

2016 ENMAX CORPORATE RESPONSIBILITY PERFORMANCE REPORT

Welcome to ENMAX Corporation’s annual Corporate Responsibility (CR) GRI Report. This report was prepared in alignment to the extent possible with the [Global Reporting Initiative \(GRI\) Fourth Generation \(G4\) Guidelines](#) and its accompanying [Electric Utility Sector Supplement](#) (EUSS) where information is relevant to our business model and available for disclosure. The [GRI](#) is a widely-used sustainability reporting framework to guide corporate disclosure in environmental, social and governance performance. In this tenth annual CR-GRI Report we are disclosing data and summary information from January through December 2016 along with a three-year summary of the quantitative data where possible. Further history to the performance indicators may be found within our archived [CR-GRI reports](#). Please read this report in conjunction with information updated throughout the year on our [Corporate Responsibility webpage](#).

A team of subject matter experts from across our organization made every effort to ensure the data is accurate and complete throughout this report. In some instances, estimations are made based on best-available information and records at the time of writing. All financial data is presented in Canadian dollars unless otherwise stated and numerical data is rounded and presented using the metric system. Portions of this report were reviewed with representation of ENMAX’s Board of Directors. The full CR-GRI Report was reviewed by ENMAX’s Executive Leadership Team prior to its publication online. ENMAX’s Internal Audit team complete verification procedures on our reported results for nine performance indicators as discussed in [Note 5](#).

STANDARD DISCLOSURES: PROFILE

STRATEGY AND ANALYSIS				
G4-1	Statement from the most senior decision-maker of the organization	Message from the President & CEO		
G4-2	Description of key impacts, risks, and opportunities	CR objectives; Materiality; 2016 Financial Report		
ORGANIZATIONAL PROFILE				
G4-3	Name of the Organization	ENMAX Corporation		
G4-4	Primary brands, products and/or services	ENMAX Group of Companies		
G4-5	Location of organization’s headquarters	Calgary Alberta		
G4-6	Number of countries where organization operates	One – Canada		
G4-7	Nature of ownership and legal form	ENMAX Corporation is wholly owned by The City of Calgary		
G4-8	Markets served	Alberta		
G4-9	Scale of the reporting organization	About us, Economics, 2016 Financial Report; Employees		
G4-10	Workforce profile	Note 1		
		2016	2015	2014
	Regular full-time	1,714	1,731	1,771
	Regular part-time	36	33	30
	Limited term full-time	43	36	67
	Limited term part-time	3	3	3
G4-11	Percentage of employees covered by collective bargaining agreements	64	63	61
G4-12	The main elements of our supply chain are in relation to the generation, transmission and distribution, and retail of energy to our customers in a way that works best for them. In 2016, 91% percent of the goods and services purchased were from Canadian suppliers, of which, 67% per cent was spent with Alberta-based suppliers.			

G4-13	<p>Report any significant changes during the reporting period regarding the organization’s size, structure, ownership, supply chain:</p> <p>ENMAX Corporation notified the Balancing Pool of its decisions to terminate the Battle River 5 PPA and the Keephills PPA effective January 1, 2016 and May 5, 2016, respectively under the Change in Law provision of the PPAs, resulting in our no longer having ownership to coal-fire electricity generation.</p> <p>The Balancing Pool confirmed the Corporation’s termination of the Battle River 5 PPA on January 27 and assumed full and final operational control of the PPA on July 13th. On July 25, 2016, the Attorney General of Alberta filed an application with the Court of Queen’s Bench seeking (1) judicial review of the Balancing Pool’s decision to accept the Battle River 5 PPA termination and (2) declaratory relief regarding the validity and interpretation of certain terms within the PPAs and related regulations (Alberta Application). ENMAX PPA Management Inc., an affiliate of ENMAX, is a named respondent in the Alberta Application. In September the Balancing Pool notified the Corporation that it would not be completing its investigation of the Keephills PPA until a decision has been made by the Court on the Alberta Application. On November 9, 2016, the Corporation filed an application seeking summary dismissal of the Alberta Application. No date has yet been scheduled for the hearing of the summary dismissal application or the Alberta Application. The Government of Alberta has entered into settlement agreements with the other PPA buyer companies named in the Alberta Application and the Alberta Application has been discontinued against those companies. Notwithstanding the recent settlements, ENMAX strongly believes in its legal position to turn back both its Battle River 5 PPA and its Keephills PPAs. ENMAX will continue to monitor and review the situation, and will take all steps necessary to defend its position, but at this time no provisions have been ascribed to this legal action.</p> <p>ENMAX will continue to serve our customers across Alberta through a strong generation portfolio of approximately 1,700 megawatts fueled by natural gas and wind. Follow this link for the story of our timeline to remove coal from our generation portfolio.</p>
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Electric Utility Sector Disclosure

EU1	Installed capacity by source and regime	Note 2		
EU2	Net energy output by source and regime	Note 3		
		2016	2015	2014
EU3	Total number retail metered customers sites	946,021	936,811	895,195
EU4	Transmission and distribution lines (km):			
	- Transmission System Lines – aboveground	283	282	279
	- Transmission System Lines – underground	14	16	15
	- Distribution System Circuit Lines – aboveground	2,345	2,357	2,360
	- Distribution System Circuit Lines – underground	6,068	5,934	5,739
	Number of distribution transformers	52,281	52,647	51,775
	Number of utility poles	63,958	64,812	64,908
EU5	Allocation of CO2e emission allowances: In 2016, ENMAX Energy's compliance obligation for our generation portfolio under the <i>Specified Gas Emitter Regulation</i> (SGER), including the relevant term of our power purchase arrangement (PPA) with Keephills coal-fired generating facility and our own natural gas-fueled facilities, was approximately 370,000 tonnes of GHG, the majority of which is attributable to the coal-fired generation PPA. The Keephills PPA was terminated in May 2016, which significantly reduces our GHG compliance obligations under <i>SGER</i> going forward. For the compliance obligations arising from our generation portfolio, offset credits were utilized to satisfy the obligation and as such there was no contribution made to the Climate Change Emissions Management Fund in 2016. Read more here .			

ORGANIZATIONAL PROFILE: COMMITMENTS TO EXTERNAL INITIATIVES		
G4-14	Application of the precautionary principle	Message from President & CEO; our Highlights CR Commitment; CR Objectives; Greenhouse gas emissions – reductions and offsets
G4-15	Externally developed economic, environmental, and social principles, or other initiatives endorsed	Note 4
G4-16	Association memberships	Note 4
MATERIAL ASPECTS AND BOUNDARIES		
G4-17	List all entities included in organization's consolidated financial statements/equivalent documents; report where certain entities are not covered by the report	ENMAX Group of Companies , Alberta Canada
G4-18	Process for defining report content	Materiality
G4-19	List all the material aspects identified in the process for defining report content	Materiality
G4-20	Boundary of the report	ENMAX Group of Companies
G4-21	Specific limitation on the scope or boundary of the report and basis for reporting on non-wholly owned operations	Information of non-wholly owned operations provided as part of our generation portfolio.
G4-22	Explanation of information re-statements	None to report
G4-23	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report	Note 5
STAKEHOLDER ENGAGEMENT		
G4-24	Stakeholder groups engaged	Materiality and Stakeholder Engagement; Community; Generation Stakeholder Relations; T&D Stakeholder Relations
G4-25	Basis for identification and selection of stakeholders with whom to engage	Materiality and Stakeholder Engagement; Generation Stakeholder Relations; T&D Stakeholder Relations
G4-26	Approaches to stakeholder engagement	Materiality and Stakeholder Engagement; Generation Stakeholder Relations; T&D Stakeholder Relations
G4-27	Key topics raised through stakeholder engagement and response	Materiality and Stakeholder Engagement; Generation Stakeholder Relations; T&D Stakeholder Relations
REPORT PROFILE		
G4-28	Reporting period for information provided	January through December 2016
G4-29	Date of most recent previous report	2015 CR-GRI report posted to enmax.com May 2016
G4-30	Reporting cycle (annual, biannual, etc.)	Annual
G4-31	Contact point regarding this CR report	cr@enmax.com
G4-32	List of GRI Indicators addressed	This index
REPORT PROFILE - ASSURANCE		
G4-33	Policy and current practice with respect to external assurance	Note 5
GOVERNANCE STRUCTURE AND COMPOSITION		
G4-34	Governance structure including major Board committees	ENMAX Corporation Board, committee and policy information is located here .
G4-35	Report the process for delegating authority for economic, environmental and social topics from the	The Board and Committee work from established work plans for the year and constantly track emerging trends and developments. Economic,

