



# 2020 Environmental, Social and Governance Report

We are pleased to present Toronto Hydro's 2020 report on Environmental, Social and Governance (ESG). The 2020 year was challenging as we dealt with the significant impacts of the global COVID-19 pandemic. The challenges were compounded by the first fatality Toronto Hydro has experienced since 1992. This loss affected all of us deeply and we are committed to continuing to investigate and implement opportunities to prevent such tragedies in the future. We are incredibly proud of how Toronto Hydro's employees have handled these challenges throughout the year while continuing to deliver outstanding results.

The following ESG report highlights Toronto Hydro's 2020 performance. It is the fifth report that Toronto Hydro has issued on its ESG performance in accordance with requirements from the Global Reporting Initiative (GRI) Standards.

Toronto Hydro's 2020 ESG highlights include:

- Successfully implemented measures to avoid transmission of COVID-19 in our workplace
- Successfully implemented our rates decision, which will provide us with nearly \$3.8 billion in capital and operations funding over 2020-2024 while also decreasing residential distribution rates by 17 percent in 2020 over 2019
- Invested more than \$610 million primarily in the distribution system, including customer connections and infrastructure renewal
- Provided support to customers experiencing economic stress during this unprecedented time, including extending the suspensions of disconnections, working directly with customers to offer greater flexibility on payment options, and providing additional support through financial assistance programs (including the provincial COVID-19 Energy Assistance Programs)
- Ranked first among utilities worldwide by Corporate Knights and honoured as one of its best 50 Corporate Citizens in Canada
- Paid dividends totalling over \$92 million to our shareholder, the City of Toronto, which can be used to fund essential City services for the benefit of Toronto residents
- Raised approximately \$560,000 for the Ross Tilley Burn Centre (Sunnybrook Hospital) and the United Way

- Decreased waste sent to landfill by 19% compared to 2019
- Decreased energy use (electricity, natural gas, diesel and gasoline) by 8% compared to 2019
- Achieved third-party assurance towards two internationally recognized Safety and Environmental Management System standards

Toronto Hydro has continued its efforts to build a distribution grid that is more resilient and able to withstand extreme weather events resulting from climate change. We have also continued to facilitate the connection of renewable generation throughout the city, and advanced innovative technologies such as combined solar and battery energy storage systems. A combined solar and energy storage project at a Toronto Paramedic Services station generated more than 50% of the station's electricity needs in 2020. This and other similar innovations will help drive the decarbonization of the distribution grid in Toronto.

We are also proud to be leaders in the electrification of transportation. In 2020, we embarked on a pilot project with the City of Toronto to provide on-street electric vehicle charging in areas where residents of Toronto don't have driveways or garages to allow for at-home charging. This will increase access to charging facilities and eliminate one of the barriers to the adoption of electric vehicles. We have also committed that, where available, all purchased Toronto Hydro light-duty passenger vehicles will be hybrid or fully electric.

Toronto Hydro's overall performance demonstrates a strong commitment to ESG and how it facilitates success in all areas of the corporation. For seven years, we have aligned our business practices with the ISO 26000 Guidance on Social Responsibility, which has resulted in more efficient use of natural resources, greater productivity and the integration of sustainability throughout our supply chain.



Anthony Haines  
President and CEO



Ave Lethbridge  
EVP and Chief Human Resources and Safety Officer

Toronto Hydro has integrated ESG reporting throughout many of its externally published reports. The following index report highlights the GRI disclosures required for Toronto Hydro and provides links to where these disclosures have been externally reported. If the disclosure has not been externally reported previously, this report includes the relevant discussion.

