

Key performance indicator summary

People and culture¹

Indicator	2021	2020	2019
Number			
Total number of employees	2631	2549	2447
Demographics			
Employees:			
• Percentage of male employees	65%	65%	66%
• Percentage of female employees	35%	35%	34%
• Percentage of employees under 30	10%	8%	6%
• Percentage of employees 30-50	58%	54%	52%
• Percentage of employees over 50	32%	38%	42%
• Average age of employees	44.6	45.0	46.1
Management:²			
• Percentage of male management	68%	63%	64%
• Percentage of female management	32%	37%	36%
• Percentage of management under 30	2%	1%	1%
• Percentage of management 30-50	58%	55%	50%
• Percentage of management over 50	40%	44%	49%
Executives:			
• Percentage of male executives	67%	67%	67%
• Percentage of female executives	33%	33%	33%
• Percentage of executives 30-50	56%	33%	33%
• Percentage of executives over 50	44%	67%	67%
Board of directors:			
• Percentage of males on the board of directors	36%	58%	60%
• Percentage of females on the board of directors	64%	42%	40%

Note: FortisBC is focused on advancing its Culture of Belonging initiative through efforts to increase awareness and understanding on the value of inclusion and diversity and taking action to advance inclusion. Diversity performance indicators are under review.

The asterisks (“**”) in the table indicate metrics added in recent years and historical data is not available.

¹This summary table reports on sustainability data for FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (FEI and FBC collectively, FortisBC), and non-regulated FortisBC companies, as of December 31, 2021.

²Employees who hold the position of Manager or Director who have direct reports.

Indicator	2021	2020	2019
Freedom of Association			
Percentage of total workforce - unionized (%) ³	62%	62%	64%
Hiring			
Percentage of job vacancies filled by existing employees (%)	56%	64%	55%
Percentage of job vacancies filled by new employees (%)	44%	37% ⁴	44%
Turnover and retention			
Voluntary turnover rate (%) ⁵	5.9%	3.0%	4.4%
Annual retirement rate (as a % of total full-time workforce)	2.4%	1.9%	2.0%
Average years of employment for full-time employees	11.7	12.1	13.3
Benefits			
Percentage of full-time employees that are eligible to receive Employee and Family Assistance (%)	100%	100%	100%
Percentage of employees who have access to Indigenous Awareness Training (%)	100%	100%	*
Percentage of management who have access to Inclusive Leadership Training (%)	100%	*	*
Remuneration			
Percentage of full-time employees whose basic salary is above the local minimum wage (%)	100%	100%	100%
Labour Management Relations			
Total number of stoppages	0	0	0
Employees, health, safety and wellness			
All injury frequency rate (AIFR) ⁶	1.77 injuries/ 100 workers	1.27 injuries/ 100 workers	1.53 injuries/ 100 workers
Number of fatalities	0	0	0
Serious Injuries and fatalities (SIF)*	0.09	*	*
Discrimination incidents ⁷	0	0	0
Respect in the workplace incidents ⁸	3	2	7

³Employees covered by a collective agreement between the company and a union. The data includes regulated and non-regulated companies as well as temporary employees. Employees on long-term disability are excluded.

⁴In 2020 we saw a lower than normal number of new employees/external hires due to the COVID-19 pandemic and the hiring freeze that occurred as a result.

⁵Excludes 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.

⁶AIFR per 100 workers is for a combined gas and electricity result (annual).

⁷Number reflects the substantiated discrimination and harassment complaints that resulted from a policy breach. Policy includes compliance with all applicable legislation.

⁸Number reflects the substantiated Respect in the Workplace complaints that resulted from a policy breach. Policy includes compliance with all applicable legislation.

