

2019 sustainability performance summary

Supporting our customers section¹

Indicator	2017	2018	2019
Operational safety and system reliability			
Number of incidents with significant safety, environment or service disruption consequences (gas) ²	0	0	0
Number of confirmed BC Mandatory Reliability Standards violations with penalty (electricity) ³	0	0	0
Gas line damage incidents by all parties working around the FortisBC gas system (total number) ⁴	1,247	1,202	1,069
Energy use			
Amount of energy delivered, gas and electricity ⁵	64,700 GWh or 233 PJ	62,100 GWh or 224 PJ	66,800 GWh or 238 PJ ⁶
Customers			
Number of customers, gas	1,008,000	1,029,500	1,040,000
Number of customers, electricity	172,000	175,900	179,000
Customer satisfaction index - gas ⁷	8.4	8.7	8.7
Customer satisfaction index - electricity ⁸	8.2	8.3	8.5
Number of cybersecurity incidents ⁹	0	0	0
Economic, customer service			
FortisBC investment in conservation and energy management programs	\$41.3 million	\$42.8 million	\$74.6 million
Emergency calls responded to within one hour - gas	97.8%	97.8%	97.9%
Emergency calls responded to within two hours - electricity	93%	94%	92%
System average interruption duration index (SAIDI) ¹⁰	4.05	3.15	2.42
System average interruption frequency index (SAIFI) ¹¹	1.78	1.73	1.20
Customers who achieve resolution in one contact with our customer contact centres	80%	82%	81%

Working with our partners and communities section¹²

Indicator	2017	2018	2019
Economic			
Community events participated in ¹³	505	429	332
Communities that received investment	85	75	76

Indicator	2017	2018	2019
Number of Indigenous communities that received training from the First Nations Emergency Services Society	126	120	70
Economic value generated ¹⁴ (in millions of dollars)	\$1,580	\$1,578	\$1,734
Economic value distributed			
Operating costs (in millions of dollars)	\$177	\$187	\$200
Employee wages and benefits (in millions of dollars)	\$265	\$287	\$299
Payments to providers of capital ¹⁵ (in millions of dollars)	\$471	\$498	\$454
Payment to government ¹⁶ (in millions of dollars)	\$410	\$417	\$401
Community investment ¹⁷ (in millions of dollars)	\$2.1	\$1.8	\$2.5
Indigenous			
Indigenous rights incidents ¹⁸	0	0	0
Taxes paid when on reserve land (gas and electricity) ¹⁹ (in millions of dollars)	\$2.1	\$2.2	\$2.3
Safety			
Number of emergency exercises ²⁰	18	22	20

Protecting the environment section²¹

Indicator	2017	2018	2019
Emissions			
Direct greenhouse gas (GHG) emissions (scope 1) ²² (figures in tCO ₂ e)	153,000	130,000	158,000
Indirect GHG emissions (scope 2) ²³ (figures in tCO ₂ e)	5,300	7,200	7,000
Environmental benefits from FortisBC energy solutions			
GHG emissions saved from natural gas used for transportation ²⁴ (figures in tCO ₂ e)	48,000	45,000	37,100
GHG emissions saved from liquefied natural gas (LNG) used for marine bunkering (figures in tCO ₂ e)	9,000	17,000	34,200
GHG emissions saved from Renewable Natural Gas (figures in tCO ₂ e) ²⁵	7,700	8,900	11,100

Indicator	2017	2018	2019
Reduction in criteria air contaminants (CAC) released to the environment through the use of LNG and compressed natural gas (CNG) by customers ²⁶ (figures in tonnes CAC)	249	269	294
Lifetime energy saved from conservation and energy management programs ²⁷ (figures in tCO ₂ e)	292,000	334,000	483,000
Class 3 spills²⁸			
Number of spills by FortisBC	0	0	0
Number of spills by contractors	3	0	0
Waste			
Amount of hazardous waste disposed of in accordance with regulatory requirements ²⁹ (figures in tonnes)	170	270	217
Penalties			
Number of environmental fines and penalties	0	0	0

Investing in our employees section³⁰

Indicator	2017	2018	2019
Employees, health and safety			
Percentage of job postings filled internally	56%	53%	55%
Overall in-class and online training attendance, including trades, compliance, business and leadership development			
Number of courses	5,300	7,400	5,600
Number of participants	14,800	24,600	14,900
All injury frequency rate (AIFR) ³¹	1.3 injuries/100 workers	1.7 injuries/100 workers	1.5 injuries/100 workers
Injury severity rate (ISR) ³²	17.6 lost work days/100 workers	25.3 lost work days/100 workers	13.5 lost work days/100 workers
Number of fatalities	0	0	0
Number of employees	2,130	2,403	2,447
Voluntary turnover rate ³³	3.3%	3.9%	4.4%
Employees in unions or associations ³⁴	1,538	1,577	1,553
Women in workforce	35% (813)	34% (827)	34% (840)
Women in senior management	27% (68)	29% (75)	27% (79)
Women on the board of directors	36% (4)	45% (5)	40% (4)
Discrimination incidents ³⁵	0	0	0
Respect in the workplace incidents ³⁶	3	4	7

Note: FortisBC is focused on efforts to increase awareness and understanding on the value of inclusion and diversity in the workplace. Diversity performance indicators are under review.

¹This summary table reports on sustainability data for FortisBC Energy Inc. and FortisBC Inc. as of December 31, 2019.