	highest governance body to senior executives and other employees	environmental and social topics form key ongoing parts of each Board/Committee meeting cycle, and follow up requests on new developments occur as required.
G4-36	Report whether the organization has appointed an executive-level position or positions with responsibility for economic, environmental and social topics, and whether post holders report directly to the highest governance body.	The President and CEO and Executive Vice President & Chief Human Resources Officer have accountability for ENMAX's overall corporate responsibility framework and report directly to the Board on such matters. The Executive Vice President, Technical Services has accountability for ENMAX's health, safety, environment, reporting to the Safety and Human Resources committee of the Board. Access this link for more information.
G4-37	Mechanisms for shareholders and employee participation	We provide public access to our Board through email: boardofdirectors@enmax.com . Public Notice is given in advance of our Annual General Meeting, with all welcome to attend. Access this link for more information.
G4-38	Number of independent, non-executive directors on the Board and, report the compensation of the highest governance body and its committee	11 of 14 Directors, or 79%, are independent, non-executive. See current version of our Report on Governance . The 2016 Report on Governance will be available to the public following our May 2017 Board meeting.
G4-39	Confirm if Chair of the highest governance body is also an executive officer	No
G4-40	Process for determining qualifications and expertise of the Board for guiding ENMAX's sustainability strategy	The Board maintains a skill matrix and uses this matrix to inform Board composition planning. See current version of our Report on Governance
G4-41	Processes for Board to avoid conflicts of interest	The Board has established processes for declaring and managing conflicts of interest, should they arise. These processes involve declaring to the Governance Committee and Board any matters posing the potential for conflict.
G4-42	Report the highest governance body's and senior executives' roles in the development, approval, and updating of the organization's purpose, value or mission statements, strategies, policies, and goals related to economic, environmental and social impacts	See the mandate in place for the Board of Directors , wherein Directors and ENMAX's Executive team work together to progress our strategy.
G4-43	Report the measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics.	Regular meetings ensure the Board of Directors are knowledgeable of the economic, environmental and social issues material to ENMAX. Refer to the mandate in place for our Board of Directors.
G4-44	Processes for evaluating Board performance	Refer to our Board Leadership Expectations and the most recent version of our Report on Governance here - https://www.enmax.com/about-us/Direction-and-Leadership/corporate-governance .
G4-45	Board procedures for sustainability management; and report the frequency of the Board's review of economic, environmental and social impacts, risks and opportunities.	CR Governance See the mandates in place here for Board of Directors and Board Committees. The Board and Committees meet quarterly.

G4-46	Report the highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	Risk oversight is the responsibility of the full Board with support from the Audit Committee .
G4-47	Report the frequency of the highest governance body's review of economic, environmental and social impacts, risks and opportunities.	As per G4-45 above, refer to the mandates in place for the Board of Directors and Board Committees . The Board and Committees meet quarterly and will meet more frequently should an issue require such attention.
G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material aspects are covered.	See the mandate in place for the Board of Directors . The CEO and the Executive Team are ultimately accountable for the content of our reports.
G4-49	Report the process for communicating critical concerns to the highest governance body.	Principles of Business Ethics; anonymous 24/7 Safety and Ethics ConfidenceLine (website and phone) and boardofdirectors@enmax.com on the ENMAX website.
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	In 2016 9 reports were received through the ConfidenceLine, Management or raised by employees. None of the reports received were deemed of critical concerns and a summary of all reports is provided to the Board of Directors, Governance Committee on a semi-annual basis; full investigation of all reports made are conducted with the review of the Director, Legal Services.
G4-51	Report the remuneration policies for the highest governance body and senior executives	Refer to the annual report on Board Governance and Executive Compensation available on the ENMAX website .
G4-52	Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management.	Remuneration consultants employed by the Board are independent from management. See Executive Compensation Summary report .
G4-53	Report how the stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	The parameters for our Board compensation is established by ENMAX's Shareholder. We have no votes on executive remuneration policies.
ETHICS AND INTEGRITY		
G4-56	Describe the organization's values, principles, standards and norms of behaviour such as codes of conduct and codes of ethics	Note 27, 29
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	Principles of Business Ethics; anonymous 24/7 Safety and Ethics ConfidenceLine (website and phone) and boardofdirectors@enmax.com on the ENMAX website.
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	Note 27

STANDARD DISCLOSURES: PERFORMANCE INDICATORS

ECONOMIC

	MANAGEMENT APPROACH	Note 6		
	ECONOMIC PERFORMANCE			
EC1	Direct economic value generated and distributed (millions of dollars) ¹	2016	2015	2014
	Revenue	2,801	3,065.7	3,457.0
	Funds from operation	440.5	437.5	419.0
	Adjusted EBITDA	460.8	442.2	427.1
	EBIT	225.0	76.0	237.3
	Net earnings	104.6	48.7	184.1
	OM&A costs	355	363	356
	Return on equity	5.5%	6.8%	8.6%
	Electricity sold to customers (GWh)	19,145	19,644	20,653
	Total electricity delivered in Calgary service area (GWh)	9,295	9,454	9,617
	Total assets	5,366	5,198	5,101
	Employee compensation	246	258	234
	Community investment	3.4	3.8	3.6
	Dividend payment to City of Calgary	47	56	60
	<p>¹The Corporation uses adjusted earnings before impairment, unrealized mark-to-market loss (gains) on commodities, interest, income taxes, depreciation and amortization (adjusted EBITDA); earnings before interest and income taxes (EBIT); and, funds from operations (FFO) as financial performance measures. Adjusted EBITDA is a useful measure of business performance as it provides an indication of the cash flow results generated by primary business activities without consideration as to how those activities are financed and amortized, or how the results are taxed in various business jurisdictions. Adjusted EBITDA is also used to evaluate certain debt coverage ratios. EBIT is a useful measure of business performance, as it provides an indication of the operating results generated by primary business activities, including the costs of amortization. It does not consider how those activities are financed or how the results are taxed in various business jurisdictions. FFO is used as an additional metric of cash flow without regard to changes in the Corporation's non-cash working capital and adjusted for contributions in aid of construction.</p> <p>Return on equity is equal to net earnings, excluding asset impairment, for the year divided by average Shareholder's equity for the period. Read more here about our 2016 economic performance.</p>			
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	2016 Financial Report		
EC3	Coverage of the organization's defined benefit plan obligations	2016 Financial Report		
EC4	Significant financial assistance received from government	None, 2016 Financial Report		
	MARKET PRESENCE			
EC6	<p>Procedures for local hiring, and proportion of senior management hired from the local community:</p> <p>ENMAX's recruitment strategy is to pursue local hiring first. Of the 234 positions filled in 2016, 116 were external hires, with 2 involving relocation. Of the 6 senior management roles filled (Director Level and above), two were internal promotions, three were local Calgarians and one was hired from outside Calgary.</p>			
	ECONOMIC IMPACTS			
EC7	Infrastructure investments	Generation and Wires; 2016 Financial Report		
EC8	<p>Significant indirect economic impacts:</p> <p>The Alberta economy continued to struggle in 2016, impacting both the competitive and regulated segments of ENMAX. Lower gas prices and demand continue to put downward pressure on power prices. Low demand growth is related to the general economic conditions in Alberta, which has been impacted by depressed oil</p>			