GRI Indicator or Disclosure of Management Approach (DMA)	Reference or Information												
<b>General Standard Disclosures</b>													
<b>Organizational Profile</b>													
102-1 – Name of organization	Toronto Hydro Corporation												
102-2 – Activities, brands, products and services	<a href="#">2020 Annual Information Form</a> - pages 14-15												
102-3 – Location of headquarters	Toronto Hydro’s registered office is located at 14 Carlton Street, Toronto, Ontario, Canada, M5B 1K5												
102-4 – Location of operations	Toronto, Ontario, Canada												
102-5 – Ownership and legal form	<a href="#">2020 Annual Information Form</a> - page 13												
102-6 – Markets served	City of Toronto												
102-7 – Scale of the organization	Toronto Hydro delivers electricity to approximately 781,000 customers located in the City of Toronto.												
102-8 – Information on employees and other workers	<p>Toronto Hydro employed 1,302 employees as of December 31, 2020. The breakdown of employees is as follows:</p> <table border="1"> <thead> <tr> <th></th> <th>Permanent</th> <th>Contract</th> <th>Part-time</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>933</td> <td>20</td> <td>0</td> </tr> <tr> <td>Female</td> <td>331</td> <td>15</td> <td>3</td> </tr> </tbody> </table>		Permanent	Contract	Part-time	Male	933	20	0	Female	331	15	3
	Permanent	Contract	Part-time										
Male	933	20	0										
Female	331	15	3										
102-9 – Supply chain	Toronto Hydro extends the sustainability program to its vendors and contractors through the consideration of sustainability measures during the vendor selection process and ongoing monitoring throughout the life of the contracts. A dedicated team is responsible for facilitating the timely and cost-effective procurement of services, materials and equipment. This team is also responsible for maintaining the inventory to support uninterrupted work and managing material handling costs. In 2020, Toronto Hydro procured, warehoused and distributed approximately \$113 million in assets, and executed approximately 250 contracts for the supply of goods and services.												
102-10 – Significant changes to the organization and its supply chain	None												
102-11 – Precautionary principle or approach	Toronto Hydro has policies and has implemented standards and practices that serve to protect the natural environment, aligned with the precautionary principle (i.e. where there are threats of												

	serious or irreversible damage, lack of full scientific certainty shall not be used as a reason for postponing cost-effective measures to prevent environmental degradation <sup>1</sup> ).
102-12 – External initiatives	<p>Toronto Hydro maintains the following external certifications:</p> <ol style="list-style-type: none"> <li>1. International Organization for Standardization (ISO) 14001:2015 Environmental Management Systems</li> <li>2. ISO 45001:2018 Occupational Health and Safety Management System</li> <li>3. BOMA BEST Certification for two out of four work centres: <ol style="list-style-type: none"> <li>a. The Williams Centre (71 Rexdale Blvd) - BOMA BEST Gold</li> <li>b. 715 Milner Ave. - BOMA BEST Gold</li> </ol> </li> <li>4. Canadian Electricity Association’s (CEA) Sustainable Electricity Company brand designation</li> </ol> <p>Since 2018, Toronto Hydro has been a signatory to Electricity Human Resources Canada’s Leadership Accord on Gender Diversity to affirm the organization’s commitment to advance governance, education and practices that support women to both understand the opportunities available in the electricity industry as well as achieve equal opportunities for growth and development.</p> <p>Since 2020, Toronto Hydro has also been a supporter of Catalyst, a global non-profit working to build workplaces that work for women. Supporters of Catalyst are organizations committed to accelerating progress for women through workplace inclusion.</p> <p>Through collaborations with the CEA and local colleges and universities, the focus of Toronto Hydro’s continuous efforts has been on the promotion and mentorship of women to pursue educational programs in electrical engineering fields of study, to avail a gender diverse talent pipeline to fulfill short and long-term workforce staffing and succession management requirements.</p>
102-13 – Membership of associations	Toronto Hydro maintains an active role in a number of associations, including: Association of Electrical Utility Safety Professionals, Board of Canadian Registered Safety Professionals, Canadian Electricity Association, Canadian Standards Association and Infrastructure Health and Safety Association.
102-14 – Message from the Chair and President and CEO	Pages 1 and 2 of this report
<b>Ethics and Integrity</b>	
102-16 – Values, principles, standards and norms of behaviour	Toronto Hydro is committed to delivering safe and reliable electricity to its customers in an environmentally responsible manner at optimal costs.

