









# 2024 – 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
<div>Employees</div> <div></div>	<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 diversity and inclusion symposium</li><li>Focus groups</li><li>Employee resource groups</li></ul>	<ul style="list-style-type: none"><li>Safety and wellness</li><li>Inclusion</li><li>Benefits</li><li>Career growth</li><li>Commitment to meeting external pledges</li></ul>
<div>Customers</div> <div></div>	<ul style="list-style-type: none"><li>Information campaigns</li><li>Media campaigns</li><li>Regular satisfaction surveys (perception based and transactional) and focus groups</li><li>Ongoing exchanges with account executives and customer service representatives</li><li>Customer education</li><li>Contact Centre interactions with AI supported monitoring and analysis</li></ul>	<ul style="list-style-type: none"><li>Affordability, choice and pricing options</li><li>Connected with Care initiative</li><li>Advice on EV chargers</li><li>Energy efficiency programs</li><li>Demand response</li><li>Outages and power restoration</li></ul>
<div>Communities</div> <div></div>	<ul style="list-style-type: none"><li>Dedicated Community Investment, Community Relations and Municipal Relations teams</li><li>Flexible and varied engagement opportunities (virtually and in-person)</li><li>Local community advocacy roundtables</li></ul>	<ul style="list-style-type: none"><li>Meaningful engagement throughout the life cycle of an infrastructure project</li><li>Supporting vibrant communities through our community investment and sponsorship opportunities</li><li>Reactive issues management</li></ul>

Stakeholders	How we engage	Topics of engagement
<div>Investors</div> <div></div>	<ul style="list-style-type: none"><li>• Press releases, quarterly reports, quarterly investor and analyst calls, Annual Report</li><li>• Hybrid annual general shareholders’ meeting</li><li>• In-person and virtual investor conferences and road shows</li><li>• Directors, including Board Chair, as appropriate engage with shareholders</li></ul>	<ul style="list-style-type: none"><li>• Corporate earnings</li><li>• Corporate strategy</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>
<div>Regulators &amp; Governments</div> <div></div>	<ul style="list-style-type: none"><li>• Interaction with all levels of government, IESO and our economic regulator, the OEB</li><li>• Advocacy on behalf of customers and shareholders</li><li>• Advocacy on to advance our corporate priorities</li><li>• Advocacy in conjunction with other partners, including utilities and industry associations.</li></ul>	<ul style="list-style-type: none"><li>• Updating regulatory framework to facilitate investment and operation of DERs without compromising safe, reliable power</li><li>• Advocating for a coordinate and affordable path to electricity system decarbonization</li><li>• Modernizing environmental assessment process</li><li>• Advocating for critical infrastructure investments and a fair cost of capital.</li><li>• Expanding broadband reach</li></ul>
<div>Unions</div> <div></div>	<ul style="list-style-type: none"><li>• Joint committees for key initiatives</li><li>• Collective bargaining</li><li>• Regular touch points with our most influential unions</li></ul>	<ul style="list-style-type: none"><li>• Health, safety and wellness</li><li>• Inclusion</li><li>• Indigenous hiring/engagement</li><li>• Bargaining discussions</li><li>• Key initiatives</li><li>• Operational concerns</li></ul>

Stakeholders	How we engage	Topics of engagement
<div>NGOs &amp; industry associations</div> <div></div>	<ul style="list-style-type: none"><li>• Participation in industry events, including conferences, networking events, and councils, committees and working groups</li><li>• Partnerships with industry associations and stakeholders.</li></ul>	<ul style="list-style-type: none"><li>• Shared research</li><li>• Discussion of key topics impacting the industry</li><li>• Discussion policy and activities impacting the industry</li><li>• Advocacy activities</li></ul>
Indigenous Communities	How we engage	Topics of engagement
<div>Indigenous communities</div> <div></div>	<ul style="list-style-type: none"><li>• Community-led approach</li><li>• Indigenous Relations team with dedicated staff focused on engaging with communities early</li><li>• In-person, virtual and hybrid meetings</li><li>• Initial and ongoing support through capacity funding</li><li>• Partnering/collaborating with Indigenous communities</li><li>• Community-specific engagement plans</li><li>• Outreach to Indigenous-owned business</li><li>• In-depth, early and transparent engagement with communities</li></ul>	<ul style="list-style-type: none"><li>• Planning Hydro One activities and projects with the input of Indigenous communities</li><li>• Community initiatives and programming</li><li>• Connecting critical infrastructure on reserve lands</li><li>• Three-phase power connection requests</li><li>• Power reliability</li><li>• Resolving past grievances</li><li>• Capacity funding</li><li>• Relationship agreements</li><li>• Indigenous procurement</li><li>• Information on upcoming projects</li><li>• Indigenous knowledge</li><li>• Community energy needs</li></ul>

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.