	<p>prices. As power prices are influenced by gas prices, the wholesale price for power reflects the lower generation costs.</p> <p>All of the Alberta Power Purchase Arrangements (PPA) associated with coal-fired electricity generation have now been turned back to the Balancing Pool by the respective PPA buyers and this supply is being offered at marginal cost, causing further downward pressure on market price. While the regulatory framework in Alberta mitigates the Power Delivery segment to some degree, load growth and new build has diminished.</p> <p>Market uncertainty is further heightened by the Government of Alberta filing an application with the Court of Queen’s Bench on July 25, 2016 seeking (1) judicial review of the Balancing Pool’s decision to accept the Battle River 5 PPA termination and (2) declaratory relief regarding the validity and interpretation of certain terms within the PPAs and related regulations (Alberta Application). ENMAX is named as a respondent in the Alberta Application. For further discussion, refer to our 2016 Finance Report</p> <p>The Government of Alberta recently introduced Bill 27, the <i>Renewable Electricity Act</i>, which provides some detail regarding implementation of its Climate Leadership Plan; however, uncertainty remains at the time of writing regarding potential online dates of new generation and particulars of the procurement program, expected to be launched in 2017. Additional recent announcements include the introduction of capacity pricing into Alberta’s market design.</p> <p>The Government has also announced the introduction of an electricity rate cap on the Regulated Rate Option, to be implemented from June 2017 to June 2021 to ensure Albertans who have not entered into electricity contracts pay no more than 6.8 cents per kilowatt hour. The Government announced support for the Renewable Electricity Program, intended to encourage 5,000 MW of renewable electricity capacity to be added to the Alberta grid by 2030. The first competition for contracts of up to 400 MW is to take place in 2017 and must be operational by 2019. The Alberta power market continues to be in a state of uncertainty in the longer-term horizon.</p> <p>ENMAX’s unique vertically integrated business model, which includes making, moving and marketing electricity, has positioned the Corporation well in these difficult and uncertain circumstances.</p>	
EC9	<p>Policy, practices and proportion of spending on locally based suppliers at signification locations of operation:</p> <p>ENMAX’s supply chain management team demonstrates its commitment to Corporate Responsibility through the development of local suppliers in the markets. In 2016, 91% percent of the goods and services purchased were from Canadian suppliers, of which, 67% per cent was spent with Alberta-based suppliers.</p> <p>ENMAX’s Supply Chain Management (SCM) is responsible to ensure procurement is conducted ethically in accordance with our Principles of Business Ethics, at an arm’s-length basis and free from real or perceived conflict of interest. This is detailed in our Supply Chain Management standard which prescribes the objectives, roles, and responsibilities relating to ENMAX procurement activities. Further, it contains detailed procedures to manage end-to-end procure to pay, competitive sourcing, and vendor management activities. SCM consistently applies industry leading competitive sourcing processes to ensure vendors adhere to ENMAX’s safety, regulatory, environmental, quality, insurance, risk, and financial requirements.</p> <p>ENMAX uses a third-party service provider to assist with the collection and management of vendor related safety, environmental, risk and financial information. The information is reviewed, verified and monitored to ensure ENMAX is conducting business with vendors that tare compliant with our expectations.</p>	
Electric Utility Sector Disclosure		
EU6	Management approach to electricity availability and reliability	Customers Note 7
EU7	Demand side management programs	CR Objective: Customers; Note 8

EU8	Research and development activity and expenditure on providing reliable electricity and sustainable development	Customer; Generation and Wires; Note 9		
EU10	Planned capacity against projected electricity demand	Note 10		
		2016	2015	2014
EU12	Transmission losses as a percentage of total energy	0.45 ²	0.48	0.56
	Distribution losses as a percentage of total energy	2.21 ³	2.47	2.65
	Peak energy consumption (GWh)	9,665	9,769	9,914
	² Hourly data on transmission losses is available from the Alberta Electric System Operator (AESO), which aggregates losses across all wire owners' facilities. ENMAX Power's portion of the overall transmission system losses is considerably below the system-wide average because, as an urban utility, ENMAX Power's lines are very short compared to those with more rural operations. The AESO aggregated system-wide average for 2016 was 3.84 per cent (https://www.aeso.ca/grid/loss-factors/). ³ Based on settlement data as of February 6, 2017 (includes 2 months initial readings, 2 months interim readings, 8 months final readings)			

ENVIRONMENT

	MANAGEMENT APPROACH	Note 11		
	MATERIALS			
EN1	Materials purchased (tonnes) – note that list represents materials imperative to our primary product and service and is not meant to be inclusive of entire inventory.	2016	2015	2014
	Copper Wire	1588	1003	2,099
	Aluminum	269	180	726
	Steel	51	336	11
	Transformers	1151	549	553
	Wood Poles	1157	654	909
	PCB – in use, high level (tonnes)	0.0	0.0	0.0
	PCB – in use, low level (tonnes)	0.0	0.0	0.0
	Mineral oil (litres)	297,523	256,053	263,289
EN2	Percentage of materials used that are recycled input materials			
	Mineral Oil (litres)	48,925	45,737	52,980
	Wooden pole material recovery program	603 poles	520 poles	705 poles
	- Poles scrapped (tonnes)	334	264	534
	- Total recovered (tonnes)	123	182	39
	- Total tonnes recovered as percentage	41%	69%	7.2%

	ENERGY CONSUMPTION			
EN3	Direct energy consumption, owned generation (GWh)	2016	2015	2014
	- Calgary Energy Centre – natural gas	32.03	30.48	32.51
	- Crossfield Energy Centre – natural gas	3.9	4.86	5.3
	- Cavalier Energy Centre – natural gas	15.75	16.75	17.45
	- Shepard Energy Centre – natural gas	115.65	87.86	4.34
	- District Energy Centre	1.049		
	- McBride – wind	1.23	1.24	1.75
	- Taber – wind	0.10	0.13	0.14
	- Kettles Hill – wind	1.0	1.03	1.23
	- Corporate Facilities ⁴ , natural gas (GJ)	47,332	53,881	56,598

Indirect energy consumption (corporate)				
	- Corporate Facilities ⁵ , electricity (kWh)	10,428,936	11,162,178	11,259,206
	⁴ ENMAX Corporate Facilities' energy consumption includes the electricity and natural gas consumption of only our owned offices, warehouses and various substations in Calgary. ⁵ Refer to EN6 below			
EN4	Energy consumption outside of the organization (GWh)	19,145	19,644	20,653
EN6	Reduction of energy consumption (kWh) through rooftop solar at ENMAX Place, corporate head office	53,816.29	55,877.73	51,459.45
	Tonnes CO ₂ e of emissions avoided	44.13	45.82	42.20
EN7	Initiatives to provide energy-efficient or renewable energy-based services	Note 12		

WATER		Note 13		
EN8	Total water withdrawals (m ³)	2016	2015	2014
	- Calgary Energy Centre	698,713	800,842	865,069
	- Crossfield Energy Centre	1,908	1,648	3,458
	- Cavalier Energy Centre	330,879	344,139	376,796
	- Shepard Energy Centre	4,720,518⁶	3,266,019	565,779
	- Corporate Facilities, Calgary (metered sites)	30,216	45,905	38,519
EN9	Water sources significantly affected by withdrawal	Note 13		
EN10	Percentage and total volume of water recycled/reused	Note 13		
	⁶ The Shepard Energy Centre sources reclaimed wastewater from the Bonnybrook Wastewater Treatment Centre to avoid using clean potable water			

BIODIVERSITY				
EN12	Description of significant impacts on biodiversity	Note 14		
EN13	Habitats protected or restored	Note 14		