<sup>1</sup> Principle 15 of *The Rio Declaration on Environment and Development*

	<p>Additionally, an internal definition of sustainability has been created which guides the approach to sustainability. Toronto Hydro defines sustainability as “the elimination of waste.” Specifically, this includes the elimination of wasted natural resources, human potential and economic resources.</p> <p>Toronto Hydro has four corporate pillars: People, Financial Strength, Operations and Customer Service. These pillars are at the core of the business strategy and are linked to the material sustainability issues for Toronto Hydro. Through these pillars, Toronto Hydro has engrained sustainability into all aspects of the business.</p>
<b>Governance</b>	
102-18 – Governance structure	<p><a href="#">2020 Annual Information Form</a> - page 45-47  <a href="http://torontohydro.com">torontohydro.com</a> - About Us</p> <p>A number of Toronto Hydro’s material sustainability issues have been incorporated in corporate performance objectives, including: service reliability, occupational health and safety, and employee engagement. Executive officers are eligible for performance-based incentive compensation when the company achieves its corporate performance objectives. Each of these performance objectives are reasonably difficult to attain, and serve to encourage success and continual improvement in both the executive officers’ performance and Toronto Hydro’s overall results.</p>
<b>Electric Utility Sector Disclosures</b>	
G4-EU3 – Number of customer accounts	<a href="#">2020 Annual Information Form</a> - page 17
G4-EU4 – Length of distribution lines	<a href="#">2020 Annual Information Form</a> - page 15
<b>Stakeholder Engagement</b>	
102-40 – List of stakeholder groups	Toronto Hydro’s stakeholders include: customers (residential and commercial); key accounts such as hospitals; colleges and universities; employees and contractors; financial markets; government bodies; industry associations, regulators, and the City of Toronto (Toronto Hydro’s sole shareholder).
102-41 – Collective bargaining agreements	56% of permanent employees are covered by collective bargaining units. Labour unions are The Power Workers’ Union (PWU) and The Society of United Professionals.
102-42 – Identifying and selecting stakeholders	Toronto Hydro selects the stakeholders with whom to engage on sustainability issues based on their influence, impact and responsibility.
102-43 – Approach to stakeholder engagement	Communication with stakeholders is completed through a variety of methods, including surveys, participation in working groups, internal and external newsletters, leadership engagement and the key accounts program.
102-44 – Key topics and concerns raised	The key topics and concerns raised are included in the list of material topics (refer to disclosure 102-47).

Reporting Practice	
102-45 – Entities included in the consolidated financial statements	<a href="#">2020 Annual Financial Report</a> - page 6
102-46 – Defining report content and topic boundaries	The content for Toronto Hydro’s sustainability communications and this summary report were determined through extensive discussions with various stakeholders (further information is provided in the materiality assessment section of this report). While developing sustainability content, Toronto Hydro also applied the four reporting principles from the GRI Standards: Stakeholder Inclusiveness, Sustainability Context, Materiality and Completeness.
102-47 – List of material topics	<p>Toronto Hydro’s material topics are: Service Reliability, Grid Investment, Public Health and Safety, Occupational Health, Safety and Wellness, Emergency Preparedness and Response.</p> <p>Other sustainability topics raised by Toronto Hydro’s stakeholders include: Air Emissions, Climate Change, Conservation and Demand Management, Economic Performance, Employee Attraction and Retention, Waste and Spills Management, Materials Selection and Usage, Responsible Communication and Education, Strategic Community Sponsorship, and Training and Education.</p>
102-48 – Restatements of information	Toronto Hydro’s process for calculating the annual recycling rate was changed in 2020 to include the waste identified in <i>O. Reg. 103/94 Industrial, Commercial and Institutional Source Separation Programs</i> as well as some electric utility-specific waste such as concrete and wood utility poles. Previously, the utility-specific waste was not included in the calculation. The updated process provides a more accurate representation of Toronto Hydro’s recycling performance. The waste generated and waste recycled in the <a href="#">Environmental, Social and Governance Metrics</a> document have been restated for 2018 and 2019 to align with the change.
102-49 – Changes in reporting	None
102-50 – Reporting period	The calendar year ending December 31, 2020.
102-51 – Date of most recent report	Toronto Hydro’s latest report was for the 2019 calendar year. The report was released on April 23, 2020.
102-52 – Reporting cycle	Annual
102-53 – Contact point for questions regarding the report	<p>Accountability for the production of the ESG Report lies with the Toronto Hydro Sustainability and Training Department.</p> <p>Input from the public about this report is welcomed. Please send feedback to <a href="mailto:sustainability@torontohydro.com">sustainability@torontohydro.com</a>.</p> <p>Inquiries can also be directed to: Executive Vice-President and Chief Human Resources &amp; Safety Officer</p>