Energy transition and environment⁹

Indicator	2021	2020	2019
Emissions (in tonnes of CO₂ equivalent)			
Scope 1 GHG emissions (in tonnes CO₂ equivalent):			
• From natural gas operations (combustion, flaring, venting, fugitive)	125,000	112,000	133,200
• From third party gas line damage incidents ¹⁰	13,500	9,500	12,000
• From SF6 fugitive emissions	96 ¹¹	1,700	1,300
• From owned vehicle emissions	8,900	8,500	8,200
• From natural gas for comfort heating	1,500	1,700	2,900
Total Scope 1 GHG emissions	149,000 ¹²	133,000	158,000
Scope 2 GHG emissions ¹³	6,100 ¹⁴	6,300	7,000
Scope 3 GHG emissions (in tonnes CO₂ equivalent):			
• Related to natural gas transmitted and delivered under certain third-party market contracts	3,800,000	3,640,000	4,500,000
• Related to FEI-supplied natural gas used by customers ¹⁵	7,900,000	7,530,000	7,100,000
Combined Natural Gas Customer Scope 3 GHG emissions ¹⁶	11,700,000	11,200,000	11,600,000

⁹This summary table reports on sustainability data for FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (FEI and FBC collectively, FortisBC) as of December 31, 2021.

¹⁰GHG emissions released from gas line damages caused by parties that are unrelated to FortisBC.

¹¹New operational procedure implemented in 2021 resulted in reduced overall GHG emissions from SF6.

¹²Scope 1 GHG emissions, as defined under the Greenhouse Gas Protocol, are direct emissions from owned or controlled sources. For 2021, this includes externally verified Scope 1 GHG emissions as reported to the BC Ministry of Environment of 129,963 tCO₂e and 8,477 tCO₂e for FEI and LNG operations, respectively.

¹³Scope 2 GHG emissions, as defined under the Greenhouse Gas Protocol, are indirect emissions from the generation of purchased electricity for own use. Not included are externally verified Scope 3 GHG emissions for FBC as reported to the BC Ministry of Environment in 2021 of approximately 21,613 tCO₂e.

¹⁴As per Minister of Environment Greenhouse Gas Industrial Reporting and Control Act Bulletin 022, the revised methodology to calculate the 2021 B.C. Integrated Grid Factor was adopted.

¹⁵Customers include the built environment, industry and transportation sectors.

¹⁶Combined Natural Gas Customer Scope 3 GHG emissions are based on the amount of energy delivered by FEI multiplied by the WCI combustion emission factor.

Indicator	2021	2020	2019
Environmental benefits from FortisBC energy solutions			
Avoided GHG emissions from the use of LNG in marine bunkering (in tonnes CO ₂ equivalent)	39,300	38,800	34,200
Avoided GHG emissions from natural gas used for transportation ¹⁷ (in tonnes CO ₂ equivalent)	43,400	36,400	37,100
Avoided GHG emissions from the use of RNG ¹⁸ (in tonnes CO ₂ equivalent)	59,700	19,100	17,200
Measure Lifetime GHG emission reductions from Conservation & Energy Management programs ¹⁹ (in tonnes CO ₂ equivalent)	754,000	493,000	483,000
Reduction in criteria air contaminants (CAC) released to the environment through the use of LNG and CNG by customers ²⁰ (in tonnes)	364	365	294
Environmental compliance			
Number of environmental fines and penalties	0	0	0
Emergency spill response plan	✓	✓	✓
Environmental management programs aligned with ISO 14001	✓	✓	✓
Number of Class 3 spills ²¹ by FortisBC	0	1	0
Number of Class 3 spills by contractors	1	0	0
Waste management (in tonnes)			
Total amount of hazardous waste manifested for disposal ²²	56	70	138
Total amount of recycled hazardous waste	128	178	79
Total amount of hazardous waste generated and manifested (in tonnes)	184	248	217

¹⁷Value 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.

¹⁸Renewable 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).

¹⁹Measure Lifetime GHG emission reductions (historically named 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.

²⁰The 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.

²¹A 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.

²²Hazardous 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.