EMISSIONS⁷		Note 15		
		2016	2015	2014
EN15	Direct greenhouse gas emissions			
	- Corporate (tonnes CO ₂ e)	7,311	6,990	7,962
	- Generation (owned and controlled) (tonnes CO ₂ e)	2,211,939	1,864,280	701,464
	Total direct greenhouse gas emissions (tonnes CO₂e)	2,219,250	1,871,269	709,426
EN16	Indirect greenhouse gas emissions			
	- Corporate (tonnes CO ₂ e)	8,239	9,153	9,237
	- Generation (owned and controlled) (tonnes CO ₂ e)	13,002	15,722	27,787
	Total indirect greenhouse gas emissions (tonnes CO₂e)	21,241	24,875	37,025
	⁷ ENMAX reports GHG emissions in alignment with the World Resource Institute Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard. ENMAX has determined the company will use the Operational Control approach for reporting the GHG emissions inventory. As such, ENMAX is reporting Scope 1 and 2 emissions for natural gas and electricity consumption for owned and operated buildings and generation, and have classified our PPA Emissions and non-operated generation facilities as Scope 3, EN17 (as per below) aligning with the GRI definition for other indirect emissions: Emissions that are consequences of the activities of the reporting organization but are generated at sources owned or controlled by another organization.			
EN17	Generation – PPAs and other relevant indirect greenhouse gas emissions by weight (tCO ₂ e)	2016	2015	2014
	- Keephills (coal) ^{8,9}	291,894	5,594,353	6,300,511
	- Battle River (coal) ^{8,10}	0	2,934,850	2,614,044
	- Balzac Energy Centre ¹¹	49,022	78,190	70,879

	- McBride Lake Wind Farm ¹²	790	1,091	1,544
	Total Generation (PPA and other indirect) GHG tCO₂e	341,706	8,608,484	8,986,978
	⁸ Coal generation – Alberta. ⁹ At the end of April 2016 ENMAX terminated the Keephills PPA. ¹⁰ In December 2015 ENMAX terminated the Battle River PPA ¹¹ Balzac Energy Centre emissions are reported as Scope 3, EN17 as per the Operational Control Approach and reflect 50% ownership. ¹² The McBride Lake Windfarm is not operated by ENMAX. Since 2014 we have noted these emissions as Scope 3, EN17, to align with the GRI definition for EN17 other indirect emissions - emissions that are consequences of the activities of the reporting organization but are generated at sources owned or controlled by another organization			
EN18	GHG emissions intensity, Generation portfolio	0.33	0.89	0.97
EN19	Initiatives to reduce greenhouse gas emissions and reductions achieved	Environment ; Solar ; District Energy ; Wind Power ; Note 16		
EN21	NOx air emissions (tonnes)	2016	2015	2014
	- Calgary Energy Centre	89.2	75.1	87.1
	- Crossfield Energy Centre	7.9	23.2	29.5
	- Cavalier Energy Centre	65.2	191.4	236.3
	- Shepard Energy Centre ¹³	390.8	178.9	16.7
	- District Energy Centre	3.3	2.4	1.5
	¹³ Our Shepard Energy Centre and Calgary Energy Centre apply Selective Catalytic Reduction technology to reduce our nitrogen oxide (NOx) emissions, with Shepard Energy Centre having the lowest intensity in the province at 0.083 kg/MW as per Alberta Environment's "2006-2016 Annual Reports From Generators" available here			
	EFFLUENTS AND WASTE	Note 13		
EN22	Total water discharge by quality and destination (m ³)	2016	2015	2014
	- Calgary Energy Centre	132,876	139,360	158,296
	- Crossfield Energy Centre	237	102	271
	- Cavalier Energy Centre	2,382	11,547	14,292
	- Shepard Energy Centre	1,313,236	926,054	322,379
EN23	Total weight of waste by type and disposal method ¹⁴			
	- total recycled solids (tonnes)	132,877	1,428.6	1,418.8
	- total recycled contaminated solids (tonnes)	161	176.26	42.75
	- solid waste (general and hazardous) to landfill (tonnes)	99,356	9,350.42	2,184.74
	- solid waste incinerated	3.45	2.59	0.44
	- liquid waste incinerated	205	610	1,325
	- total recycled liquid waste	470,227	187,482	231,373
	- total organics composted (kg) ¹⁵	19,899		

EN24	Total number and volume of significant spills ¹⁶	Note 17		
	- Total number	1	2	3
	- Total volume (litres)	559	75,540	2,780
	<p>¹⁴ Commencing for the 2016 reporting year, our waste disposal inventory encompasses Generation, ENMAX Power and Facilities where accurate information exists.</p> <p>¹⁵ In June 2016 a corporate-wide waste and recycling program was rolled out to all of our facilities in support of the City of Calgary's waste to landfill reduction program</p> <p>¹⁶ Significant spills are spills ≥ 500 L to align with industry standards (including CEA) for sustainability reporting. In November 2016 ENMAX had a significant release involving 559 L of non-PCB-containing transformer oil. Typically transformers will release their oil contents either due to a slow leak from aging equipment or if struck by a vehicle. This release was due to a third-party contractor digging in close proximity to the transformer and contacting the cooling fins. ENMAX has an active leak management program to help prevent the release of oil from faulty equipment. All releases were reported to in accordance with AENV requirements with no further action required.</p>			
EN25	Weight of hazardous waste taken out of service and/or destroyed	3.45 tonnes of low level PCB material was taken out of service and sent for destruction		
EN27	Initiatives to mitigate environmental impacts of products and services	CR Objective: Emissions ; Environment ; Solar ; District Energy ; Wind Power ;		
	ENVIRONMENTAL COMPLIANCE			
EN29	Non-compliance with environmental laws and regulations. Refer to EU5 for compliance costs associated with our Generation, including PPAs.	2016	2015	2014
		0	0	0
	- Monetary value of significant fines (\$)	0	0	0
	- Total number non-monetary sanctions for non-compliance	0	0	0
EN32	Report the percentage of new suppliers that were screened using environmental criteria	All requests for proposal (RFP) incorporate ENMAX's environmental responsibilities document. As well, our Supply Management team engages a third party assessment provider that includes an environment assessment on all vendors that are deemed safety sensitive. The process includes a requirement to submit all supporting documentation for verification.		
Electric Utility Sector Disclosure				
EU13	Biodiversity of offset habitats compared to the biodiversity of the affected areas.	Information currently not measured		

LABOUR PRACTICES AND DECENT WORK

	MANAGEMENT APPROACH	Note 18		
	EMPLOYMENT	2016	2015	2014
LA1	Total number of new employee hires	116	221	312
	Total Corporation employee turnover rate	5.1%	11.2%	13.1%
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Note 19		
LA4	Minimum notice period(s) regarding significant operational changes	Note 20		
	OCCUPATIONAL HEALTH & SAFETY	2016	2015	2014
LA6	Total recordable injury frequency (TRIF)	1.00	1.39	0.49
	Lost time injury frequency rate (LTIF)	0.07	0.32	0.06

	TRAINING AND EDUCATION	Note 21		
LA9	Average hours of training per year per employee	13	11	14
LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings			
LA11	Percentage of employees receiving regular performance and career development reviews	100	100	100
	DIVERSITY AND EQUAL OPPORTUNITY			
LA12	Diversity of workforce	Note 23		
LA13	Salary ratio of men to women (%)	105 Note 24	111	102
Electric Utility Sector Disclosure				
EU14	Programs and processes to ensure the availability of a skilled workforce	Note 22		
EU15	Percentage of employees eligible to retire in 5 years			
		2016	2015	2014
	- Schedulers / Planners	57	58	38
	- Coordinators/Power Lineman / Power Station Electricians	18	18	16
	- Maintenance / Utility Workers	23	25	23
	- Engineers	14	11	8
	Percentage of employees eligible to retire in 10 years (includes employees eligible to retire in 5 years)			
	- Schedulers / Planners	4	0	58
	- Coordinators/Power Lineman / Power Station Electricians	10	9	20
	- Maintenance / Utility Workers	9	7	27
	- Engineers	8	9	17
	Health & Safety policies and requirements		Employees, Safety	
		2016	2015	2014
EU17	Hours worked by contractor and subcontractor employees involved in construction, operation and maintenance activities (as reported to ENMAX at time of writing; excludes prime contractor hours)	728,928	482,762	464,745
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	Note 18		

HUMAN RIGHTS

	INVESTMENT			
HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations and percentage of employees trained	Note 29		
	NON DISCRIMINATION			
HR3	Total number of incidents of discrimination reported and actions taken	0 Note 26	3	2
	ASPECT – SECURITY PRACTICES¹⁷			

HR7	Percentage security personnel and third party security personnel that receive formal training as per HR2 above	100	100	100
	¹⁷ All our contracted guards receive training on legal rights and responsibilities as they relate to security work from the Alberta Security College, an accredited in-house department of the Commissionaires. They also have in-house respectful workplace training and on dealing with persons with psychological handicaps. So the short answer is 100% of third party security contractors receive the training.			

