SASB Table

New this year, we have included a table containing topics and issues identified by the Sustainability Accounting Standards Board (SASB). We are reporting using the SASB framework because we understand the importance of transparent disclosures and support efforts that seek to drive consistency and comparability of sustainability performance data.

As an electricity Transmission and Distribution company, we report according to the SASB framework for the Electric Utilities & Power Generators industry. We address all indicators in the standard that we consider to be material for our business and are legally able to report on as an Ontario-based utility.

All information is for Hydro One Limited unless there is an asterisk (*), in which case the information is just for Hydro One Networks.

SASB Table

INDICATOR	2019
Energy Affordability	
Average retail electric rate	$0.16/kWh residential
	$0.18/kWh commercial
	$0.16/kWh industrial
Typical monthly electric bill for residential customers for 500 and 1,000 kWh of electricity delivered per month ($)	$94.39 for 500 kWh
	$158.15 for 1000 kWh
Residential customer electric disconnections for non-payment, percentage reconnected within 30 days	70% reconnected within 30 days
Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	Hydro One remains sensitive to the needs of our low-income customers. We use four main indicators to determine which customers could potentially have an issue with affordability – payment history, average household income, average electricity bill size as a percentage of total income and household average debt. These indicators are not mutually exclusive and are used in various combinations to help us better understand our customers. For these customers, we then provide them advice and guidance on programs that will help them reduce their electricity bill. We know that in our service territory, the customers who face the biggest challenges to electricity affordability are in the rural parts of Ontario. These are customers with limited connections and where housing tends to be older and less efficient. While arrears for customers have declined in recent years, we expect that with the impact of the COVID-19 pandemic and associated job losses, many of our customer households will struggle with affordability. To support these customers and provide them with affordable solutions, we are working closely with provincial government agencies that regulate and operate the electricity rates and markets, and the Affordability Fund Trust. With the impact of the COVID-19 pandemic, we are seeing many of our commercial customers struggle with bill payments. To support these customers, we implemented specific relief programs like returning security deposits, providing flexibility on payment schedules and suspending late payment charges. In light of the economic situation we are working closely with our industry peers and the government to evaluate what measures can be implemented or extended to help these customers.

INDICATOR	2019
Workforce Health and Safety	
Total recordable incident rate	2019 Sustainability Report, Be the Safest and Most Efficient Utility
Total fatality rate	2019 Sustainability Report, Be the Safest and Most Efficient Utility
Near-miss frequency rate	5.8
End-Use Efficiency and Demand	
Percentage of electricity utility revenues from rate structures that are decoupled and contain a lost revenue adjustment mechanism[50]	53% revenue from Fixed charges
	47% revenue from Volumetric charges
	None of our rate structures for distribution or transmission contained a lost revenue adjustment mechanism in 2019
Percentage of electric load served by smart grid technology*	91%[51]
Customer electricity savings from efficiency measures, by market	2019 Sustainability Report, Advocate for Our Customers
Grid Resiliency	
Number of incidents of non-compliance with physical and/or cybersecurity standards or regulations	Hydro One is unable to disclose this information as it is subject to the confidentiality provisions of the IESO market rules
(1) System Average Interruption Duration Index (SAIDI), (2) System Average Interruption Frequency Index (SAIFI), and (3) Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	2019 Sustainability Report, Advocate for Our Customers

50. Calculated for our Distribution business
51. To calculate the percentage of electric load delivered by smart grid technology we calculated the total amount of electrical energy delivered to our customers with (or by) an active smart meter.

SASB Activity Table

ACTIVITY METRIC	2019
Distribution: Number of residential, commercial, industrial and other retail customers served (#)[52]	1,226,149, residential
	112,549, commercial
	8,074, industrial
	34,169[53], other retail
Transmission: Number of customers served[54]	683[55]
Distribution: Total electricity delivered to residential, commercial, industrial, all other retail customers and wholesale distribution customers	12,872,825 MWh, residential
	3,120,146 MWh, commercial
	8,739,963 MWh, industrial
	163,547 MWh[56], other retail customers
	10,585,392 MWh[57], wholesale distribution customers
Total electricity delivered to our Transmission system[58]	230,966 MW
Length of transmission and distribution lines (km)*	2019 Sustainability Report, Hydro One at a Glance
Total wholesale electricity purchased MWh*	27,464,605 MWh[59]

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52. Numbers as of December 31, 2019.
53. This includes local distribution companies connected to Hydro One's distribution system, distributed generators, street lights, sentinel lights and unmetered scattered load.
54. Numbers as of December 31, 2019.
55. The number of customers our transmission system serves includes transmission delivery points of local distribution companies, transmission business customers and generators, as defined by the IESO.
56. This includes distributed generators, street lights, sentinel lights and unmetered scattered load.
57. This includes local distribution companies connected to Hydro One's distribution system.
58. This includes electricity delivered to local distribution companies, generators and transmission business customers. Transmission delivered points are defined by the IESO and total electricity is calculated as the sum of 12 monthly peak demand from all transmission delivery points.
59. For distribution networks, total electricity purchased in 2019.