

# Key Performance Indicators



Fortis reports sustainability key performance indicators annually and produces a comprehensive sustainability report every two years.

We are committed to strengthening our sustainability disclosures. The Greenhouse Gas (“GHG”) Protocol Corporate Accounting and Reporting Standards continue to guide GHG emissions reporting.

Fortis and our utilities follow rigorous internal assurance processes for the information contained within this sustainability report. Each subsidiary completes the necessary data checks with designated leaders assigned responsibility for their respective utilities. The data is then consolidated by the Fortis corporate sustainability team and select subject matter experts who complete further review and analysis and undertake internal quality control checks. Once all data is compiled, checked and the report drafted, a final review is conducted with input from our subsidiaries, the internal audit team and other groups engaged in disclosure review.

Additional information on Fortis disclosures can be found in our:

[Annual Report](#)

[Management Information Circular](#)

[Annual Information Form](#)

[Board and Committee Mandates](#)

[Fortis Policies](#)

Additional information is available at [fortisinc.com/sustainability](https://fortisinc.com/sustainability)

The sustainability indicators listed on the following pages are dated as of December 31, 2020 except as otherwise noted. Please use this document for comparative purposes as historical data has been updated in some instances.

## Operations Indicators



93% of total assets are associated with energy delivery and 99% are regulated.

	2020	2019	2018	2017	2016 <sup>1</sup>
<b>Financial Indicators</b>					
<b>Assets</b>					
Total Value of Assets (\$B)	55.5	53.4	53.1	47.8	47.9
Percentage of Total Assets that are regulated utility assets	99%	99%	97%	97%	97%
Percentage of Total Assets associated with Energy Delivery	93%	93%	93%	92%	91%
Percentage of Total Assets associated with Electricity Generation	7%	7%	7%	8%	9%
- Percentage of fossil-fuel generation	5%	5%	5%	*	*
- Percentage of renewable generation	2%	2%	2%	*	*
<b>Capital Expenditures (\$B)</b>					
Resiliency, Hardening and Modernization Capital	2.2	1.9	*	*	*
Cleaner Energy <sup>2</sup> Capital	0.8	0.6	*	*	*
Customer Growth Capital	0.6	0.6	*	*	*
IT & Cybersecurity Capital	0.3	0.3	*	*	*
Other Capital	0.3	0.4	*	*	*
<b>Total Annual Capital Expenditures (\$B)</b>	<b>4.2</b>	<b>3.8</b>	<b>3.2</b>	<b>3.0</b>	<b>2.1</b>
Percentage of Capital Expenditures Related to Coal-Fired Electricity Generation	1.2%	11%	*	*	*
Percentage of Capital Expenditures Related to Natural Gas-Fired Electricity Generation <i>(New)</i>	2.2%	*	*	*	*
Percentage of Capital Expenditures Related to Renewable Generation <i>(New)</i>	14.7%	*	*	*	*
Percentage of Capital Expenditures Related to the Transmission, Storage and Distribution of Natural Gas	12.5%	11.8%	*	*	*
<b>Other Financial Indicators</b>					
<b>Rate Base</b>					
Percentage of Rate Base Related to Coal-Fired Electricity Generation	3.7%	4.7%	*	*	*
Percentage of Rate Base Related to Natural Gas-Fired Electricity Generation <i>(New)</i>	3.0%	*	*	*	*
Percentage of Rate Base Related to Renewable Generation <i>(New)</i>	1.9%	*	*	*	*
Percentage of Rate Base Related to the Transmission, Storage and Distribution of Natural Gas <i>(New)</i>	18.9%	*	*	*	*
<b>Revenue</b>					
Percentage of Revenue Related to Coal-Fired Electricity Generation	5.1%	5.7%	*	*	*
Percentage of Revenue Related to Natural Gas-Fired Electricity Generation <i>(New)</i>	7.7%	*	*	*	*
Percentage of Revenue Related to Renewable Generation <i>(New)</i>	1.7%	*	*	*	*
Percentage of Revenue Related to the Transmission, Storage and Distribution of Natural Gas <i>(New)</i>	19.6%	*	*	*	*
Percentage of Natural Gas Revenue protected by a Decoupled and/or a Lost Revenue Adjustment Mechanism <i>(New)</i>	90%	*	*	*	*
Percentage of Electricity Revenue protected by a Decoupled and/or a Lost Revenue Adjustment Mechanism <sup>3</sup> <i>(New)</i>	55%	*	*	*	*

Notes:

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

(1) Data is provided from the date of acquisition of the following: Aitken Creek Gas Storage Facility (April 2016) and ITC (October 2016).

(2) Cleaner energy capital is defined as investments that reduce air emissions, water usage and/or increase customer energy efficiency.

