








2025 – How we listen to Indigenous communities and stakeholders

The following tables provide a snapshot of how we engaged with, and the topics we discussed, with Indigenous communities, stakeholders and partners throughout the year.

Indigenous Communities	How we partner	Topics of engagement
<p data-bbox="163 483 317 542">Indigenous communities</p> 	<ul style="list-style-type: none"> • Community-led approach • Indigenous Partnerships team with dedicated staff focused on proactive engagement with communities • In-depth, early and transparent engagement and information sharing • Respect for the cultures, traditions and rights unique to each community • In-person, virtual and hybrid meetings • Initial and ongoing capacity investments to support engagement and project participation throughout the life of the project • Partnership negotiations for opportunities related to the Transmission portfolio • Partnering/collaborating with Indigenous communities to support their energy priorities • Community-specific engagement plans • Outreach to Indigenous-owned businesses 	<ul style="list-style-type: none"> • Planning Hydro One activities and projects with the input of Indigenous communities • First Nation Equity Partnership Model • Community initiatives and programming • Community energy needs • Connecting critical infrastructure on reserve lands • Three-phase power connection requests • Power reliability • Resolving past grievances • Capacity investments • Relationship agreements • Indigenous procurement, employment and training • Environmental protection • Protection of heritage resources • Indigenous knowledge relevant to projects

Stakeholders	How we engage	Topics of engagement
<p>Employees</p> 	<ul style="list-style-type: none"> • Quarterly employee calls • All employee hybrid town halls • Annual employee experience survey • Ad hoc pulse surveys • Annual diversity and inclusion symposium • Focus groups • Employee resource groups • Team meetings 	<ul style="list-style-type: none"> • Safety and wellness • Inclusion • Corporate strategy • Brand promise • Business progress • Benefits • Career growth • Commitment to meeting external pledges
<p>Customers</p> 	<ul style="list-style-type: none"> • Information campaigns • Media campaigns • Regular satisfaction surveys (perception based and transactional) and focus groups • Ongoing exchanges with account executives and customer service representatives • Customer education • Contact Centre interactions with AI supported monitoring and analysis 	<ul style="list-style-type: none"> • Affordability, choice and pricing options • Connected with Care initiative • Advice on EV chargers • Energy efficiency programs • Demand response • Outages and power restoration
<p>Communities</p> 	<ul style="list-style-type: none"> • Dedicated Community Investment, Community Relations and Municipal Relations team • Flexible and varied engagement opportunities (virtually and in-person) • Local community advocacy roundtables 	<ul style="list-style-type: none"> • Meaningful engagement throughout the life cycle of an infrastructure project • Supporting vibrant communities through our community investment and sponsorship opportunities • Reactive issues management

Stakeholders	How we engage	Topics of engagement
<p>Investors</p> 	<ul style="list-style-type: none"> • Press releases, quarterly reports, quarterly investor and analyst calls, Annual Report • Hybrid annual general shareholders' meeting • In-person and virtual investor conferences and road shows • Directors, including Board Chair, as appropriate engage with shareholders 	<ul style="list-style-type: none"> • Corporate earnings • Corporate strategy • Funding strategy • Growth • Equity Partnership Model • Joint Rate Application • Business updates • Sustainability • Community engagement
<p>Regulators & Governments</p> 	<ul style="list-style-type: none"> • Direct interaction with all levels of government, IESO and the OEB • Advice and feedback on behalf of customers and shareholders • Responses to formal consultations, in conjunction with other partners, including utilities and industry associations 	<ul style="list-style-type: none"> • Supporting critical infrastructure investments • Input on legislation and regulations impacting transmission and distribution priorities • Feedback on regulatory policy proposals impacting operations, strategy, and growth • Modernizing environmental assessment process • Expanding broadband reach
<p>Unions</p> 	<ul style="list-style-type: none"> • Joint committees for key initiatives • Collective bargaining • Regular touch points with our unions 	<ul style="list-style-type: none"> • Health, safety and wellness • Inclusion • Indigenous hiring/engagement • Bargaining discussions • Key initiatives • Operational concerns

Stakeholders	How we engage	Topics of engagement
<p data-bbox="137 363 344 423">NGOs & industry associations</p> 	<ul data-bbox="411 354 1325 464" style="list-style-type: none"> • Participation in industry events, including conferences, networking events, and councils, committees and working groups • Partnerships with industry associations and stakeholders 	<ul data-bbox="1392 354 2064 513" style="list-style-type: none"> • Shared research • Discussion of key topics impacting the industry • Discussion policy and activities impacting the industry • Advocacy activities

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

