CU INC. PERFORMANCE SUMMARY

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Private Priv	Indicator 1, 2	Units	2020	2019
Air Emissions	ENVIRONMENT ³			
Direct greenhouse gases (Scope 1)				
Indirect greenhouse gases (Scope 2)		kilotonnes CO e	339	377
Sulphur dioxide tonnes 23 24				
Nitrogen oxides tonnes 689 731		-		
Particulate matter (PMZ.5) tonnes 16 17 Carbon monoxide tonnes 221 246 Volatile organic compounds tonnes 25 25 Mercury kilograms 0 0 0 Ozone depleting substances kilograms 0 0 0 Water Use "million ma" 18 18 18 Hydrocarbon - volume ma" 10.0 12.1 Non-hydrocarbon - volume ma" 10.0 12.1 Non-hydrocarbon - volume ma" 10.0 0.0 Non-hydrocarbon - volume number 1 0 0 0.0 Hazardous Waste "no 0 0 0.0 Hazardous Waste "tonnes 1,723 2,057 Environmental Fines and Penalties 5 thousand 0 0 0 SOCIAL "Health and Safety "" Health and Safety "" Lost-time incident rate (employees) "" Lost-time incident rate (employees) "" Lost-time incident rate (employees) cases/200,000 hours worked 0.40 0.12 Lost-time incident rate (employees) cases/200,000 hours worked 0.11 0.06 Recordable incident rate (contractors) cases/200,000 hours worked 2.00 2.55 Recordable incident rate (contractors) cases/200,000 hours worked 1.48 1.51 Fatalities (contractors) number 0 0 0 Employees number 3,165 3,276 Voluntary Turnover Rate per cent 1,3 2,3 Employees in Employee Unions or Associations per cent 67 66 Diversity Women in workforce per cent 28 26 Women in workforce per cent 15 11 Women on Board of Directors per cent 15 11 Women on Board of Directors per cent 15 11 Women on Board of Directors per cent 15 0 0 0 Curruption Incidents	•			
Carbon monoxide tonnes 221 246 Volatile organic compounds tonnes 25 25 Mercury kilograms 0 0 0 Ozone depleting substances kilograms 0 0 0 Spills? Water Use* million m³ 0 0 0 Spills? Hydrocarbon - number* number 18 18 Hydrocarbon - number* number 19 10,0 12,1 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	=			
Mercury	, ,		221	
Mercury	Volatile organic compounds	tonnes	25	25
Ozone depleting substances kilograms 0 0 Spills² million m³ 0 0 Hydrocarbon - number ¹ number m³¹ 18 18 Hydrocarbon - volume m³¹ 10.0 12.1 Non-hydrocarbon - number on number m³¹ 10.0 0.0 0.0 Hazardous Waste ³³ tonnes 1,723 2,057 Environmental Fines and Penalties \$ thousand 0 0 SOCIAL ¹³ ***********************************		kilograms	0	0
Water Use	Ozone depleting substances		0	0
Hydrocarbon - volume			0	0
Hydrocarbon - volume m³ 10.0 12.1 Non-hydrocarbon - number number 1 0 Non-hydrocarbon - volume³ m³ 0.0 0.0 Hazardous Waste ¹¹ tonnes 1,723 2,057 Environmental Fines and Penalties \$ thousand 0 0 SOCIAL ¹¹ Health and Safety ¹*.¹³ Lost-time incident rate (employees) ¹*.¹³ cases/200,000 hours worked 0.40 0.12 Lost-time incident rate (contractors) cases/200,000 hours worked 0.41 0.06 Recordable incident rate (contractors) cases/200,000 hours worked 2.00 2.55 Recordable incident rate (contractors) cases/200,000 hours worked 1.48 1.51 Fatalities (employees) cases/200,000 hours worked 1.48 1.51 Fatalities (contractors) number 0 0 0 Employees number 3,165 3,276 Voluntary Turnover Rate per cent 1.3 2.3 Employees in Employee Unions or Associations per cent 1.3 2.3 Employees in Employee Unions or Associations per cent 1.5 11 Women in workforce per cent 28 26 Women in senior management per cent 15 11 Women on Board of Directors per cent 15 11 Women on Board of Directors per cent 36 36 Human Rights and Ethics Incidents number 0 0 Indigenous rights incidents number 0 0 0 Customer Privacy Breaches number 0 0 0 Number of Regulatory Non-compliance Incidents number 0 0 Number of Regulatory Non-compliance Incidents number 0 0 Number of Regulatory Non-compliance Incidents number 0 0 Number of Regulatory Non-compliance Sthousand 0 0 Fines and Penalties for Regulatory Non-compliance \$ million 783 725 Employees \$ million 783 725 Employees \$ million 371 379 Shareholders \$ million 431 396 Communities ∞ \$ million 431 396 Communities ∞ \$ million 400 4,91 Economic Value Retained 3 \$ million 400 4,91	Spills ⁷			
Non-hydrocarbon - number	Hydrocarbon - number ⁸	number	18	18
Non-hydrocarbon - volume Pazardous Waste Non-hydrocarbon - volume Non-hydrocarbon - volume - v	Hydrocarbon - volume	m ³	10.0	12.1