(3) Includes revenue from short-term wholesale revenue at UNS Energy, which is protected by regulatory deferral mechanisms and therefore does not impact earnings.

	2020	2019	2018	2017	2016 <sup>1</sup>
<b>Customer Information</b>					
Number of electricity customers (in thousands)	2,054	2,036	2,022	2,002	1,986
- Percentage of Residential Customers	86.7%	86.5%	*	*	*
- Percentage of Commercial Customers	11.5%	12.4%	*	*	*
- Percentage of Industrial Customers	1%	1.1%	*	*	*
- Percentage of Other Customers <sup>2</sup> (New)	0.8%	*	*	*	*
Electric Customer Satisfaction Score Range <sup>3</sup> (New)	77% - 98%	74% - 98%	*	*	*
Number of natural gas customers (in thousands)	1,291	1,281	1,268	1,244	1,227
- Percentage of Residential Customers	90.5%	90.4%	*	*	*
- Percentage of Commercial Customers	9.3%	9.4%	*	*	*
- Percentage of Industrial Customers	0.1%	0.2%	*	*	*
- Percentage of Other Customers <sup>2</sup> (New)	0.1%	*	*	*	*
Natural Gas Customer Satisfaction Score Range <sup>4</sup> (New)	87% - 93%	87% - 93%	*	*	*
<b>Total Customers (in thousands)</b>	<b>3,345</b>	<b>3,317</b>	<b>3,290</b>	<b>3,246</b>	<b>3,213</b>
<b>Electricity Transmission and Distribution ("T&amp;D")</b>					
Total Kilometres of Electricity T&D Lines	185,700	184,850	182,700	*	*
- Percentage of Distribution Lines	81%	81%	81%	*	*
- Percentage of Transmission Lines	19%	19%	19%	*	*
<b>Natural Gas T&amp;D</b>					
Total Kilometres of Natural Gas T&D lines	57,000	56,850	56,850	*	*
- Percentage of Distribution Lines	94%	94%	94%	*	*
- Percentage of Transmission Lines	6%	6%	6%	*	*
<b>Electricity Generation</b>					
<b>Electricity Generation Capacity (in MW)</b>					
Coal	1,073	1,242	1,242	1,412	1,412
Oil	61	71	76	76	81
Diesel	380	375	374	375	375
Natural Gas	2,135	2,201	2,107	1,555	1,555
Hydropower	395	566	566	563	563
Solar	57	57	55	55	45
<b>Total Electricity Generation Capacity (in MW)</b>	<b>4,101</b>	<b>4,512</b>	<b>4,420</b>	<b>4,036</b>	<b>4,031</b>



Renewable generation accounted for approximately 15% of capital expenditures

in 2020, driven by Tucson Electric Power's Oso Grande Wind Project, our largest renewable project to date.

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(1) Data is provided from the date of acquisition of the following: Aitken Creek Gas Storage Facility (April 2016) and ITC (October 2016).

(2) Includes wholesale customers.

(3) Excludes TEP's J.D. Power customer satisfaction score of 751 in 2020 and 731 in 2019.

(4) Excludes UNS Gas' J.D. Power customer satisfaction score of 729 in 2020 and 740 in 2019.



Customer energy savings from efficiency and demand reduction programs increased 75% over the last five years.

	2020	2019	2018	2017	2016 <sup>1</sup>
<b>Net Electricity Generated (in gigawatt hours ("GWh"))</b>					
Coal	5,820	7,070	7,241	7,565	8,268
Oil	<1	<1	<1	2	2
Diesel	884	946	900	890	902
Natural Gas	8,590	8,660	7,572	3,897	3,919
Biofuel <sup>2</sup>	0	12	25	24	28
Hydropower	2,288	2,186	2,930	2,882	2,617
Solar	112	102	108	109	82
<b>Total (in GWh)</b>	<b>17,694</b>	<b>18,976</b>	<b>18,776</b>	<b>15,369</b>	<b>15,818</b>
<b>Electricity Purchased by Fortis and Resold for Customer Use<sup>3</sup> (in GWh)</b>					
Solar	951	921	845	781	722
Wind	1,163	1,180	1,201	1,214	1,136
Hydropower	9,166	9,640	9,578	9,451	8,804
Other renewables	232	258	247	251	166
<b>Total renewables</b>	<b>11,512</b>	<b>11,999</b>	<b>11,871</b>	<b>11,697</b>	<b>10,828</b>
Nuclear ( <i>New</i> )	2,685	2,740	2,819	2,759	2,625
Other sources from the grid ( <i>New</i> )	4,058	4,505	4,475	5,329	5,028
<b>Total (in GWh)</b>	<b>18,255</b>	<b>19,244</b>	<b>19,165</b>	<b>19,785</b>	<b>18,481</b>
Percentage of renewable electricity sold to customers	38.7%	37.4%	39.4%	41.9%	39.5%
Percentage of clean electricity sold to customers <sup>4</sup>	46.2%	44.6%	46.8%	49.7%	47.2%
<b>Energy Deliveries</b>					
Total electricity delivered (in GWh)	218,517	226,062	224,902	216,746	90,868
Total electricity delivered (in petajoules ("PJ"))	787	814	810	780	327
Total natural gas delivered (in PJ)	302	315	287	290	263
<b>Total energy delivered (in PJ)</b>	<b>1,089</b>	<b>1,129</b>	<b>1,097</b>	<b>1,070</b>	<b>590</b>
<b>Customer Energy Savings from Fortis Efficiency and Demand Reduction Programs</b>					
Electricity savings in the year (in GWh)	388	380	359	329	344
Natural gas savings in the year (in terajoules)	1,165	951	697	630	541

