing program (km)		3,254	2,584
Length of transmission lines (km)	29,637	29,632	29,664
Length of distribution lines (km)	124,741	124,948	125,229
Total wholesale electricity purchased (MWh)	30,803,116	30,619,019	31,522,526
Distribution modernization devices installed (#)	1,139	1,431	1,563
Distribution grid modernization savings – customer minutes (millions)	18	29	28

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 and 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.

⁴ The distribution SAIDI and SAIFI numbers do not include any force majeure events. We deem a force majeure to have occurred when the daily SAIDI/SAIFI exceeds the 2.5 Beta threshold based on the IEEE standard.

⁵ Effective January 1, 2023, the Ontario Energy Board amended how interruption causes are classified. Tree contact interruptions caused by adverse weather and lightning are now required to be separately measured and reported from all tree-related interruptions. As a result, 2023 and 2024 Distribution SAIDI for tree-related interruptions results exclude tree contact interruptions due to events that meet adverse weather conditions or lightning, while 2022 results include tree contact interruptions for these events.

3. Social performance

Table 3.5: Economic development

Indicator	2022	2023	2024
Capital Investments (\$ million)	2,132	2,531	3,063
Productivity Savings (\$ million)		113.9 ¹	149.5
Investment in R&D (\$ million)	15.8	12.6	11.4
Total procurement spend (\$ million)	1,854	2,491	2,901
Total procurement spend in Canada (\$ million)	1,681	2,307	2,687
Total procurement spend in Ontario (\$ million) ²	1,376	1,885	2,051
Indigenous procurement spend (\$ million)	95.9	142.3	158.3
Indigenous companies from which we purchased materials and services (#)	90	86	96
Economic value generated (revenues) (\$ million)	7,819	7,844	8,485
Economic value distributed ³ (\$ million)	8,727	9,520	10,591

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 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 3.6: Workforce inclusion

Indicator	2022	2023	2024
Executive Diversity ¹ (%)			
Women ²	32.5	36.5	41.7 [†]
Men	67.5	63.5	58.3
Indigenous	2.2	2.5	2.4
Black	0	0	0
People of Colour	20.3	18.6	15.8
Disability	9.9	12.7	12.0
2SLGBTQIA+	0	0	0
Employee Diversity ¹ (%)			
Women	25.1	25.8	27.0
Men	74.9	74.2	73.0
Indigenous	2.9	3.2	3.3
Black	1.7	1.6	1.8
People of Colour	10.6	10.5	10.8
Disability	3.1	2.8	2.6
2SLGBTQIA+	1.3	1.3	1.4

¹ Executive management and regular employee diversity by gender is calculated as the monthly average headcount over the fiscal year based on self-declaration. Only full time positions are considered in the headcount. All other categories are reported as a yearly average from our myExperience (annual employee engagement) 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. Social performance

Table 3.7: Talent management

Indicator	2022	2023	2024
Average number of employees ¹ (#)	9,300	9,700	10,100
Unionized employees (%)	88.7	89.6	89.4
Employees eligible to retire within 5 years (% of workforce)	17	16	17
Employees eligible to retire within 10 years (% of workforce)	31	31	32
Employee turnover rate ² (%)	6.1	4.1	3.4
Average number of learning and development per employee (hours)	49.1	47.9	42.7

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 3.9: Community investment

Indicator	2022	2023	2024
Community investment donations and sponsorships (\$ millions)	4.0	3.6	4.2
Community support agreements (\$ million)		3.2	1.4
Employee volunteer hours (#)	7,482	7,853	9,676

Table 3.8: myExperience employee survey

Indicator	2022	2023	2024
Participation rate (%)	65	71	80
Employees who feel proud to work for Hydro One (%)	84	85	84
Safety index (formerly the Safety perception index) (%)	87	88	88
Inclusion and psychological index (%)	73	74	74
Manager effectiveness (%)	72	74	74
Job enablement (%)	75	76	76
Growth and development (%)	67	69	70
Employee engagement (%)	71	72	72
Sustainability and community investment (%)	82	82	81

Refer to the About the Report section of the [2024 Sustainability Report](#) for information on the report scope, process and frameworks. The Forward-looking Statements in the 2024 Sustainability Report applies to this document and is incorporated by reference into this document.