Indigenous and local communities²²

Indicator	2021	2020	2019
Economic			
Community events participated in ²³	180 ²⁴	325	332
Communities that received investment	74	74	76
Economic value generated ²⁵ (in millions of dollars)	\$2,168	\$1,797	\$1,734
Economic value distributed (in millions of dollars):			
• Operating costs	\$211	\$222	\$200
• Employee wages and benefits	\$346	\$323	\$299
• Payments to providers of capital	\$399	\$449	\$454
• Payment to government	\$485	\$439	\$401
• Community investment ²⁶	\$3.8	\$3.4	\$2.5
Indigenous²⁷			
Taxes paid when on reserve land (gas and electricity in millions of dollars) ²⁸	\$2.6	\$2.5	\$2.3
Progressive Aboriginal Relations (PAR) Committed Member	✓	✓	✓
Safety			
Number of emergency exercises ²⁹	32	20	20

²²This summary table reports on sustainability data for FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (FEI and FBC collectively, FortisBC) as of December 31, 2021.

²³A 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.

²⁴COVID-19 restrictions impacted FortisBC's ability to host events.

²⁵Revenues as reported per external financial statements for FEI and FBC.

²⁶Includes investments into the communities including donations, in-kind contributions and sponsorships.

²⁷Progressive Aboriginal Relations targets are under development as part of the PAR certification framework.

²⁸For 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.

²⁹FortisBC 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 safety performance.

³⁰This summary table reports on sustainability data for FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (FEI and FBC collectively, FortisBC) as of December 31, 2021.

³¹Number of incidents with significant safety, environment, or service disruption consequences in accordance with the FEI Integrity Management Policy.

Operational performance and adaptation³⁰

Indicator	2021	2020	2019
Natural gas and electricity transmission and distribution			
Total length of natural gas transmission and distribution lines (km)	50,500	50,200	50,000
Total length of electricity transmission and distribution lines (km)	7,300	7,300	7,300
Operational safety and system reliability			
Number of incidents with significant safety, environment, or service disruption consequences (gas) ³¹	0	0	0
Number of confirmed BC Mandatory Reliability Standards violations with penalty (electricity) ³²	0	0	0
Gas line damage incidents by all parties working around the FortisBC gas system (total number)	1,034	972	1,069
Energy use			
Amount of energy delivered - electricity (in GWh)	3,460	3,291	3,326
Amount of energy delivered - electricity (in petajoules (PJ))	12	12	12
Amount of energy delivered - gas (PJ)	230	219	227
Total amount of energy delivered - electricity and gas (PJ)	242³³	231	238
Customers			
Number of customers - gas	1,064,800	1,054,100	1,040,000
Number of customers - electricity	184,800	182,000	179,000
Customer satisfaction index - gas ³⁴	8.7	8.7	8.7
Customer satisfaction index - electricity ³⁵	8.4	8.5	8.5
Number of cybersecurity incidents ³⁶	0	0	0
Economic, customer service			
FortisBC investment in conservation and energy management programs (in millions of dollars)	\$119.5	\$86.0	\$74.6
Emergency calls responded to within one hour - gas	97.7%	97.7%	97.9%
Emergency calls responded to within two hours - electricity	94%	92%	92%
System average interruption duration index (SAIDI) ³⁷	4.27 ³⁸	3.17	2.42
System average interruption frequency index (SAIFI) ³⁹	2.08 ⁴⁰	1.64	1.20
Customers who achieve resolution in one contact with our customer contact centres	79%	81%	81%

³²Number of confirmed BC Mandatory Reliability Standards violations with penalty in accordance with the British Columbia Utilities Commission (BCUC) Rules of Procedure.

³³Total amount of natural gas and electricity delivered to FortisBC customers, excluding energy exports and upstream usage, amounts to 56 per cent of energy provided by public utilities in B.C. in 2021.

³⁴As reported to the BCUC.

³⁵As reported to the BCUC.

³⁶A 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.

³⁷SAIDI depicts the average outage duration for each customer served, indicated in hours per customer.

³⁸Extreme weather events impacted SAIDI.

³⁹SAIFI depicts the average number of interruptions that a customer would experience, indicated in units of interruptions per customer.

⁴⁰Extreme weather events impacted SAIFI.