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(2) UNS Energy had a landfill gas contract that expired in 2019.

(3) Mixed source purchases from the grid allocated based on estimated supplier energy mix and/or regional energy supply.

(4) Clean energy includes nuclear and renewable energy sources.

	2020	2019	2018	2017	2016 <sup>1</sup>
<b>Energy Reliability</b>					
<b>Electricity Reliability Performance</b>					
Electricity System Average Interruption Duration Index ("SAIDI") under normal operations (customer hours of interruption per customer served)	1.90	1.84	2.07	2.15	2.07
SAIDI during major events (customer hours of interruption per customer served)	2.82	2.30	2.03	1.73	0.61
Electricity System Average Interruption Frequency Index ("SAIFI") under normal operations (number of times that a customer experiences an outage) <i>(New)</i>	1.39	1.35	1.47	1.49	1.35
SAIFI during major events (number of times that a customer experiences an outage) <i>(New)</i>	0.38	0.20	0.54	0.42	0.29
Electricity Customer Average Interruption Duration Index ("CAIDI") under normal operations (amount of time in hours, required to restore service once an outage has occurred) <i>(New)</i>	1.37	1.36	1.41	1.44	1.53
CAIDI during major events (amount of time required in hours, to restore service once an outage has occurred) <i>(New)</i>	7.42	11.50	3.76	4.12	2.10
Transmission Service Reliability (number of forced outages per 100 miles of transmission lines)	0.68	0.52	0.55	0.55	0.54
Combined T&D electricity losses	4.4%	4.2%	4.2%	4.3%	4.1%
<b>Natural Gas Reliability Performance</b>					
Reportable Pipeline Incidents <sup>2</sup> <i>(New)</i>	20	*	*	*	*
Corrective Action Orders <i>(New)</i>	0	*	*	*	*
Notice of Probable Violation <sup>3</sup> <i>(New)</i>	5	*	*	*	*
Gas Leaks per 1,000 customers (number of gas leaks for every 1,000 customers)	1.75	1.94	2.39	2.66	2.13
Combined T&D natural gas losses	0.65%	0.53%	0.95%	0.81%	0.73%
Percentage of Cast/Wrought Iron Pipeline in Service <sup>4</sup> <i>(New)</i>	0.5%	*	*	*	*
Percentage of Unprotected Steel Pipeline in Service <sup>5</sup> <i>(New)</i>	0.7%	*	*	*	*
Percentage of Transmission Pipelines Inspected <i>(New)</i>	100%	*	*	*	*
Percentage of Distribution Pipelines Inspected <i>(New)</i>	100%	*	*	*	*
<b>Employee Safety</b>					
All Injury Frequency Rate (number of injuries for every 200,000 hours worked)	1.09	1.45	1.45	1.38	1.67
Lost Work Day Case Rate (number of lost time injuries for every 200,000 hours worked)	0.42	0.66	0.48	0.53	0.64
Days Away, Restricted and Transfer Rate (number of lost time injuries including restricted work duties for every 200,000 hours worked)	0.65	0.85	0.68	0.78	0.72
Total Recordable Incident Rate (number of injuries including job transfers not requiring medical treatment for every 200,000 hours worked)	1.31	1.56	1.58	1.53	1.76
Work-related employee fatalities <i>(New)</i>	0	0	1	0	0
Percentage of Fortis utilities with extensive occupational health and safety management programs aligned with ISO 45001, OHSAS 18001 or equivalent	100%	100%	100%	100%	100%
<b>Cybersecurity</b>					
Number of reportable security breaches	0	0	0	*	*
Number of reportable information security breaches involving customers' personally identifiable information	0	0	0	*	*
Number of customers affected by company's data breaches	0	0	0	*	*
Total amount of fines/penalties paid in relation to information security breaches	0	0	0	*	*

Notes:

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(1) Data is provided from the date of acquisition of the following: Aitken Creek Gas Storage Facility (April 2016) and ITC (October 2016).