	Toronto Hydro 14 Carlton Street Toronto, ON M5B 1K5
102-54 – Claims of reporting in accordance with the GRI Standards	This summary report was prepared in accordance with the GRI Standards: Core option, and includes additional disclosures required by the G4 Electric Utilities Sector Disclosures document.
102-55 – GRI content index	Toronto Hydro’s GRI content index is this table.
102-56 – External assurance	Toronto Hydro has numerous controls and systems in place which ensure accurate information is collected and reported. Examples of these controls and systems include: <ul style="list-style-type: none"> <li>• Periodic data verification as part of the Canadian Electricity Association’s Sustainable Electricity Program</li> <li>• Annual audits of the environmental and occupational health and safety management systems to verify conformance with ISO 14001:2015 and ISO 45001:2018</li> <li>• Annual Electrical Safety Authority audit to verify compliance with the Electrical Distribution Safety requirements set out in <i>Ontario Regulation 22/04</i></li> <li>• Annual external audit of consolidated financial statements</li> <li>• Biennial environmental and occupational health and safety audits to verify conformance with applicable legislation</li> </ul>
<b>Topics</b>	
<b>Economic</b>	
<b>Topic: Economic Performance</b>	
GRI 201 Economic performance management approach	<a href="#">2020 Annual Financial Report</a> - page 53
201-1 – Direct economic value generated and distributed	<a href="#">2020 Annual Financial Report</a> - page 9
<b>Topic: Availability and Reliability</b>	
G4-DMA	<a href="#">2020 Environmental Performance Report</a> - pages 16-19
G4-EU10 – Planned capacity against projected electricity demand over the long term	As defined in the GRI G4 Electric Utilities Sector Disclosures document, capacity is the maximum amount of power that an entity can produce. This indicator has been omitted as Toronto Hydro is not an electricity generation company.
<b>Topic: Demand-Side Management</b>	
G4-DMA	<a href="#">2020 Annual Financial Report</a> - pages 53-54
<b>Topic: Research and Development</b>	
G4-DMA	<a href="#">2020 Environmental Performance Report</a> - pages 15-16

<b>Environmental</b>	
<b>Topic: Emissions</b>	
GRI 305 Emissions – Management approach	The Environmental Policy at Toronto Hydro requires the development of objectives, procedures and other actions to protect the environment, including minimizing the release of greenhouse gas (GHG) emissions. In respect of the Environmental Policy, Toronto Hydro sets targets for the reduction of GHGs and monitors the performance against the targets on a monthly basis. Toronto Hydro’s GHG emissions are below the reporting threshold for Environment Canada’s National Pollutant Release Inventory (NPRI). The NPRI represents public disclosure of Toronto Hydro’s carbon footprint.
305-1 – Direct (Scope 1) GHG emissions	<a href="#">Environmental, Social and Governance Metrics 2020</a>
305-2 – Energy indirect (Scope 2) GHG emissions	<a href="#">Environmental, Social and Governance Metrics 2020</a>
<b>Topic: Effluents and Waste</b>	
GRI 306 Effluents and Waste – Management approach	<p>Toronto Hydro has made a commitment to consider the environment in business practices. This commitment is core to the Environmental Policy at Toronto Hydro and requires the effective management of all environmental aspects of the organization.</p> <p>Toronto Hydro has developed a list of significant environmental aspects as required by ISO 14001:2015. Three significant environmental aspects have been identified for effluents and waste:</p> <ol style="list-style-type: none"> <li>1. Handling and disposal of liquid hazardous and non-hazardous waste from field operations and work centres.</li> <li>2. Handling and disposal of solid hazardous and non-hazardous waste from field operations and work centres.</li> <li>3. Spills of oil, specifically containing PCBs with a concentration of greater than two parts per million (ppm).</li> </ol> <p>System-wide measures have been put in place to address and effectively manage these significant environmental aspects. These measures include comprehensive spill response and reporting procedures, and hazardous and non-hazardous waste management programs.</p>
306-3 – Significant spills	<a href="#">Environmental, Social and Governance Metrics 2020</a>
<b>Topic: Compliance</b>	
GRI 307 Environmental Compliance – Management approach	<a href="#">2020 Annual Information Form</a> - pages 21-22

