

# 2020 sustainability performance summary

## Supporting our customers section<sup>1</sup>

Indicator	2018	2019	2020
<b>Operational safety and system reliability</b>			
Number of incidents with significant safety, environment or service disruption consequences (gas) <sup>2</sup>	0	0	0
Number of confirmed BC Mandatory Reliability Standards violations with penalty (electricity) <sup>3</sup>	0	0	0
Gas line damage incidents by all parties working around the FortisBC gas system (total number)	1,202	1,069	972
<b>Energy use</b>			
Amount of energy delivered, gas and electricity <sup>4</sup>	62,100 GWh or 224 PJ	66,800 GWh or 238 PJ	64,600 GWh or 231 PJ <sup>5</sup>
<b>Customers</b>			
Number of customers, gas	1,029,500	1,040,000	1,054,100
Number of customers, electricity	175,900	179,000	182,000
Customer satisfaction index, gas <sup>6</sup>	8.7	8.7	8.7
Customer satisfaction index, electricity <sup>7</sup>	8.3	8.5	8.5
Number of cybersecurity incidents <sup>8</sup>	0	0	0
<b>Economic, customer service</b>			
FortisBC investment in conservation and energy management programs	\$42.8 million	\$74.6 million	\$86.0 million
Emergency calls responded to within one hour, gas	97.8%	97.9%	97.7%
Emergency calls responded to within two hours, electricity	94%	92%	92%
System average interruption duration index (SAIDI) <sup>9</sup>	3.15	2.42	3.17
System average interruption frequency index (SAIFI) <sup>10</sup>	1.73	1.20	1.64
Customers who achieve resolution in one contact with our customer contact centres	82%	81%	81% <sup>11</sup>

## Working with our partners and communities section<sup>12</sup>

Indicator	2018	2019	2020
<b>Economic</b>			
Community events participated in <sup>13</sup>	429	332	325 <sup>14</sup>
Communities that received investment	75	76	74
Number of Indigenous communities that received training from the First Nations Emergency Services Society (FNESS)	120	70	n/a <sup>15</sup>
Economic value generated <sup>16</sup> (in millions of dollars)	\$1,578	\$1,734	\$1,797

Indicator	2018	2019	2020
<b>Economic value distributed</b>			
Operating costs (in millions of dollars)	\$187	\$200	\$222
Employee wages and benefits (in millions of dollars)	\$287	\$299	\$323
Payments to providers of capital (in millions of dollars)	\$498	\$454	\$449
Payment to government (in millions of dollars)	\$417	\$401	\$439
Community investment <sup>17</sup> (in millions of dollars)	\$1.8	\$2.5	\$3.4
<b>Indigenous</b>			
Indigenous rights incidents <sup>18</sup>	0	0	0
Taxes paid when on reserve land (gas and electricity) <sup>19</sup> (in millions of dollars)	\$2.2	\$2.3	\$2.5
<b>Safety</b>			
Number of emergency exercises <sup>20</sup>	22	20	20

#### Protecting the environment section<sup>21</sup>

Indicator	2018	2019	2020
<b>Emissions</b>			
Direct greenhouse gas (GHG) emissions (scope 1) <sup>22</sup> (figures in tCO <sub>2</sub> e)	130,000	158,000	133,000
Indirect GHG emissions (scope 2) <sup>23</sup> (figures in tCO <sub>2</sub> e)	7,200	7,000	6,300
<b>Environmental benefits from FortisBC energy solutions</b>			
GHG emissions saved from natural gas used for transportation <sup>24</sup> (figures in tCO <sub>2</sub> e)	45,000	37,100	36,400
GHG emissions saved from liquefied natural gas (LNG) used for marine bunkering (figures in tCO <sub>2</sub> e)	17,000	34,200	38,800
GHG emissions saved from Renewable Natural Gas <sup>25</sup> (figures in tCO <sub>2</sub> e)	8,900	11,100	12,600
Reduction in criteria air contaminants (CAC) released to the environment through the use of LNG and compressed natural gas (CNG) by customers <sup>26</sup> (figures in tonnes CAC)	269	294	365
Lifetime energy saved from conservation and energy management programs <sup>27</sup> (figures in tCO <sub>2</sub> e)	334,000	483,000	493,000