(2) An incident is deemed reportable if it meets the reporting requirements specified by a regulator.

(3) Notification, from a regulator, that a pipeline operator is in probable violation of pipeline safety statutes or regulations.

(4) Includes bare and/or uncoated iron.

(5) Pipeline in service that is bare/uncoated steel.



100% of transmission and distribution pipelines are inspected to ensure reliable performance.

## Environmental Indicators



A 15%  
reduction  
in carbon  
emissions  
in 2020,  
marking progress on  
our target to reduce  
emissions 75% by 2035  
compared to 2019 levels.

	2020	2019	2018	2017	2016 <sup>1</sup>
<b>Greenhouse Gas (GHG) emissions</b>					
<b>Scope 1 emissions (in ktonnes of CO<sub>2</sub> equivalent)<sup>2</sup></b>					
From coal-fired electricity generation	5,865	7,224	7,425	7,621	8,323
From oil electricity generation	<1	<1	<1	4	5
From diesel electricity generation	589	626	598	585	597
From natural gas electricity generation	3,639	4,075	2,795	1,800	1,966
<b>Total From Electricity Generation (in ktonnes of CO<sub>2</sub> equivalent)</b>	<b>10,093</b>	<b>11,925</b>	<b>10,818</b>	<b>10,010</b>	<b>10,891</b>
From natural gas operations (combustion, flaring, venting)	134	154	127	142	97
From natural gas fugitive emissions	80	86	86	93	90
From owned vehicle emissions <sup>3</sup>	52	51	51	51	42
From SF <sub>6</sub> fugitive emissions <sup>3</sup>	59	92	58	84	34
<b>Total Scope 1 Emissions<sup>4</sup> (in ktonnes of CO<sub>2</sub> equivalent)</b>	<b>10,418</b>	<b>12,308</b>	<b>11,140</b>	<b>10,380</b>	<b>11,154</b>
<b>Scope 2 emissions (in ktonnes of CO<sub>2</sub> equivalent)</b>					
From electricity purchased from the grid, used in Fortis-owned or controlled equipment <sup>5,5</sup>	136	167	150	170	153
<b>Scope 3 emissions (in ktonnes of CO<sub>2</sub> equivalent)</b>					
Related to electricity used by customers that Fortis purchased from the grid	2,244	2,933	2,851	3,564	3,310
Related to electricity transmitted, delivered and consumed by Fortis companies under regulated tariffs <sup>6</sup>	87,612	101,156	116,000	112,637	36,384
Related to natural gas transmitted and delivered under certain Fortis contracts <sup>7</sup> ( <i>New</i> )	1,055	*	*	*	*
Related to natural gas used by customers <sup>8</sup>	16,986	17,681	16,150	16,289	14,788
<b>Other GHG Emissions (in ktonnes of CO<sub>2</sub> equivalent)</b>					
Related to electricity purchased and resold to non-end users <sup>9</sup> ( <i>New</i> )	243	*	*	*	*

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(1) Data is provided from the date of acquisition of the following: Aitken Creek Gas Storage Facility (April 2016); and ITC (October 2016)

(2) Scope 1 emissions from biofuel are not listed as they are negligible.

(3) 2016 is estimated as 2017 was first year for which data was collected.

(4) 94% of Scope 1 emissions are submitted to a regulatory agency. The remaining 6% is prepared with accordance to regulatory requirements but it is not required to be submitted.

(5) Excludes line losses from ITC and FortisAlberta. These utilities transmit and deliver electricity only and do not purchase or sell electricity.

(6) Reflects ITC and FortisAlberta. These utilities transmit and deliver electricity only and do not purchase or sell electricity.

(7) Reflects Central Hudson and UNS Energy. Emissions reflect customer combustion of the gas transmitted and delivered but not owned by the company.

(8) Assumes that natural gas was used in combustion by customers.

(9) Represents wholesale purchases and previously reported as Scope 3 emissions.



Since 2016, consistent year-over-year increases in **avoided emissions** related to:

- The use of liquified natural gas in marine bunkering; and
- The use of renewable natural gas in natural gas deliveries.

FortisBC has a goal to have **15% of its natural gas supply be renewable** by 2030. Two significant milestones were reached in 2020:

- ✓ 13 new agreements were finalized with renewable natural gas (“RNG”) suppliers
- ✓ Agreements to purchase RNG from suppliers in Alberta and Ontario were established and the first RNG delivery was received from a supplier based in Ontario.