307-1 – Non-compliance with environmental laws and regulations	Toronto Hydro did not receive any fines or non-monetary sanctions for non-compliance with environmental laws and regulations in 2020.
<b>Topic: Supplier Environmental Assessment</b>	
GRI 308 Supplier Environmental Assessment – Management approach	<p>A competitive bidding process for the selection and screening of vendors is an integral part of the Toronto Hydro Procurement Policy and central to improving environmental performance in Toronto Hydro’s supply chain. In accordance with ISO 26000:2010, Toronto Hydro’s request for proposal (RFP) process includes the consideration of a potential vendor’s recycling programs, sustainability programs, and environmentally-friendly products and packaging.</p> <p>Supplier scorecards, key performance indicators and regular interval meetings are used to manage vendors delivering goods and services. Environmental performance of suppliers is monitored through internal groups or external contractors hired to perform quality audits of the services rendered.</p>
308-1 – New suppliers screened using environmental criteria	All new competitively bid suppliers are screened using the above environmental criteria. New products purchased by Toronto Hydro are also reviewed to ensure they do not contain chemicals included in the <i>Rotterdam Convention on the Prior Informed Consent Procedure for Certain Hazardous Chemicals and Pesticides in International Trade</i> or <i>Stockholm Convention on Persistent Organic Pollutants (POPs)</i> . If the products contain chemicals listed in these conventions, which have not been banned in Canada, alternatives must be considered and used if practicable.
<b>Social</b>	
<b>Topic: Employment</b>	
GRI 401 Employment – Management approach	<a href="#">2020 Annual Information Form</a> - page 24-25
401-1 – New employee hires and employee turnover	<a href="#">Environmental, Social and Governance Metrics 2020</a>
<b>Topic: Occupational Health and Safety</b>	
GRI 403 Occupational Health and Safety – Management approach	<a href="#">2020 Annual Information Form</a> - page 25
403-2 Types of injury and rates of injury, occupational diseases, lost days and absenteeism and number of work-related fatalities	<a href="#">Environmental, Social and Governance Metrics 2020</a>
<b>Topic: Training and Education</b>	
GRI 404 Training and Education – Management approach	Toronto Hydro provides employees with the necessary tools to perform their jobs competently while protecting themselves, co-workers and the public. In order to provide reliable power while ensuring employee safety, it is critical to provide employees with the skills, equipment, materials, knowledge and

	<p>leadership required to safely and efficiently perform their jobs. As such, Toronto Hydro provides ongoing education and training to ensure employee competencies are kept up-to-date. Leadership courses, technical training, apprentice training and development opportunities are offered, tailored to individual job requirements.</p> <p>The key performance indicators used to monitor Toronto Hydro’s training program are as follows:</p> <ol style="list-style-type: none"> <li>1. Training Compliance – percentage of employees in compliance with required training.</li> <li>2. Training Days – average training days per employee.</li> <li>3. Training Delivery – the percentage of employees registered versus the actual attendance.</li> </ol> <p>Toronto Hydro reports completion of training through dashboards that report the percentage of employees in compliance with each training program. Employee feedback is measured on training programs using a high-impact evaluation process. Enhancements to training programs are continually considered, evaluated and implemented where possible.</p> <p>Employee development and performance is measured through a formal performance management process. Employee performance expectations are linked to key performance indicators and Toronto Hydro’s corporate scorecard. Managers establish performance expectations through contracts with employees, and monitor and evaluate performance throughout the year. A robust individual performance management system has been established that values goal-setting, continual feedback, technical and behavioural competency assessments, and development planning. Formal opportunities for managers to discuss performance with employees occur throughout the year. This process is designed to ensure employees receive guidance and feedback to reach their maximum potential.</p>										
404-1 – Average hours of training per year, per employee	<p>In 2020, Toronto Hydro employees completed over 56,042 hours of training. A total of 141 different training courses were offered to employees. The breakdown of average training hours is as follows:</p> <table border="1" data-bbox="730 1125 1612 1308"> <tr> <td>Senior Management</td> <td>9 hours</td> </tr> <tr> <td>Supervisor</td> <td>36 hours</td> </tr> <tr> <td>Designated &amp; Technical Professional</td> <td>14 hours</td> </tr> <tr> <td>Certified &amp; Skilled Trades</td> <td>92 hours</td> </tr> <tr> <td>Administrative &amp; Support</td> <td>13 hours</td> </tr> </table>	Senior Management	9 hours	Supervisor	36 hours	Designated & Technical Professional	14 hours	Certified & Skilled Trades	92 hours	Administrative & Support	13 hours
Senior Management	9 hours										
Supervisor	36 hours										
Designated & Technical Professional	14 hours										
Certified & Skilled Trades	92 hours										
Administrative & Support	13 hours										