Indicator	2018	2019	2020
<b>Class 3 spills<sup>28</sup></b>			
Number of spills by FortisBC	0	0	1
Number of spills by contractors	0	0	0
<b>Waste</b>			
Amount of hazardous waste disposed of in accordance with regulatory requirements <sup>29</sup> (figures in tonnes)	270	217	249
<b>Penalties</b>			
Number of environmental fines and penalties	0	0	0

### Investing in our employees section<sup>30</sup>

Indicator	2018	2019	2020
<b>Employees, health and safety</b>			
Percentage of job postings filled internally	53%	55%	64%
<b>Overall in-class and online training attendance, including trades, compliance, business and leadership development</b>			
Number of courses	7,400	5,600	7,100
Number of participants	24,600	14,900	26,300
All injury frequency rate (AIFR) <sup>31</sup>	1.7 injuries/100 workers	1.5 injuries/100 workers	1.3 injuries/100 workers
Injury severity rate (ISR) <sup>32</sup>	25.3 lost work days/100 workers	13.5 lost work days/100 workers	10.2 lost work days/100 workers
Number of fatalities	0	0	0
Number of employees	2,403	2,447	2,549
Voluntary turnover rate <sup>33</sup>	3.9%	4.4%	3.0%
Employees in unions or associations <sup>34</sup>	1,577	1,553	1,586
Women in workforce	34% (827)	34% (840)	35% (883)
Women in senior management	29% (75)	27% (79)	28% (85)
Women on the board of directors	45% (5)	40% (4)	42% (5)
Discrimination incidents <sup>35</sup>	0	0	0
Respect in the workplace incidents <sup>36</sup>	4	7	2

<sup>1</sup>This summary table reports on sustainability data for FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (FEI and FBC collectively, FortisBC) as of December 31, 2020.

<sup>2</sup>Number of incidents with significant safety, environment or service disruption consequences in accordance with the FEI Integrity Management Policy.

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

<sup>4</sup>Total 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.

<sup>5</sup>Amount of energy delivered, electricity - 3,291 GWh. Amount of energy delivered, gas - 219 PJ.

<sup>6</sup>As reported to the BCUC.

<sup>7</sup>As reported to the BCUC.

<sup>8</sup>A 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.

<sup>9</sup>SAIDI depicts the average outage duration for each customer served, indicated in hours per customer.

<sup>10</sup>SAIFI depicts the average number of interruptions that a customer would experience, indicated in units of interruptions per customer.

<sup>11</sup>Due to the COVID-19 pandemic, there was a temporary suspension on customer surveys between March 16 and May 4, 2020.

<sup>12</sup>This summary table reports on sustainability data for FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (FEI and FBC collectively, FortisBC) as of December 31, 2020.

<sup>13</sup>A 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.

<sup>14</sup>With COVID-19 most in person events were cancelled.

<sup>15</sup>FNESS values in 2020 were stated as not applicable (n/a). This is due to the COVID-19 pandemic that prevented the organization from hosting its annual Fire Expo.

<sup>16</sup>Revenues as reported per external financial statements for FEI and FBC.

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

<sup>18</sup>Defined as incidents that have been substantiated by a court of law.

<sup>19</sup>For 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.

<sup>20</sup>FortisBC 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.

<sup>21</sup>This summary table reports on sustainability data for FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (FEI and FBC collectively, FortisBC) as of December 31, 2020.

<sup>22</sup>Scope 1 emissions, as defined under the Greenhouse Gas Protocol, are direct emissions from owned or controlled sources. For 2020, this includes externally verified scope 1 GHG emissions as reported to the BC Ministry of Environment of 116,000 tCO<sub>2</sub>e and 5,200 tCO<sub>2</sub>e for FEI and LNG operations, respectively.

<sup>23</sup>Scope 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 2020 of approximately 38,000 tCO<sub>2</sub>e.

<sup>24</sup>Value 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.

<sup>25</sup>Renewable 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).

<sup>26</sup>The 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.

<sup>27</sup>The 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.

<sup>28</sup>A 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.

<sup>29</sup>Hazardous 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.

<sup>30</sup>This summary table reports on sustainability data for FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (FEI and FBC collectively, FortisBC) as of December 31, 2020.

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

<sup>32</sup>Depicts the number of lost work days experienced per 100 workers.

<sup>33</sup>Excludes 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.

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

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

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