	2020	2019	2018	2017	2016 <sup>1</sup>
<b>Avoided emissions (in ktonnes of CO<sub>2</sub> equivalent)</b>					
Avoided emissions from the use of biofuel in electricity generation recovered from landfill sites <sup>2</sup>	0	7	16	12	15
Avoided emissions from the use of natural gas in transportation	36	37	45	48	36
Avoided emissions from the use of liquified natural gas in marine bunkering	39	34	17	9	*
Avoided emissions from the use of renewable natural gas in natural gas deliveries	13	11	9	8	7
Avoided emissions from electric vehicle chargers	0.25	0.19	*	*	*
Avoided emissions from replacement of leak-prone natural gas distribution pipe (New)	15	14	12	11	9
Avoided emissions from streetlight conversion programs (New)	19	*	*	*	*
Avoided emissions from Customer Demand Reduction and Energy Efficiency Programs	232	234	232	205	229
- From electricity related programs	171	185	196	173	201
- From natural gas related programs	61	49	36	32	28
<b>GHG Intensity Factors</b>					
Combined GHG intensity of energy delivered to customers (in ktonnes of CO <sub>2</sub> equivalent per PJ)	9.69	11.05	10.29	9.86	19.17
Average GHG intensity of electricity generated by Fortis (in tonnes of CO <sub>2</sub> equivalent per GWh) (New)	0.57	0.63	0.58	0.65	0.69
<b>Other air emissions from electricity generation</b>					
NO <sub>x</sub> Emissions (in ktonnes)	18	20	*	*	*
SO <sub>2</sub> Emissions (in ktonnes)	5	6	*	*	*
Mercury Emissions (in kilograms)	9	17	*	*	*
Particulate Matter Emissions (in ktonnes)	1	1	*	*	*
<b>Water Used During Fossil Fuel Generation</b>					
Groundwater withdrawn (in million cubic metres (m <sup>3</sup> ))	48	49	47	*	*
Surface water withdrawn (in million m <sup>3</sup> )	5	6	6	*	*
Returned to source (in million m <sup>3</sup> )	28	27	26	*	*
Water consumed in electricity generation, covering significant use (in million m <sup>3</sup> )	25	28	27	21	23
<b>Waste Management</b>					
Total amount of hazardous waste manifested for disposal (in ktonnes)	0.44	0.42	*	*	*
Total amount of recycled hazardous waste (in ktonnes)	0.79	0.17	*	*	*
<b>Environmental Compliance</b>					
Number of spills or releases with an associated fine	0	0	1 <sup>3</sup>	1 <sup>4</sup>	0
Percentage of Fortis utilities with an emergency spill response plan	100%	100%	100%	100%	100%
Percentage of Fortis utilities with extensive environmental management programs aligned with ISO 14001	100%	100%	100%	100%	100%

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(2) UNS Energy had a landfill gas contract that expired in 2019.

(3) In 2018, a heavy sheen condition developed while pre-trenching activities were taking place at a Central Hudson remediation site. There were no impacts to the local shoreline or downstream water intakes.

(4) In 2017, a transformer containing trace amounts of PCB developed a leak at FortisAlberta. The site was fully remediated and lessons learned were shared with Fortis utilities.



## Governance & Policy Indicators

	2020	2019 <sup>1</sup>	2018	2017	2016
<b>Fortis Inc. Board of Directors</b>					
Percentage of Independent Directors	90%	83%	83%	83%	92%
Percentage of Female Directors	40%	42%	42%	33%	33%
Percentage of Directors with Disabilities <i>(New)</i>	0%	*	*	*	*
Percentage of Directors that are Veterans <i>(New)</i>	0%	*	*	*	*
Percentage of Board Directors with Sustainability Skills and Experience	50%	50%	50%	*	*
Percentage of Governance and Sustainability Committee Directors with Sustainability Skills and Experience	50%	57%	57%	*	*
<b>Country of Residency</b>					
Percentage of Directors that reside in Canada	50%	50%	*	*	*
Percentage of Directors that reside in U.S.	50%	50%	*	*	*
<b>Ethnicity<sup>2</sup></b>					
Percentage of Directors with Caucasian Ethnicity	90%	91%	*	*	*
Percentage of Directors with Hispanic Ethnicity	10%	9%	*	*	*
<b>Age</b>					
Percentage of Directors under 60	30%	25%	*	*	*
Percentage of Directors 60-65	60%	50%	*	*	*
Percentage of Directors 66+	10%	25%	*	*	*
<b>Boards of Fortis' Operating Utilities</b>					
Percentage of Independent Directors	55%	57%	*	*	*
Percentage of Female Directors	32%	30%	31%	28%	25%
Percentage of Directors with Disabilities <i>(New)</i>	0%	*	*	*	*
Percentage of Directors that are Veterans <i>(New)</i>	6%	*	*	*	*
Percentage of Board Directors with Sustainability Skills and Experience	68%	57%	*	*	*
<b>Country of Residency</b>					
Percentage of Directors that reside in Canada	50%	51%	*	*	*
Percentage of Directors that reside in U.S.	33%	35%	*	*	*
Percentage of Directors that reside in Turks & Caicos Islands	4%	2%	*	*	*
Percentage of Directors that reside in Cayman Islands	10%	10%	*	*	*
Percentage of Directors that reside in Belize	3%	2%	*	*	*
<b>Ethnicity<sup>2</sup></b>					
Percentage of Directors with Caucasian Ethnicity	80%	86%	*	*	*
Percentage of Directors with Black/African Ethnicity	13%	8%	*	*	*
Percentage of Directors with Hispanic Ethnicity	3%	3%	*	*	*
Percentage of Directors with Native American/Indigenous Ethnicity <i>(New)</i>	1%	-	*	*	*
Percentage of Directors with Asian or Pacific Islander Ethnicity <i>(New)</i>	1%	-	*	*	*
Percentage of Directors with two or more ethnicities	2%	3%	*	*	*
<b>Age</b>					
Percentage of Directors under 60	56%	52%	*	*	*
Percentage of Directors 60-65	31%	33%	*	*	*
Percentage of Directors 66+	13%	15%	*	*	*