SOCIETY

	MANAGEMENT APPROACH	Note 27		
	LOCAL COMMUNITIES			
SO1	Impacts of operations on communities	Generation Stakeholder Relations; T&D Stakeholder Relations		
EU19	Stakeholder participation in planning and infrastructure development	Generation Stakeholder Relations; T&D Stakeholder Relations		
EU20	Approach to managing the impacts of displacement	Note 28		
EU21	Contingency planning measures, disaster/emergency management plan and training programs, recovery/restorative plans	Note 28		
		2016	2015	2014
EU22	Number of people physically or economically displaced, and compensation, broken down by type of project	0	0	0
SO3	Percentage and total number of business units assessed for risks related to corruption	100	100	100
SO4	Percentage of employees trained in organization's anti-corruption policies and procedures	100	100	100
SO5	Actions taken in response to incidents of corruption	Note 29		
	# incidents of corruption	0	0	0
	# legal cases regarding corrupt practices	0	0	0
SO6	Public policy positions and participation in public policy development and lobbying. Note total value of political contributions.	Environment; Economics 2016 Financial Report News Releases; Note 27		
	ANTI COMPETITIVE BEHAVIOUR			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust and monopoly practices and their outcomes.	0	0	0
	COMPLIANCE			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	0	0	0

PRODUCT RESPONSIBILITY

	MANAGEMENT APPROACH	Note 30
	CUSTOMER HEALTH & SAFETY	
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	Note 30
	PRODUCT & SERVICE LABELING	
PR3	Product and service labelling information compliance	Note 30

		2016	2015	2014
PR4	Product and service information labeling non-compliance incidents	0	0	0
PR5	Results of surveys measuring customer satisfaction (% satisfaction)	82	83	80
PR6	Sale of banned or disputed products and programs for adherence to laws, standards and voluntary codes related to marketing communications	Note 30		
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship	0	0	0
	CUSTOMER PRIVACY			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	0	0	0
PR9	Products and services non-compliance fines	0	\$1,000	\$250
Electric Utility Disclosure re Product Responsibility				
EU23	Programs to improve or maintain access to electricity and customer support services	Your Community; Customer Care; Generation and Wires		
		2016	2015	2014
EU25	Number of injuries to the public	0	1	0
	Number of fatalities to the public	0	0	0
EU26	Percentage of population un-served in licensed distribution or service areas	0	0	0
EU27	Number of residential electricity disconnections	22,843	21,598	14,796
EU28	Power outage frequency (SAIFI) ¹⁸	0.59	0.77	0.99
EU29	Average power outage duration (SAIDI) (hours) ¹⁸	0.38	0.54	0.48
	¹⁸ ENMAX Power uses distribution automation (DA) technology to restore power quickly in the event of an outage. DA uses smart switches to isolate the power line where the outage occurred and then redistributes power from other areas in Calgary quickly. ENMAX Power estimates it saved 1.4 million customer outage minutes in 2016. Electricity reliability is a key measure of our industry's success, and is a high priority at ENMAX. Our Corporate Responsibility objective for reliability is that our SAIDI/SAIFI results remain in the top quartile for our industry across Canada. In 2015 we met this objective; and we expect similar results for 2016 once informed by the Canadian Electricity Association (CEA)			
EU30	Average plant availability factor by energy source and by regulatory regime ¹⁹	2016	2015	2014
	Calgary Energy Centre combustion turbine	92.6	96.6	93.8
	Calgary Energy Centre steam turbine	92.6	96.6	93.8
	Crossfield Energy Centre combustion turbine G1	97.5	97.0	98.8
	Crossfield Energy Centre combustion turbine G2	98.0	98.7	98.9
	Crossfield Energy Centre combustion turbine G3	85.7	97.5	98.7
	Cavalier Energy Centre combustion turbine GTA	97.8	98.6	NA
	Cavalier Energy Centre combustion turbine GTB	97.4	99.5	NA
	Cavalier Energy Centre steam turbine	97.4	99.7	NA
	Shepard Energy Centre combustion turbine G1`	90.3	95.9	NA
	Shepard Energy Centre combustion turbine G2	88.1	95.4	NA
	Shepard Energy Centre steam turbine	97.2	97.8	NA
	Overall	90.8	94.8	96
	¹⁹ Plant availability includes planned maintenance and forced outages. Planned availability was lower during 2016 because of planned outages at four gas generating facilities.			

NOTES TO THE 2016 GRI REPORT

STANDARD DISCLOSURES – CORPORATE PROFILE

1. WORKFORCE PROFILE (G4-10)

	Full-time Regular	Part-time Regular	Total Regular	Full-time Temporary	Part-time Temporary	Total Temporary	Total All
IBEW	442	0	442	19	0	19	461
CUPE	617	32	649	19	34	53	702
MP (non-union)	644	4	648	5	0	5	653
Board of Directors	11	0	11	0	0	0	11
Sub Total	1,714	36	1,750	43	3	77	1,827
Percentage of Sub-Total	94%	2%	96%	2%	0%	4%	
Number of Employees covered by Collective Bargaining agreement: 1,163							
Percentage of Employees covered by Collective Bargaining agreement: 64%							

2. JANUARY – MAY 2016 INSTALLED CAPACITY BY SOURCE AND REGIME (EU1)

Facility	Installed Capacity (MW)	Fuel	Owned, PPA or contract	Regime
Keephills PPA	766 ¹	coal	PPA, expires 2020	Alberta
Calgary Energy Centre	320	natural gas	100% owned	Alberta
Crossfield Energy Centre	144	natural gas	100% owned	Alberta
Cavalier Energy Centre	120	natural gas	100% owned	Alberta
Balzac Energy Centre	120 ²	natural gas	50% owned 50% contracted	Alberta
Shepard Energy Centre	860	natural gas	50% owned 87.5 contracted ³	Alberta
McBride Lake Wind Farm	73	wind	50% owned, 100% contracted	Alberta
Taber Wind Farm	81	wind	100% owned	Alberta
Kettles Hill Wind Farm	63	wind	100% owned	Alberta
Total	2,547 ⁴			

¹PPA committed capacity; in May 2016 ENMAX terminated the Keephills PPA

²Not operated by ENMAX

³87.5% to April 2018; 75% thereafter

⁴January – May 2016: ENMAX capacity of Alberta's total generation capacity of 16,423 MW = 16%

MAY – DECEMBER 2016 INSTALLED CAPACITY BY SOURCE AND REGIME¹ (EU1)

Facility	Installed Capacity (MW)	Fuel	Owned, PPA or contract	Regime
Calgary Energy Centre	320	natural gas	100% owned	Alberta
Crossfield Energy Centre	144	natural gas	100% owned	Alberta
Cavalier Energy Centre	120	natural gas	100% owned	Alberta
Balzac Energy Centre	120 ²	natural gas	50% owned 50% contracted	Alberta
Shepard Energy Centre	860	natural gas	50% owned 87.5 contracted ³	Alberta
McBride Lake Wind Farm	73	wind	50% owned, 100% contracted	Alberta
Taber Wind Farm	81	wind	100% owned	Alberta
Kettles Hill Wind Farm	63	wind	100% owned	Alberta
Total	1,781			

¹In May 2016 ENMAX terminated the Keephills PPA

²Not operated by ENMAX

³87.5% to April 2018; 75% thereafter

⁴11% of Alberta's total generation capacity of 16,423 MW

As at December 31, 2016, ENMAX Competitive Energy's capacity ownership interest was 1,614 megawatts (MW) of electricity generation to supply customer demands (down from 2,382 MW as at December 31, 2015, reflecting the termination of the Keephills PPA on May 5, 2016). The remaining power and natural gas required to meet ENMAX Competitive Energy's consumer electricity and natural gas demand is acquired through the competitive wholesale power and natural gas markets. During times when ENMAX Competitive Energy has excess generation capacity, it sells the energy to the market; when it requires power to meet its retail or wholesale customer needs, it purchases the energy from the market.