Hazardous Waste ¹⁰ tonnes \$ 1,723 2,057 Environmental Fines and Penalties \$ thousand 0 0 SOCIAL ¹¹ Health and Safety ^{12,13} Lost-time incident rate (employees) ^{14,15} cases/200,000 hours worked 0.40 0.12 Lost-time incident rate (contractors) cases/200,000 hours worked 0.11 0.06 Recordable incident rate (employees) cases/200,000 hours worked 2.00 2.55 Recordable incident rate (contractors) cases/200,000 hours worked 1.48 1.51 Fatalities (employees) number 0 0 0 Fatalities (employees) number 0 0 0 Employees number 3,165 3,276 Voluntary Turnover Rate per cent 1.3 2.3 Employees in Employee Unions or Associations per cent 1.3 2.3 Employees in Employee Unions or Associations per cent 15 11 Women in workforce per cent 15 11 Women in senior management per cent 15 11 Women on Board of Directors per cent 36 36 Human Rights and Ethics Incidents 16 Discrimination incidents number 0 0 Corruption Incidents number 0 0 Corruption Incidents number 0 0 Customer Privacy Breaches number 0 0 ECONOMIC Economic Value Generated 17 Economic Value Generated 17 S million 783 725 Employees 1 million 371 379 Shareholders 1 million 371 379 Shareholders 1 million 308 296 Communities 20 4 million 2 4 Economic Value Retained 21 Financial Assistance Received from Governments 22 4 million 620 788 Financial Assistance Received from Governments 24 5 million 620 788 Financial Assistance Received from Governments 24 5 million 620 788	Non-hydrocarbon - number	number	1	0
Environmental Fines and Penalties	Non-hydrocarbon - volume 9	m³	0.0	0.0
Health and Safety 12,19	Hazardous Waste 10	tonnes	1,723	2,057
Health and Safety 12.33	Environmental Fines and Penalties	\$ thousand	0	0
Health and Safety 12.33	SOCIAL 11			
Lost-time incident rate (employees) 4.15 Casses/200,000 hours worked 0.40 0.12				
Lost-time incident rate (contractors) Cases/200,000 hours worked Recordable incident rate (employees) Cases/200,000 hours worked 2.00 2.55 Recordable incident rate (contractors) Cases/200,000 hours worked 1.48 1.51 Fatalities (employees) number 0 0 Fatalities (employees) number 0 0 Fatalities (contractors) number 3,165 3,276 Voluntary Turnover Rate per cent 1.3 2.3 Employees in Employee Unions or Associations per cent 67 66 Diversity Women in workforce per cent 28 26 Women in senior management per cent 15 11 Women on Board of Directors per cent 36 36 Human Rights and Ethics Incidents number 0 0 Indigenous rights incidents number 0 0 Corruption Incidents number 0 0 Customer Privacy Breaches number 0 0 Customer Privacy Breaches number 0 0 Vumber of Regulatory Non-compliance Incidents number 0 0 ECONOMIC Economic Value Generated Fata Simillion 2,730 2,787 Economic Value Distributed Suppliers Simillion 371 379 Shareholders Simillion 371 379 Shareholders Simillion 308 296 Communities Simillion 2 4 Economic Value Retained Simillion 4.09 4.91	·	cases/200 000 hours worked	0.40	0.12
Recordable incident rate (employees) cases/200,000 hours worked 1.48 1.51 Recordable incident rate (contractors) cases/200,000 hours worked 1.48 1.51 Fatalities (employees) number 0 0 Fatalities (contractors) number 0 0 Employees number 3,165 3,276 Voluntary Turnover Rate per cent 1.3 2,3 Employees in Employee Unions or Associations per cent 67 66 Diversity Women in workforce per cent 28 26 Women in senior management per cent 15 11 Women on Board of Directors per cent 36 36 Human Rights and Ethics Incidents number 0 0 Discrimination incidents number 0 0 Corruption Incidents number 0 0 Corruption Incidents number 0 0 Customer Privacy Breaches number 0 0 Number of Regulatory Non-compliance Inci				
Recordable incident rate (contractors) Cases/200,000 hours worked 1.48 1.51 Fatalities (employees) number 0				
Fatalities (employees) number 0 0 0	· -			
Fatalities (contractors) number 0 0 0				
Employees				
Voluntary Turnover Rate per cent family continuous or Associations per cent polyces in Employee Unions or Associations per cent family continuous or Associations per cent family family continuous or Associations per cent family famil	, ,		3.165	
Employees in Employee Unions or Associations Diversity Women in workforce Women in senior management Women on Board of Directors per cent Women on Board of Directors per cent Women on Board of Directors per cent Women on Board of Directors Intervent Women on Board of Directors Number of Registribuse on the per cent Women on Board of Directors Women on Board of Directors Women on Board of Directors Number Women on Board of Directors Women on Board of Directors Women on Board of Directors Number Women on Board of Directors Women on Board of Directors Number Women on Board of Directors Women on Board of Directors Number Women on Board of Directors Number Women on Board of Directors Women on Board of Directors Number Women on Board of Directors Women on Board of Directors Number Women on Board of Directors Women of Directors Women on Board of Directors Women of Dir				