404-3 – Percentage of employees receiving regular performance and career development reviews	<table border="1"> <thead> <tr> <th data-bbox="730 180 1035 253">Employee Category</th> <th data-bbox="1035 180 1186 253">Gender</th> <th data-bbox="1186 180 1656 253">2020 Performance Contract/Appraisal Completion Rate</th> </tr> </thead> <tbody> <tr> <td data-bbox="730 253 1035 293">Management</td> <td data-bbox="1035 253 1186 293">Female</td> <td data-bbox="1186 253 1656 293">100%</td> </tr> <tr> <td data-bbox="730 293 1035 334">Management</td> <td data-bbox="1035 293 1186 334">Male</td> <td data-bbox="1186 293 1656 334">100%</td> </tr> <tr> <td data-bbox="730 334 1035 399">Society of United Professionals</td> <td data-bbox="1035 334 1186 399">Female</td> <td data-bbox="1186 334 1656 399">100%</td> </tr> <tr> <td data-bbox="730 399 1035 472">Society of United Professionals</td> <td data-bbox="1035 399 1186 472">Male</td> <td data-bbox="1186 399 1656 472">100%</td> </tr> <tr> <td data-bbox="730 472 1035 513">Power Workers' Union</td> <td data-bbox="1035 472 1186 513">Female</td> <td data-bbox="1186 472 1656 513">100%</td> </tr> <tr> <td data-bbox="730 513 1035 553">Power Workers' Union</td> <td data-bbox="1035 513 1186 553">Male</td> <td data-bbox="1186 513 1656 553">100%</td> </tr> </tbody> </table>	Employee Category	Gender	2020 Performance Contract/Appraisal Completion Rate	Management	Female	100%	Management	Male	100%	Society of United Professionals	Female	100%	Society of United Professionals	Male	100%	Power Workers' Union	Female	100%	Power Workers' Union	Male	100%
Employee Category	Gender	2020 Performance Contract/Appraisal Completion Rate																				
Management	Female	100%																				
Management	Male	100%																				
Society of United Professionals	Female	100%																				
Society of United Professionals	Male	100%																				
Power Workers' Union	Female	100%																				
Power Workers' Union	Male	100%																				
<b>Topic: Supplier Assessment for Labour Practices</b>																						
GRI 414 Supplier Social Assessment – Management approach	In accordance with ISO 26000:2010, Toronto Hydro's RFP process includes the consideration of a potential vendor's human rights policies, governance and rules concerning conflict of interest and non-collusion. The bidding process evaluates health and safety compliance and ability to adhere to Toronto Hydro's workplace policies and procedures. To help ensure that suppliers are following responsible labour practices, Toronto Hydro evaluates their corporate policies and procedures, and often performs more detailed assessments with regard to the supplier's location or in absence of requested documentation.																					
414-1 – New suppliers that were screened using social criteria	All new competitively bid suppliers are screened using the above social criteria.																					
<b>Topic: Disaster/Emergency Planning and Response (Electric Utilities Sector Disclosures)</b>																						
G4-DMA	<a href="#">2020 Environmental Performance Report</a> - pages 19 - 22																					
<b>Topic: Customer Health and Safety</b>																						
GRI 416 Customer Health and Safety – Management approach	<a href="#">2020 Annual Information Form</a> - page 37																					
416-2 – Incidents of non-compliance concerning the health and safety impacts of products and services	Toronto Hydro must comply with the Electrical Distribution Safety requirements set out in <i>Ontario Regulation 22/04</i> . The regulation establishes safety requirements for the design, construction and maintenance of electrical distribution systems. An annual compliance audit is conducted by a third party approved by the Electrical Safety Authority. In 2020, Toronto Hydro successfully completed the audit and also achieved compliance for the eighth consecutive year (without any findings of non-compliance or areas in need of improvement).																					