3. 2016 NET ENERGY PRODUCTION / OUTPUT (MWh) BY SOURCE (EU2)

Facility	2016	2015	2014
Keephills (KH1, KH2) ¹	1,995,698	5,417,019	5,786,049
Battle River (BR5) ²		1,778,105	2,478,698
Calgary Energy Centre	724,443	904,780	969,461
Crossfield Energy Centre	28,072	80,127	103,655
Cavalier Energy Centre	376,484	305,779	112,024
Balzac Power Station	103,901	171,282	34,010
Shepard Energy Centre	3,975,767	2,666,652	
McBride Lake Wind Farm	209,265	196,308	195,519
Taber Wind Farm	227,742	216,387	206,946
Kettles Hill Wind Farm	189,887	180,630	176,251
Total	7,831,260	11,917,068	10,062,613

¹Keephills (KH1, KH2) PPA terminated May 2016

²In December 2015 ENMAX terminated BR5 PPA

4. CORPORATE MEMBERSHIPS AND ASSOCIATIONS (G4-15, 16)

ENMAX is a member of the Canadian Electricity Association (CEA) which helps advance the work of Canada's electricity industry. ENMAX, as a member of the sustainable electricity committee, along with other CEA corporate members, signed off on the [CEA's Sustainability Electricity Program's](#) Corporate Responsibility Policy signifying the industry's collective commitment to the sustainability vision, goals, and principles of the CEA Corporate Utility Members. Other associations which ENMAX belongs to include:

Air & Waste Management Association	Green Calgary Association
Alberta Common Ground Alliance (ABCGA)	Human Resources Institute of Alberta
Alberta Electric Utility Safety Association	Imagine Canada
Alberta Energy Efficiency Alliance (AEEA)	Independent Power Producers' Society of Alberta
Alberta One-Call Corporation	Independent Power Producers' Society of British Columbia
Association of Professional Engineers and Geoscientists of Alberta (APEGA)	Industrial Vegetation Management Association of Alberta (IVMAA)
Building Owners and Managers Association (BOMA)	Institute of Corporate Directors (ICD)
Calgary Chamber of Commerce	Joint Utility Safety Team (JUST) of Alberta
Calgary Construction Association	Local Apprenticeship Committee
Calgary Fire Department Home Safety Program	London Benchmarking Group (LBG) Canada
Calgary Emergency Management Agency	National Electricity Round Table
Calgary Region Air Shed Zone	Partners for Community Safety
Calgary Region Utility Damage Prevention	Provincial Apprenticeship Committee
Canada West Foundation	Sherwood Park Chamber of Commerce
Canadian Business for Social Responsibility	St. Albert Chamber of Commerce
Canadian Chamber of Commerce	Smart Grid Canada (SGC)
Canadian District Energy Association	Smart Grid Consumer Collaborative (SGCC)
Canadian Solar Industry Association (CanSIA)	Society of Corporate Compliance and Ethics (SCCE)
Canadian Wind Energy Association	Solar Electric Power Association (SEPA)
Clean Air Strategic Alliance	Sustainable Electricity Association Program (CEA)
Conference Board of Canada	Urban Development Institute – Calgary
Corporate Executive Board	Western Canada Oil Consortium
Edison Electric Institute	Western Electricity Coordinating Council
Edmonton Chamber of Commerce	Western Energy Institute
Electrical Contractors Association of Alberta (ECAA)	Decentralized Energy (DE) Canada
Energy Policy Institute of Canada	Volunteer Calgary

5. SIGNIFICANT CHANGES FROM PREVIOUS REPORTING PERIOD RE SCOPE, BOUNDARY OR MEASUREMENT METHODS APPLIED (G4-23. G4-33)

Our 2016 CR-GRI report marks our 10th year of publicly disclosing key indicators representative of our corporate responsibility program operationalized across ENMAX Corporation. Three years ago we transitioned to an online format, providing the opportunity for a greater audience reach and the ability for a more dynamic and timely communication.

ENMAX's Internal Audit team is independent of management and reports directly to our Board of Directors. Internal Audit completed a verification audit of key indicators to provide assurance of the accuracy and methodology of the values reported. The key indicators include: GHG emissions (EN15,

EN16 and EN17), Safety (LA6), Community Investment (EC1), electricity availability and reliability: System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI) (*Indicators EU28, EU29*), and Customer Satisfaction (CSat) (*PR5*). Internal Audit concluded that no revisions were necessary to the indicators reviewed for ENMAX's 2016 CR Report.

Regularly we review our processes and controls relating to the measurement, calculation, consolidation and reporting of our key performance indicators. In so doing, there are inevitably instances where we have revised our methodology from previous years, for which we have provided an explanatory note with the specified indicator. If you would like additional information on the nature of any change noted as you review the content herein, please contact us at cr@enmax.com.

STANDARD DISCLOSURES – PERFORMANCE INDICATORS

ECONOMIC

6. MANAGEMENT APPROACH

Organizational responsibility - The Executive Vice President and Chief Financial Officer is responsible for ENMAX's financial management and reporting, enterprise risk management, treasury, internal controls and auditing and taxation matters.

Policy - ENMAX takes pride in our strong commitment to financial disclosure and corporate governance. Our long-term strategy is one of maintaining a strong financial position and a stable investment-grade credit rating to provide the foundation to create value in a capital-intensive and commodity-sensitive business environment. ENMAX Corporation is rated BBB+ with a stable outlook by Standard and Poor's. Dominion Bond Rating Service has assigned a credit rating of A (low). These ratings provide reasonable access to debt capital markets.

ENMAX's 2016 consolidated financial statements were prepared in accordance with International Financial Reporting Standards (IFRS) for publicly accountable enterprises and examined by Deloitte LLP, the Company's external auditors.

The consolidated [2016 Financial Report](#) was reviewed by ENMAX's Audit Committee (AC), and the Consolidated Financial Statements were approved by ENMAX's Board of Directors. All financial related amounts are in millions of Canadian dollars unless otherwise specified.

Economic performance – In order to meet the energy needs of our customers and to provide dividends to our Shareholder, ENMAX must be a financially strong organization. We define and manage our economic value not only in terms of our financial performance, but also in how we run our business and the impact of our activities on others as we grow our business. We know that providing cost-competitive electricity is good for our customers, which is good for our business. We also create value through the jobs we create, the materials we purchase, our community investment and the annual dividend we pay to our Shareholder, which in 2016 was \$47.0 million. ENMAX's net earnings for the year ended December 31, 2016 were 104.6 million, an increase by \$55.9 million from 2015. For further details on our financial performance please refer to our [2016 Financial Report](#).

Market presence and indirect economic impacts – Our economic development strategy is to provide high quality service to customers, balance the risks of the energy industry and generate economic benefits through the generation, transmission and sale of electricity. Part of our strategy is to own generation facilities in order to provide ENMAX Energy and its customers with access to a secure, cost-effective source of electricity.

With Alberta's slow economic growth and the uncertainty surrounding implementation of the Provincial Government's Climate Leadership Plan introduced in 2015, we are exercising caution in investments. We are also focussing on realizing efficiencies and savings to continue to generate value for our customers, communities and shareholder, The City of Calgary.