Diversity	-	per cent	67	66
Women in workforceper cent2826Women in senior managementper cent1511Women on Board of Directorsper cent3636Human Rights and Ethics Incidents 16Discrimination incidentsnumber00Indigenous rights incidentsnumber00Corruption Incidentsnumber00Customer Privacy Breachesnumber00Number of Regulatory Non-compliance Incidentsnumber00Fines and Penalties for Regulatory Non-compliance\$ thousand00ECONOMICEconomic Value Generated 17\$ million2,7302,787Economic Value DistributedSuppliers\$ million215199Lenders\$ million371379Shareholders\$ million371379Shareholders\$ million431396Governments 19\$ million308296Communities 20\$ million24Economic Value Retained 21\$ million24Economic Value Retained 21\$ million620788Financial Assistance Received from Governments 22\$ million4.094.91		· ·		
Women on Board of Directorsper cent3636Human Rights and Ethics Incidents 16Discrimination incidentsnumber00Indigenous rights incidentsnumber00Corruption Incidentsnumber00Customer Privacy Breachesnumber00Number of Regulatory Non-compliance Incidentsnumber00Fines and Penalties for Regulatory Non-compliance\$ thousand00ECONOMICEconomic Value Generated 17\$ million2,7302,787Economic Value DistributedSuppliers\$ million783725Employees 18\$ million215199Lenders\$ million371379Shareholders\$ million371379Shareholders\$ million431396Governments 19\$ million431396Communities 20\$ million24Economic Value Retained 21\$ million24Economic Value Retained 21\$ million620788Financial Assistance Received from Governments 22\$ million4.094.91	-	per cent	28	26
Human Rights and Ethics Incidents 16 Discrimination incidents number 0 0 0 Indigenous rights incidents number 0 0 0 Corruption Incidents number 0 0 0 Customer Privacy Breaches number 0 0 0 Customer Privacy Breaches number 0 0 0 Fines and Penalties for Regulatory Non-compliance Incidents number 0 0 0 Fines and Penalties for Regulatory Non-compliance Sthousand 0 0 0 ECONOMIC Economic Value Generated 17 \$ million 2,730 2,787 Economic Value Distributed Suppliers \$ million 783 725 Employees 18 \$ million 215 199 Lenders \$ million 371 379 Shareholders \$ million 371 379 Shareholders \$ million 431 396 Governments 19 \$ million 2 431 396 Communities 20 \$ million 2 44 Economic Value Retained 21 \$ million 2 44 Economic Value Retained 21 \$ million 620 788 Financial Assistance Received from Governments 22 \$ million 4.09 4.91	Women in senior management	per cent	15	11
Discrimination incidents number 0 0 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Women on Board of Directors	per cent	36	36
Indigenous rights incidents Corruption Incidents number 0 Customer Privacy Breaches number 0 Number of Regulatory Non-compliance Incidents number 0 Number of Regulatory Non-compliance Fines and Penalties for Regulatory Non-compliance \$thousand 0 ECONOMIC Economic Value Generated 17 \$million \$millio	Human Rights and Ethics Incidents 16			
Corruption Incidents number 0 0 0 Customer Privacy Breaches number 0 0 0 Number of Regulatory Non-compliance Incidents number 0 0 0 Fines and Penalties for Regulatory Non-compliance \$ thousand 0 0 0 ECONOMIC Economic Value Generated 17 \$ million 2,730 2,787 Economic Value Distributed Suppliers \$ million 783 725 Employees 18 \$ million 215 199 Lenders \$ million 371 379 Shareholders \$ million 371 379 Shareholders \$ million 371 379 Communities 20 \$ million 308 296 Communities 20 \$ million 2 44 Economic Value Retained 21 \$ million 620 788 Financial Assistance Received from Governments 22 \$ million 4.09 4.91	Discrimination incidents	number	0	0
Customer Privacy Breachesnumber00Number of Regulatory Non-compliance Incidentsnumber00Fines and Penalties for Regulatory Non-compliance\$ thousand00ECONOMICEconomic Value Generated 17\$ million2,7302,787Economic Value DistributedSuppliers\$ million783725Employees 18\$ million215199Lenders\$ million371379Shareholders\$ million431396Governments 19\$ million308296Communities 20\$ million24Economic Value Retained 21\$ million620788Financial Assistance Received from Governments 22\$ million4.094.91	Indigenous rights incidents	number	0	0