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(1) Metrics include Ida J. Goodreau as she served as a Board member for almost all of 2019 until she passed away in December 2019.

(2) Represents the ethnicity of those who opted to disclose.

	Anti-corruption	Code of Conduct	Inclusion & Diversity	Respectful Workplace	Whistleblower	Insider Trading	Political Engagement	Privacy
Fortis-wide policy frameworks	✓	✓	✓	✓	✓	✓	✓	✓
Policy review included in new employee orientation <i>(New)</i>	✓	✓	✓	✓	✓	TARGETED <sup>1</sup>	TARGETED <sup>1</sup>	TARGETED <sup>1</sup>
Policy review included in continuous employee training <i>(New)</i>	✓	✓	✓	✓	✓	TARGETED <sup>1</sup>	TARGETED <sup>1</sup>	TARGETED <sup>1</sup>

Memberships in and contributions to trade associations are reviewed annually to ensure no material misalignment with our corporate values and policies.

## Employee & Social Indicators

	2020	2019	2018
<b>Number and geographical location of employees</b>			
Total number of employees	9,000	9,000	8,800
Percentage employed in Canada	53%	52%	52%
Percentage employed in Caribbean	5%	5%	5%
Percentage employed in U.S.	42%	43%	43%
<b>Diversity</b>			
<b>Employee<sup>2</sup> diversity</b>			
Percentage of male employees	69%	69%	69%
Percentage of female employees	31%	31%	31%
Percentage of employees that are minorities <sup>3</sup> (U.S. utilities only)	27%	27%	27%
Percentage of employees with disabilities <sup>4</sup> (U.S. utilities only)	4%	4%	4%
Percentage of employees that are veterans <sup>5</sup> (U.S. utilities only)	9%	10%	9%
<b>Management<sup>6</sup> diversity</b>			
Percentage of male management	66%	66%	67%
Percentage of female management	34%	34%	33%
Percentage of management that are minorities <sup>3</sup> (U.S. utilities only)	15%	15%	14%
Percentage of management with disabilities <sup>4</sup> (U.S. utilities only)	4%	4%	4%
Percentage of management that are veterans <sup>5</sup> (U.S. utilities only)	5%	5%	4%

Notes:

*(New)* in the table above identifies new key performance indicators added this year.

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

- (1) Policy not relevant to all employees. Policy review is included in orientation and continuous training for applicable/targeted employees.
- (2) An employee includes any individual who has a direct employment relationship with the company as of December 31 of the calendar year.
- (3) An employee is considered a minority if they represent other ethnic/race groups within a country/state/province that differ in ethnicity/race/origin from the dominant ethnic/race group.
- (4) An employee is considered to have a disability if they have long-term physical, mental, intellectual or sensory impairments that may limit or restrict their movements, activities, or participation in the workplace.
- (5) An employee is considered a veteran if they are a former member of the armed forces.
- (6) An employee is considered management if they hold the position of Manager or Director.



Approximately 60%  
of job vacancies are  
filled by existing  
employees.