During these difficult economic times, agencies are reporting an increasing number of Albertans experiencing challenges in affording the basic necessities to keep their homes functioning. That is why ENMAX made a multi-year commitment of \$400,000 to key Edmonton and Calgary agencies who assist vulnerable Albertans as they struggle to manage their energy needs. ENMAX engages the [London Benchmarking Group Canada](#) (LBG) to review and gauge our community investment performance. LBG Canada's assessment includes not only ENMAX's cash donations, but also donations in kind, services, and employee volunteer time, resulting in a more holistic view of our overall community investment contribution. According to LBG criteria, ENMAX invested approximately \$3.4 million in Alberta communities in 2016. Our 2016 community investment partner summary includes:

CATEGORY	PARTNER
Cash investments	Calgary Stampede, Calgary Zoo, Minor Hockey - Alberta, Edmonton and Calgary Federation of Communities, United Way Fort McMurray and Calgary, Aspen, Distress Centre, Calgary Homeless Foundation, Calgary Drop In Centre, Inn from the Cold, Habitat for Humanity Edmonton, Bissell Centre, Shepards Care Foundation, Edmonton Pride Festival Society, Westerner Park, City of Lethbridge, Pond Hockey, Inside Education, Canadian Red Cross, Missing Childrens Society of Canada, Minor Hockey, City of Calgary School Safety Expo, Wellsprings, Falcon Preservation Society, Alberta Raptor Preservation Society
Employee time during paid working hours	United Way, Calgary and area, Christmas lights setup, Dream Centre Radiothon, Pond Hockey, Women In Need, Calgary Drop-in Centre, Aspen Family and Community Network Society, City of Calgary School Safety Expo
In-kind investments	Lights, Tickets, United Way, Pond Hockey Player Appearances, Food Bank, Kids Up Front, Arena Suites
Program management costs	Activation costs, photo booth, staffing, systems
Total Contribution to Community	\$3,446,825

We believe in measuring our impact and creating value in our community contributions and achieved our [CR objective](#) to ensure the percentage of our pre-tax profits invested in charitable and non-profit organizations meets the Imagine Canada criteria of 1 per cent over a five-year rolling average.

7. MANAGEMENT APPROACH TO ENSURE LONG-TERM AND SHORT-TERM ELECTRICITY AVAILABILITY AND RELIABILITY (EU6)

ENMAX Energy actively manages assets to match generation to consumption volumes and has peaking facilities that allow quick reaction to unexpected supply and demand factors.

ENMAX Power makes the reliability of the electrical system for Calgarians its priority. Field crews are on call 24 hours a day to resolve outages, whether a result of wind storms or downed power lines. Our customers are able to contact us online or via telephone for any outage or billing circumstance. And while weather conditions play a role in power service interruptions, our commitment to consistently maintain and upgrade the electricity infrastructure in Calgary is exemplified by our [CR Objective: Customer](#). We track our reliability performance by monitoring the average number of power service interruptions of one minute or more experienced by a customer in a year (System Average Interruption Frequency Index - SAIFI) and the average duration of a power service interruption experienced by a customer throughout a year (System Average Interruption Duration Index - SAIDI). In 2015 we were in the top quartile reliability compared to other [Canadian Electricity Association](#) member utilities, and we expect to see a similar performance for 2016 once that information is available from the [CEA](#).

8. DEMAND SIDE MANAGEMENT PROGRAMS (EU7)

Demand side management is the modification of consumer demand for energy use through various methods with the goal to encourage the consumer to use less energy during peak usage hours, or to move the time of energy use to off-peak times such as nighttime and weekends.

Early in 2016, ENMAX Energy introduced initiatives through its [My Energy IQ™](#) product launch to assist our energy plan customers in their efforts to be more energy efficient and / or the option of purchasing renewable energy certificates (RECs) or carbon offsets within their retail energy plans. The program provides energy saving insights, tools and tips to our retail customers based on their individual utility and service specifications. Similarly, any business on retail plan is able to engage the option of purchasing EcoLogo Renewable Energy Certificates that support renewable energy initiatives plus the option of also selecting a green add-on for natural gas that will contribute to the purchase of carbon offsets. To encourage energy savings ENMAX Energy also provides tools and tips [here](#) on our website [enmax.com](#).

Through our Energy Management Office, ENMAX Energy has been active in supporting energy efficiency and demand side management projects with key industrial and commercial customers such as The City of Calgary and the City of Edmonton. Our efforts include advanced metering to help these customers better understand how and where electricity is used, as well as technology upgrades such as LED lighting on roadways in Calgary, solar electricity generation and combined heat and power (CHP) or [cogeneration installations in recreation centres](#). CHP, through an onsite natural gas generator, simultaneously produces electricity and thermal energy from a single fuel source. Thus, instead of purchasing grid electricity and then using a boiler to produce heat, CHP systems allow businesses to recycle waste heat from on-site electricity generation into usable thermal energy. By converting a single fuel source into both electricity and thermal energy, businesses may be more energy efficient than with a conventional system depending on the building's existing systems, and see a reduction in their utility costs. [CHP technology](#) can reduce carbon dioxide emissions by up to half compared to conventional building heat and electricity systems.

ENMAX is a founding member and contributor of the [Alberta Energy Efficiency Alliance](#) (the AEEA). Founded in 2007, the AEEA's mandate is to reduce the barriers to the adoption of energy efficiency technology and activities, recognizing there is a need for all orders of government, businesses, non-profit organizations and individuals to actualize the benefits of energy efficiency. Members include a diverse group of stakeholders including municipalities, utilities, industry, associations, non-profits, institutions and individuals. Activities include supporting municipalities in their assessment of energy efficiency options for their communities, as well as participating in a citizen's dialogue program on energy efficiency knowledge and awareness.

9. RESEARCH AND DEVELOPMENT ACTIVITY AIMED AT RELIABLE ELECTRICITY AND SUSTAINABLE DEVELOPMENT (EU8)

ENMAX Energy's solar offerings, through its subsidiary ENMAX Generation Portfolio Inc. (EGPI), were supported in part by the Climate Change and Emissions Management Corporation, now referred to as Emissions Reduction Alberta ([ERA](#)) to build confidence in the renewable energy industry and reduce barriers in the deployment of technology. This support has helped ENMAX Energy to build micro-generation capacity in Alberta through efforts in public outreach, installer training, municipal permitting, and deployment of renewable micro-generation systems.

In the summer 2013 we installed 216 solar panels that cover 8,160 square feet of roof on our ENMAX Place office location as part of a micro-generation pilot program. Our 50kW solar photovoltaic array, one of the largest grid-connected systems in Alberta at the time, is helping us learn more about larger scale systems and the design, permitting and installation work that goes into them. In 2016 this solar array provided about 54,000 kWh of renewable energy to ENMAX Place. Since installation in 2013, we have avoided emissions of just over 135 tonnes CO₂e by incorporating this system to provide electricity for our head office.

As of December 2016, ENMAX Energy was the provider of fifty per cent of Alberta's solar capacity installed through ENMAX Energy's solar program. Two great examples are the rooftop systems helping to power the Leduc and Camrose Alberta Recreation Centres

Going forward, we are committed to supporting Albertans in increasing renewable energy generation by providing turn-key solutions for both residential and commercial customers whose projects qualify under Alberta's micro-generation regulation.

Alberta Carbon Conversion Technology Centre

In early 2017, the 860-megawatt Shepard Energy Centre (Shepard) in southeast Calgary was announced as the test site for the natural gas track of the prestigious \$20 million [NRG COSIA Carbon XPRIZE](#), a global competition to develop breakthrough technologies that convert carbon dioxide (CO₂) into valuable products. Shepard will host the new Alberta Carbon Conversion Technology Centre, as well as provide the flue gas for testing during the NRG COSIA Carbon XPRIZE and for future innovators.

The Alberta Carbon Conversion Technology Centre is a collaboration between the governments of Canada and Alberta, Canada's Oil Sands Innovation Alliance (COSIA), Shepard, InnoTech Alberta and academia for accelerating CO₂ reduction, carbon utilization and value-added economic development by allowing companies to demonstrate new technologies in a full-scale production environment. Shepard will be the only operating natural gas-fuelled power plant in the world where multiple advanced carbon utilization

technologies can be tested at scale. This is a critical step for innovators globally to bring their breakthrough technology to market.

The NRG COSIA Carbon XPRIZE is challenging the world to find new ways to address CO₂ emissions through carbon conversion. Twenty-seven teams in the semi-final round are vying for 10 spots in the finals, expected to be announced in early 2018. Finalists will share a \$2.5 million purse to execute on their submissions. Ultimately, the winning team in both the natural gas and coal tracks will be awarded a \$7.5 million grand prize in the spring of 2020.