Number of Regulatory Non-compliance Incidents number 0 0 0 Fines and Penalties for Regulatory Non-compliance \$ thousand 0 0 0 ECONOMIC Economic Value Generated 17 \$ million 2,730 2,787 Economic Value Distributed Suppliers \$ million 783 725 Employees 18 \$ million 215 199 Lenders \$ million 371 379 Shareholders \$ million 371 379 Shareholders \$ million 371 396 Governments 19 \$ million 308 296 Communities 20 \$ million 2 4 Economic Value Retained 21 \$ million 620 788 Financial Assistance Received from Governments 22 \$ million 4.09 4.91	Corruption Incidents	number	0	0
Fines and Penalties for Regulatory Non-compliance \$ thousand 0 0 ECONOMIC Economic Value Generated 17 \$ million 2,730 2,787 Economic Value Distributed Suppliers \$ million 783 725 Employees 18 \$ million 215 199 Lenders \$ million 371 379 Shareholders \$ million 371 379 Shareholders \$ million 371 396 Governments 19 \$ million 308 296 Communities 20 \$ million 2 44 Economic Value Retained 21 \$ million 620 788 Financial Assistance Received from Governments 22 \$ million 4.09 4.91		number	0	0
ECONOMICEconomic Value Generated 17\$ million2,7302,787Economic Value DistributedSuppliers\$ million783725Employees 18\$ million215199Lenders\$ million371379Shareholders\$ million431396Governments 19\$ million308296Communities 20\$ million24Economic Value Retained 21\$ million620788Financial Assistance Received from Governments 22\$ million4.094.91			0	0
Economic Value Generated 17 \$ million 2,730 2,787 Economic Value Distributed Suppliers \$ million 783 725 Employees 18 \$ million 215 199 Lenders \$ million 371 379 Shareholders \$ million 431 396 Governments 19 \$ million 308 296 Communities 20 \$ million 2 4 4 Economic Value Retained 21 \$ million 620 788 Financial Assistance Received from Governments 22 \$ million 4.09 4.91	Fines and Penalties for Regulatory Non-compliance	s thousand	0	0
Economic Value DistributedSuppliers\$ million783725Employees 18\$ million215199Lenders\$ million371379Shareholders\$ million431396Governments 19\$ million308296Communities 20\$ million24Economic Value Retained 21\$ million620788Financial Assistance Received from Governments 22\$ million4.094.91	ECONOMIC			
Economic Value DistributedSuppliers\$ million783725Employees 18\$ million215199Lenders\$ million371379Shareholders\$ million431396Governments 19\$ million308296Communities 20\$ million24Economic Value Retained 21\$ million620788Financial Assistance Received from Governments 22\$ million4.094.91	Economic Value Generated 17	\$ million	2,730	2,787
Employees 18 \$ million 215 199 Lenders \$ million 371 379 Shareholders \$ million 431 396 Governments 19 \$ million 308 296 Communities 20 \$ million 2 4 Economic Value Retained 21 \$ million 620 788 Financial Assistance Received from Governments 22 \$ million 4.09 4.91				
Lenders \$ million 371 379 Shareholders \$ million 431 396 Governments ¹⁹ \$ million 308 296 Communities ²⁰ \$ million 2 4 Economic Value Retained ²¹ \$ million 620 788 Financial Assistance Received from Governments ²² \$ million 4.09 4.91	Suppliers	\$ million	783	725
Shareholders \$ million 431 396 Governments 19 \$ million 308 296 Communities 20 \$ million 2 4 Economic Value Retained 21 \$ million 620 788 Financial Assistance Received from Governments 22 \$ million 4.09 4.91	Employees 18	\$ million	215	199
Governments 19 \$ million 308 296 Communities 20 \$ million 2 4 Economic Value Retained 21 \$ million 620 788 Financial Assistance Received from Governments 22 \$ million 4.09 4.91	· -	\$ million	371	379
Communities 20\$ million24Economic Value Retained 21\$ million620788Financial Assistance Received from Governments 22\$ million4.094.91	Shareholders	\$ million	431	396
Economic Value Retained ²¹ \$ million 620 788 Financial Assistance Received from Governments ²² \$ million 4.09 4.91	Governments 19	\$ million	308	296
Financial Assistance Received from Governments ²² \$ million 4.09 4.91	Communities 20	\$ million	2	4
			620	788
Coverage of Defined Renefit Pension Plan Obligations per cent	Financial Assistance Received from Governments 22	\$ million	4.09	4.91
coverage of Defined Betterier ension Flair Obligations	Coverage of Defined Benefit Pension Plan Obligation	ons per cent	-	-