	2020	2019	2018
<b>Executive<sup>1</sup> diversity</b>			
Percentage of male executives	67%	69%	68%
Percentage of female executives	33%	31%	32%
Percentage of executive that are minorities <sup>2</sup> (U.S. utilities only)	11%	5%	6%
Percentage of executive with disabilities <sup>3</sup> (U.S. utilities only)	0%	0%	0%
Percentage of executive that are veterans <sup>4</sup> (U.S. utilities only)	5%	5%	6%
<b>Demographics</b>			
<b>Employees<sup>5</sup></b>			
Percentage of employees under 30	10%	11%	11%
Percentage of employees 30 – 50	56%	54%	53%
Percentage of employees over 50	34%	35%	36%
Average age of employees	44	44	*
<b>Management<sup>6</sup></b>			
Percentage of employees under 30	5%	6%	6%
Percentage of employees 30 – 50	60%	57%	57%
Percentage of employees over 50	35%	37%	37%
<b>Executives<sup>1</sup></b>			
Percentage of executives 30 – 50	41%	45%	47%
Percentage of executives over 50	59%	55%	53%
<b>Turnover, retention and retirement</b>			
Annual voluntary full-time employee turnover <sup>7</sup> (as % of total full-time workforce)	2%	3%	3%
Annual involuntary full-time employee turnover <sup>8</sup> (as % of total full-time workforce)	1%	1%	1%
Annual retirement rate (as % of total full-time workforce)	2%	2%	3%
Average years of employment for full-time employees	12.0 years	12.0 years	12.3 years
Percentage of full-time employees eligible to retire as of end of year ( <i>New</i> )	3.0%	3.1%	3.4%
Percentage of full-time employees eligible to retire in 5 years	9.4%	9.3%	9.9%
Percentage of full-time employees eligible to retire in 10 years	19.6%	19.8%	20.9%

Notes:

(*New*) in the table above identifies new key performance indicators added this year.

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

(1) An employee is considered executive if they hold the position of Vice President, Executive Vice President or President/CEO

(2) An employee is considered a minority if they represent other ethnic/race groups within a country/state/province that differ in ethnicity/race/origin from the dominant ethnic/race group.

(3) An employee is considered to have a disability if they have long-term physical, mental, intellectual or sensory impairments that may limit or restrict their movements, activities, or participation in the workplace.

(4) An employee is considered a veteran if they are a former member of the armed forces.

(5) An employee includes any individual who has a direct employment relationship with the company as of end of the calendar year.

(6) An employee is considered management if they hold the position of Manager or Director.

(7) Voluntary turnover includes an employee who leaves the company voluntarily (e.g., willingly chooses to resign their position), but excludes seasonal temporary employment.

(8) Involuntary turnover includes an employee who leaves the company involuntarily (e.g., a position is terminated, an employee is dismissed or an employee dies).

	2020	2019	2018
<b>Hiring</b>			
Percentage of job vacancies filled by existing employees	59%	55%	57%
Percentage of job vacancies filled by new employees	41%	45%	43%
Percentage of job vacancies filled by males	67%	64%	69%
Percentage of job vacancies filled by females	33%	36%	31%
Percentage of job vacancies filled by minorities <sup>2</sup> (U.S. utilities only)	27%	27%	22%
Percentage of job vacancies filled by persons with disabilities <sup>3</sup> (U.S. utilities only)	3%	2%	3%
Percentage of job vacancies filled by veterans <sup>4</sup> (U.S. utilities only)	8%	8%	8%
<b>Employee Training</b>			
Total employee training spend (\$M) <i>(New)</i>	\$15.3	\$18.3	*
Total spend per employee <i>(New)</i>	\$1,704	\$2,039	*
Total employee training hours <i>(New)</i>	157,715	185,163	*
Total hours per employee <i>(New)</i>	19 hours	22 hours	*
<b>Annual Performance Appraisals</b>			
Percentage of full-time employees <sup>1</sup> that received an annual performance appraisal <i>(New)</i>	71%	74%	*
<b>Benefits<sup>5</sup></b>			
Percentage of full-time employees that are eligible to receive Disability Coverage <sup>6</sup>	98.1%	98.1%	98.0%
Percentage of full-time employees that are eligible to receive Employee and Family Assistance	100%	100%	100%
Percentage of full-time employees that are eligible to participate in an Employee Stock Purchase Plan	99.6%	99.6%	99.6%
Percentage of full-time employees that are eligible to receive Health Care Benefits <sup>5</sup>	100%	100%	100%
Percentage of full-time employees that are eligible to receive Life Insurance <sup>6</sup>	100%	100%	100%
Percentage of full-time employees that are eligible to participate in a Retirement Savings Plan	97.9%	97.8%	97.7%
Percentage of full-time employees that are eligible to receive Wellness-related Perquisites <sup>7</sup>	100%	100%	100%
Percentage of full-time employees that are eligible to receive paid sick leave <i>(New)</i>	100%	100%	100%
<b>Labour Management Relations</b>			
Total number of work stoppages	0	0	0
Annual grievance resolution rate without the use of arbitration <i>(New)</i>	95.5%	88.8%	87.5%
<b>Freedom of Association</b>			
Percentage of total workforce - unionized	52%	52%	53%
<b>Remuneration</b>			
Percentage of employees whose basic salary is above the local minimum wage	100%	100%	100%
Median employee total annual compensation <i>(New)</i>	\$136,349	*	*
CEO-to-median pay ratio <i>(New)</i>	74.5	*	*



100% of employees are eligible to receive paid sick leave.