<b>Topic: Access (Electric Utilities Sector Disclosures)</b>	
G4-EU28 – Average power outage frequency	<a href="#">Environmental, Social and Governance Metrics 2020</a>
G4-EU29 – Average power outage duration	<a href="#">Environmental, Social and Governance Metrics 2020</a>
<b>Topic: Provision of Information</b>	
G4-DMA	<p>Toronto Hydro provides information in various languages and formats to ensure the information is accessible to people of a wide range of cultures and abilities. Additionally, hazard warning signs posted on electrical equipment throughout the city have pictograms to help ensure the warning can be understood by all.</p> <p>Toronto Hydro has translated an Emergency Preparedness Kit into Chinese, Spanish, Somali, Tamil and Urdu to help educate a broader range of the customer base about the importance of emergency planning. An outage site has also been created at <a href="http://torontohydro.com/outage-map">torontohydro.com/outage-map</a>. The site consolidates the information provided throughout major outages and emergencies in one accessible location.</p> <p>Call Centre agents at Toronto Hydro also have access to an interpreter service to assist customers with language barriers.</p> <p>Toronto Hydro is committed to complying with the <i>Accessibility for Ontarians with Disabilities Act</i> and has implemented a variety of tools to better serve customers with accessibility needs. Toronto Hydro recognizes that there will always be opportunities to improve the accessibility of customer service offerings, and are continually making enhancements to this effect.</p>

The information in these materials is based on information currently available to Toronto Hydro Corporation and its affiliates (together hereinafter referred to as "Toronto Hydro"), and is provided for information purposes only. Toronto Hydro does not warrant the accuracy, reliability, completeness or timeliness of the information and undertakes no obligation to revise or update these materials. Toronto Hydro (including its directors, officers, employees, agents and subcontractors) hereby waives any and all liability for damages of whatever kind and nature which may occur or be suffered as a result of the use of these materials or reliance on the information therein. These materials may also contain forward-looking information within the meaning of applicable securities laws in Canada ("Forward-Looking Information"). The purpose of the Forward-Looking Information is to provide Toronto Hydro's expectations about future results of operations, performance, business prospects and opportunities and may not be appropriate for other purposes. All Forward-Looking Information is given pursuant to the "safe harbour" provisions of applicable Canadian securities legislation. The words "anticipates", "believes", "budgets", "could", "estimates", "expects", "forecasts", "intends", "may", "might", "plans", "projects", "schedule", "should", "will", "would" and similar expressions are often intended to identify Forward-Looking Information, although not all Forward-Looking Information contains these identifying words. The Forward-Looking Information reflects the current beliefs of, and is based on information currently available to, Toronto Hydro's management. The Forward-Looking Information in these materials includes, but is not limited to, statements regarding Toronto Hydro's future results of operations, performance, business prospects, environmental target and opportunities. The statements that make up the Forward-Looking Information are based on assumptions that include, but are not limited to, risks associated with electricity industry regulatory developments and other governmental policy changes. The Forward-Looking Information is subject to risks, uncertainties and other factors that could cause actual results to differ materially from historical results or results anticipated by the Forward-Looking Information. The factors which could cause results or events to differ from current expectations are discussed in sections entitled "Forward-Looking Information" and "Risk Factors" in Toronto Hydro Corporation's annual information form ("AIF") and the sections entitled "Forward-Looking Information" and "Risk Management and Risk Factors" in Toronto Hydro Corporation's management's discussion and analysis ("MD&A"), which are available electronically at [www.sedar.com](http://www.sedar.com). Toronto Hydro cautions that this list of factors is not exclusive. All Forward-Looking Information in these materials is qualified in its entirety by the above cautionary statements and, except as required by law, Toronto Hydro undertakes no obligation to revise or update any Forward-Looking Information as a result of new information, future events or otherwise after the date hereof.