²Number of incidents with significant safety, environment or service disruption consequences in accordance with the FortisBC Energy Inc. Integrity Management Policy.

³Number of confirmed BC Mandatory Reliability Standards violations with penalty in accordance with the British Columbia Utilities Commission (BCUC) Rules of Procedure.

⁴The gas line damage performance indicator is modified and the performance is re-stated for 2017, 2018 and 2019 as the total number of gas line damage incidents by all parties.

⁵Total amount of natural gas and electricity delivered to FortisBC customers, excluding energy exports and upstream usage, amounts to 51 per cent of energy provided by public utilities.

⁶Amount of energy delivered, electricity - 3,326 GWh. Amount of energy delivered, gas - 227 PJ.

⁷As reported to the BCUC.

⁸As reported to the BCUC.

⁹A cybersecurity incident is defined as an incident where digital systems are compromised materially, or data is lost or stolen and that is reportable to the BCUC.

¹⁰SAIDI depicts the average outage duration for each customer served, indicated in hours per customer.

¹¹SAIFI depicts the average number of interruptions that a customer would experience, indicated in units of interruptions per customer.

¹²This summary table reports on sustainability data for FortisBC Energy Inc. and FortisBC Inc. as of December 31, 2019.

¹³A FortisBC event or activity open to members of the public (inclusive of virtual activities) where a FortisBC employee is present to answer questions and share information about the company.

¹⁴Revenues as reported per external financial statements for FortisBC Energy Inc. and FortisBC Inc.

¹⁵Calculation method in 2019 changed to interest paid on a cash basis, rather than the amount expensed throughout the year. Please note 2018 value has been restated.

¹⁶Calculation method in 2019 changed to actual amount of cash taxes paid rather than the tax expense. Please note 2018 value has been re-stated.

¹⁷Includes investments into the communities including donations, in-kind contributions and sponsorships.

¹⁸Defined as incidents that have been substantiated by a court of law.

¹⁹For taxes paid on FortisBC land, infrastructure and other taxable real property situated on reserve or treaty lands of any First Nation that has opted to exercise optional legislative powers to implement a property taxation system.

²⁰FortisBC defines an emergency exercise as a simulated emergency in which participants carry out roles, actions, functions and responsibilities that would be expected of them in a real emergency. The number of emergency exercises is driven by several factors such as due diligence, business need, regulatory, community request, etc. Annually, more or fewer exercises are not indicative of performance.

²¹This summary table reports on sustainability data for FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) as of December 31, 2019.

²²Scope 1 emissions, as defined under the Greenhouse Gas Protocol, are direct emissions from owned or controlled sources. For 2019, this includes externally verified scope 1 GHG emissions as reported to the BC Ministry of Environment of 138,000 tCO₂e and 7,500 tCO₂e for FortisBC Energy Inc. and LNG operations, respectively.

²³Scope 2 emissions, as defined under the Greenhouse Gas Protocol, are indirect emissions from the generation of purchased electricity for own use. Not included is externally verified scope 3 GHG emissions for FBC as reported to the BC Ministry of Environment in 2019 of approximately 56,000 tCO₂e.

²⁴Value differs from the compliance credits as determined by the Renewable and Low Carbon Fuel Requirements Regulation due to designated allowable limits as determined by the BC Government for the purposes of reporting under that regulation.

²⁵Renewable Natural Gas is produced in a different manner than conventional natural gas. It is derived from biogas, which is produced from decomposing organic waste from landfills, agricultural waste and wastewater from treatment facilities. The biogas is captured and cleaned to create carbon neutral Renewable Natural Gas (also called biomethane).

²⁶The CAC value includes nitrogen oxides (NOx) and sulphur oxides (SOx) but excludes particulate matter. The formation of particulate matter is related to the concentration of NOx and SOx in the exhaust. Given the decrease in NOx and SOx emissions for the use of natural gas versus diesel, a decrease in particulate matter is expected.

²⁷The lifetime energy saved is based on the net present value (NPV) estimates on energy savings from gas and electric programs that commenced in the reporting year as published in FortisBC's conservation and energy management filings to the British Columbia Utilities Commission (BCUC) as well as lifecycle GHG emission factor for gas using models adopted by the BC Government.

²⁸A Class 3 spill is defined as an event that results in significant damage that includes large spills in waterways, spills that significantly exceed externally reportable thresholds, a regulatory non-compliance investigation by regulator and/or a fire that may cause damage more than \$100,000.

²⁹Hazardous waste as reported on the movement document/manifest form that is required for the movement of all hazardous waste by the BC Ministry of Environment Hazardous Waste Regulation.

³⁰This summary table reports on sustainability data for FortisBC Energy Inc. and FortisBC Inc. as of December 31, 2019.

³¹AIFR per 100 workers is for a combined gas and electricity result (annual).

³²Depicts the number of lost work days experienced per 100 workers.

³³Excludes retirements. The voluntary turnover rate includes high turnover departments such as customer service, not present in other industry comparators. Values are aligned with industry comparators. The data includes regulated and non-regulated companies as well as temporary employees. Employees on long-term disability are excluded.

³⁴Includes members from the International Brotherhood of Electrical Workers (IBEW) and MoveUp.

³⁵Incidents include both discrimination and harassment complaints resulting in policy breaches. Policy includes compliance with all applicable legislation.

³⁶Incidents include substantiated respect in the workplace complaints. Policy includes compliance with all applicable legislation.