

2025 Sustainability Accounting Standards Board (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 Inc. All figures are as of December 31 of the relevant year.

Topic	Indicator	2023	2024	2025
Energy affordability	Average retail electric rate for residential, commercial, and industrial customers (\$/kWh)	Residential: 0.17 Commercial: 0.21 Industrial: 0.14	Residential: 0.18 Commercial: 0.21 Industrial: 0.14	Residential: 0.18 Commercial: 0.22 Industrial: 0.14
	Residential customers (disconnected for non-payment) reconnected within 30 days (%)	70	68	70
	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	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.		
Workforce health and safety	Total recordable injury rate per 200,000 hours worked (#)	0.56	0.55	0.68
	Total fatality rate per 200,000 hours worked (#)	0	0	0
	Near-miss frequency rate per 200,000 hours worked (#)	23.45	26.04	21.73
End-use efficiency and demand	Percentage of electric load served by smart grid technology* ¹ (%)	95.9	96.3	97.5
Grid resiliency ²	System Average Interruption Duration Index (SAIDI)*			
	• Transmission ³ (per delivery point per year) (minutes)	5.2	4.3	8.3
	• Distribution ⁴ (per customer per year) (hours)	7.5	7.7	8.2
	System Average Interruption Frequency Index (SAIFI)*			
	• Transmission ³ (per delivery point per year) (#)	0.3	0.3	0.3
	• Distribution ⁴ (per customer per year) (#)	2.8	2.7	2.9
	Customer Average Interruption Duration Index (CAIDI)* (per customer per year) (hours)	2.7	2.9	2.9

¹ 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.

² Hydro One is unable to disclose the number of incidents of non-compliance with physical and/or cybersecurity regulations as it is subject to the confidentiality provisions of the Independent Electricity System Operator (IESO) market rules.

³ We report the transmission SAIDI and SAIFI for multi-circuit supplied delivery points. These 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.

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

Topic	Indicator	2023	2024	2025
	Distribution: Number of residential, commercial, industrial, and other retail customers served ⁵ (#)	1,332,596, residential 122,148, commercial 7,720, industrial 33,518, other retail	1,350,455, residential 123,676, commercial 8,046, industrial 33,572, other retail	1,361,905, residential 124,714, commercial 8,340, industrial 33,025, other retail
	Transmission: Number of customers served ⁶ (#)	691	723	751
	Distribution: Total electricity delivered to residential, commercial, industrial, all other retail customers and wholesale distribution customers ⁷ (MWh)	14,205,729, residential 3,531,312, commercial 10,259,260, industrial 162,508, other retail 9,572,571, wholesale distribution	14,594,658, residential 3,548,815, commercial 10,444,944, industrial 162,856, other retail 9,827,405, wholesale distribution	15,538,139, residential 3,699,627, commercial 10,809,240, industrial 159,738, other retail 10,393,997, wholesale distribution
	Transmission – Total electricity delivered ⁸ (MW)	228,089	221,168	262,141
	Length of transmission and distribution lines (km)*	Transmission: 29,632 Distribution: 124,948	Transmission: 29,664 Distribution: 125,229	Transmission: 30,200 Distribution: 125,882
	Total wholesale electricity purchased (MWh)*	30,619,019	31,522,526	33,293,905

⁵ Other retail customers include local distribution companies connected to Hydro One’s distribution system, distributed generators, streetlights, sentinel lights and unmetered scattered load.

⁶ 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.

⁷ Other retail customers include distributed generators, streetlights, sentinel lights and unmetered scattered load; and wholesale customers include local distribution companies connected to Hydro One’s distribution system.

⁸ 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

Refer to the About this report section of the [2025 Sustainability Report](#) for information on the report scope, processes and frameworks. The Forward-looking information section in the 2025 Sustainability Report applies to this document and is incorporated by reference into this document.