Notes:

*(New)* in the table above identifies new key performance indicators added this year.

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

(1) Unless otherwise noted, an employee includes any individual who has a direct employment relationship with the company as of end of the calendar year.

(2) An employee is considered a minority if they represent other ethnic/race groups within a country/state/province that differ in ethnicity/race/origin from the dominant ethnic/race group.

(3) An employee is considered to have a disability if they have long-term physical, mental, intellectual or sensory impairments that may limit or restrict their movements, activities, or participation in the workplace.

(4) An employee is considered a veteran if they are a former member of the armed forces.

(5) The eligibility to receive these benefits may be dependant on completing a probation period, as applicable.

(6) Employee eligibility may be impacted by insurance coverage terms (e.g., age or health of an employee).

(7) Wellness-related perquisites include family leave, personal days-off, flexible working hours and location, and/or fitness/gym financial support.



Community investment  
of more than  
**\$15 million in  
2020.**

	2020	2019	2018
<b>Economic Value Distributed (\$M)</b>			
Costs paid for Energy Supply	2,562	2,520	2,495
Costs paid for Fleet, Materials and Services to top 10 suppliers at each utility	1,240	1,233	*
Costs paid for Finance Charges	1,042	1,035	974
Total amount paid to Shareholders in Dividends	900	793	731
Total amount paid in Employee Compensation	1,454	1,352	*
Total amount paid in Employee Payroll Taxes	388	368	*
Total amount paid in Property Taxes	417	376	*
Total amount paid in Carbon Taxes	305	267	*
Total amount paid in Excise/Sales Taxes	315	323	*
Other taxes paid	29	18	*
<b>Community Donations (\$M)</b>			
Arts & Culture	0.6	1.2	*
Biodiversity	0.7	0.7	*
Education	2.1	3.0	*
Environment & Safety	0.9	2.9	*
Health & Wellness	1.1	1.6	*
Small Businesses	0.7	0.4	*
Social Development	3.4	2.1	*
COVID-19 Support <i>(New)</i>	5.0	0.0	*
Other	0.5	0.4	*
	<b>15.0</b>	<b>12.3</b>	<b>13.0<sup>(1)</sup></b>

Notes:

*(New)* in the table above identifies new key performance indicators added this year.

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

(1) 2019 was the first year to breakdown community donations by category.



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### Forward-Looking Information

Fortis includes forward-looking information in this sustainability report within the meaning of applicable Canadian securities laws and forward-looking statements within the meaning of the Private Securities Litigation Reform Act of 1995 (collectively referred to as “forward-looking information”). Forward-looking information reflects expectations of Fortis management regarding future growth, results of operations, performance and business prospects and opportunities. Wherever possible, words such as anticipates, believes, budgets, could, estimates, expects, forecasts, intends, may, might, plans, projects, schedule, should, target, will, would and the negative of these terms and other similar terminology or expressions have been used to identify the forward-looking information, which includes, without limitation: the 2035 carbon emissions reduction target and projected asset mix; FortisBC’s 2030 GHG emission target; and the nature, timing and benefits of the Wataynikaneyap Transmission Power Project.

Forward looking information involves significant risks, uncertainties and assumptions. Certain material factors or assumptions have been applied in drawing the conclusions contained in the forward-looking information, including, without limitation: no material impact from the COVID-19 pandemic; reasonable outcomes for regulatory proceedings

and the expectation of regulatory stability; no material capital project or financing cost overruns; sufficient human resources to deliver service and execute the capital expenditure plan; no significant variability in interest rates; and no significant changes in government energy plans, environmental laws and regulations that could have a material negative impact. Fortis cautions readers that a number of factors could cause actual results, performance or achievements to differ materially from the results discussed or implied in the forward-looking information. These factors should be considered carefully and undue reliance should not be placed on the forward-looking information. For additional information with respect to certain of these risks or factors, reference should be made to the continuous disclosure materials filed from time to time by the Corporation with Canadian securities regulatory authorities and the Securities and Exchange Commission. All forward-looking information herein is given as of the date of this report. Fortis disclaims any intention or obligation to update or revise any forward-looking information, whether as a result of new information, future events or otherwise.

**Unless otherwise specified, all financial information is referenced in Canadian dollars.**