We strive to continually improve our measurement systems, and may adjust indicator definitions and performance data to reflect current best practice. In most cases, we use standard industry and regulatory calculation methodologies and definitions that may be updated periodically to improve accuracy.

INDICATOR

- This summary table consolidates data for CU Inc. This is the first year we have provided a performance summary for CU Inc., the wholly owned subsidiary of Canadian Utilities Limited.
- We have also provided a limited number of environmental performance metrics guided by financial control basis in our Sustainability Framework Index.

ENVIRONMENT

 Data is reported on an operatorship basis, which does not align with financial reporting. Operatorship basis means that environmental performance metrics reported include 100 per cent from operations over which CU Inc, or one of its subsidiaries, has operational control, regardless of percentage of financial ownership.

AIR EMISSIONS

 GHG emissions are calculated and reported in line with carbon regulations where the facility is located and are also guided by the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (GHG Protocol).

INDIRECT GHGS

 The increase in indirect (Scope 2) emissions for 2020 is predominantly due to the inclusion of electrical distribution losses after the sale of our associated generation business, in line with the GHG Protocol.

WATER

Water use is calculated by deducting water discharged from water withdrawn.

SPILLS

- Includes spills that meet thresholds for regulatory reporting in the jurisdiction in which they occurred. Volume spilled is often estimated due to variables such as duration, location and when the spill was identified.
- 8. In 2020, the majority of hydrocarbon spills were related to vandalism incidents to electrical transformers.
- Non-hydrocarbon spills are often comprised of saline water or water containing small quantities of other substances. In 2020, the volume was less than 1 m³.

WASTE

10. Variations in hazardous waste are mainly attributable to a fluctuation in capital projects within the business units that require additional waste disposal. Hazardous waste volume for 2019 has been restated as a result of revised data from our Canadian natural gas division.

SOCIAL

11. Includes our temporary workforce but does not include JV employees.

SAFETY

- 12. Our contractor safety rates do not cover all our contractors because some of our business units only track safety statistics for contractors conducting certain work scopes or greater than a threshold contract size. Changes to contractor incident rates year-over-year vary depending on significant capital projects which occur during that year. Work is ongoing to align contractor reporting across the organization.
- Data is included when CU Inc. has the governing authority and responsibility for the health and safety of the people, processes and facility.
- 14. Increase in lost-time incident rate is mainly attributable to an increase in incidents from our Canadian electricity division.
- 15. The lost-time incident rate disclosed in our 2020 Management's Discussion & Analysis has been updated as a result of reclassification of two incidents to lost-time as a result of the employees going on days off in early 2021.

ETHICS INCIDENTS

16. We track and address concerns through several channels, including our internationally accessible ATCO Integrity Line. Only incidents that have been substantiated by an external authority have been included.

ECONOMIC

- 17. Economic value generated includes revenues and interest income.
- 18. Employee wages and benefits include employee salaries and amounts paid to government institutions on behalf of employees plus total benefits.
- 19. Payments to governments include income, property, and franchise taxes.
- Distributions to communities include donations, in-kind contributions, and sponsorships.
- Economic value retained is economic value generated minus economic value distributed. This is not a financial reporting indicator and should not be confused with retained earnings.
- Financial assistance received from governments includes tax relief/ credits, investment grants, R&D grants, financial awards and subsidies.