The five-year competition began in 2015, backed by NRG Energy, the leading integrated power company in the U.S, and eight member companies of COSIA: Canadian Natural Resources, CNOOC Nexen, Cenovus, ConocoPhillips Canada, Devon Canada, Imperial Oil, Suncor Energy, and Shell Canada Energy.

Operational in 2015, Shepard features the latest technology and was internationally ranked as one of the [top natural gas-fuelled plants](#) in September 2015 and is jointly owned by ENMAX Energy in partnership with Capital Power. Learn more [here](#).

ENMAX / Schulich Chair in Renewable Energy

ENMAX, along with the University of Calgary's Schulich School of Engineering and the Natural Science and Engineering Research Council (NSERC), created the [NSERC / ENMAX Industrial Research Chair in Renewable Energy at the Schulich School of Engineering](#) in 2011 with David Wood, professor in the mechanical and manufacturing engineering department as Chair. The research's main purpose is to support our initiative in distributed generation of installing thousands of photovoltaic panels on house roofs and small wind turbines in appropriate backyards. Wood is studying the effects of wind on solar panels and monitoring the performance of the solar thermal system at Calgary's Southland Leisure Centre, where 150 solar panels were installed on the roof to provide heat for pools and showers. Wood believes this research program will help to improve the availability, performance, and cost of renewable energy systems at the small and medium scale and to make these systems more affordable, thereby facilitating savings in greenhouse gas emissions. Total funding for the research chair was \$2.25 million from 2012 to 2016.

10. PLANNED CAPACITY AGAINST PROJECTED ELECTRICITY DEMAND (EU10)

The [Shepard Energy Centre](#) (Shepard), our joint venture with Capital Power, in southeast Calgary is Alberta's largest natural gas-fuelled power facility. Fully operational, it adds 860 megawatts (MW) to the provincial power grid, while producing about half the carbon emissions per MW than a conventional coal plant in Alberta. With increased supply comes increasing reliability, and there will be less vulnerability associated with outages and facility shutdowns. With the facility located close to the population it serves, Shepard will not create significant stress on the Alberta-wide transmission line infrastructure.

The [Calgary Energy Centre](#) and [Crossfield Energy Centre](#), ENMAX Energy's existing natural gas-fueled facilities, lie on the outskirts of Calgary. Together, these facilities have the capacity to produce 464 MW. The Calgary Energy Centre is a combined-cycle generation facility, and the Crossfield Energy Centre is a peaking facility designed to produce electricity for Alberta's grid during high power consumption periods, such as during the day or during low winter temperatures. By locating these facilities close to where power is most needed, they help make Alberta's system more efficient. In June 2016, ENMAX Energy received

approval from the Alberta Utilities Commission (AUC) to expand their Calgary Energy Centre to include a 197 megawatt peaking plant, Calgary Energy Centre Peaking Plant (CEC 2). Connection of the CEC 2 plant to the transmission grid will require ENMAX Power Corporation (EPC) to construct a new substation and 138 kV transmission line, to EPC's existing No.162 substation.

Two additional natural gas-fuelled electricity generation assets support our strategy to grow our fleet with flexible, efficient gas-fuelled generation plants to meet the growing electricity needs of our customers across Alberta. Located near Strathmore, the [Cavalier Energy Centre](#) is a 120 MW gas-fuelled facility. The second facility, jointly owned with Nexen Inc., is a 120 MW gas-fuelled facility in [Balzac](#). Nexen is the operator of the Balzac facility.

ENVIRONMENT

11. MANAGEMENT APPROACH

Organizational responsibility - Our Executive Vice President, Technical Services, supported by the Safety, Environment and Security team, is responsible for our Environment Policy, its ongoing interpretation and its integration into day-to-day practices. Business units and their respective executive team leaders are responsible for implementing our Environment Policy and conducting their operations in accordance with the policy.

Policy - ENMAX's [Environment Policy](#) recognizes the importance of operating in an environmentally ethical and trustworthy manner and in practicing sound environmental management. As an integrated electric utility, ENMAX recognizes that its operations have the potential to cause Environmental Impacts which should be minimized through responsible management practices that are intended to foster Environmental Sustainability. The main commitments of the policy are summarized in a PACCT to protect the environment which is communicated as:

- Prevention of pollution
- Awareness of environmental Policy and Environmental Aspects
- Compliance with environmental laws, regulations and policies
- Continual improvement of the management system and overall performance; and
- Training to ensure competence and minimize Environmental Impacts.

Training and awareness - A mandatory corporate-wide General Environmental Awareness Training module has been in place since 2006 for employees to annually review how our operations interact with the environment and how we mitigate adverse impacts. Our field staff also complete a more comprehensive environmental training curriculum on a regular basis that covers waste management, spill response, working around water bodies, avian nest management and other environmental aspects.

Monitoring and follow-up - One of the critical ways ENMAX undertakes environmental due diligence and manages our overall environmental performance is through the continual strengthening of our Safety and Environment Management System. The management system sets out our Environment Policy and provides a framework to ensure that management of environmental objectives, risks and issues is systematically planned, implemented, checked for effectiveness and improved. Since 2002, ENMAX has maintained alignment with the International Standards Organization (ISO) standard 14001. Regular audits help enable us to remain ISO 14001 compliant and to measure continuous improvement.

12. INITIATIVES TO PROVIDE ENERGY EFFICIENT OR RENEWABLE ENERGY-BASED SERVICES (EN7)

We have been investing in a cleaner future for more than a decade and pioneered investment in energy efficient systems that use renewable or waste energy, including our [District Energy Centre](#).

Combined heat and power (CHP), also commonly referred to as cogeneration, is a way to increase the efficiency of power plants. Standard power plants effectively use just 40 per cent of the fuel they burn to produce electricity while sixty per cent of the fuel used in the electric production process ends up wasted up the smokestack. The waste heat from a power plant can be used to heat buildings in a surrounding area through a district energy system. CHP is only possible when there is an area near the plant that has a need for the heat – a downtown area, a college campus or an industrial development.

ENMAX partnered with The City of Calgary to establish a cogeneration system along the north east exterior of the Village Square Leisure facility. This is the first CHP unit to be integrated with a recreation facility in Calgary. We're continuing to work with The City of Calgary to integrate CHP systems like the one at Village Square with other leisure facilities. Read more [here](#) on The City of Calgary's recreation page.

ENMAX Energy through its subsidiary EGPI, offers flexible home solar options that allow homeowners to select any number of solar modules for their home to meet up to 100% of their annual electricity needs. A commercial solar offering is also available that allows businesses to take advantage of rooftop solar PV under innovative lease and purchase options. Solar energy is just one more way we help connect Albertans with energy in the form they want. Albertans from across the province have used ENMAX Energy's solar installations to produce over 6.5 million kWh of renewable electricity.

For additional information refer to [Note 8](#) previously and/or follow this [link](#).

13. WATER MANAGEMENT AND USE (EN8, EN22)

Among our owned operating generation facilities, the [Shepard Energy Centre](#) uses the most water; however it is reclaimed wastewater, purchased from The City of Calgary, and transported 14 kilometers through an underground pipeline from the [Bonnybrook Wastewater treatment plant](#), thus eliminating the use of potable water for cooling. In 2016, the total volume of reclaimed water purchased was 4,720,518 cubic metres (m³), compared to 3,266,019 m³ in 2015. The water is used primarily in the cooling process to condense steam. Water not evaporated in the cooling tower is re-circulated multiple times prior to discharge back to The City's sanitary sewer system. In 2016, the total volume of wastewater discharged back to The City from this facility was 1,313,236 m³, compared to 926,054 m³ in 2015.

The [Cavalier Energy Centre's](#) total water use for 2016 was 330,879 m³ (344,139 m³ in 2015) with 2,382 m³ primarily discharged to a reservoir pressure-maintenance well aiding in the recovery of oil for an upstream oil producing company.

Our [Crossfield Energy Centre](#) is a peaking facility that operates during periods of high demand. During winter months, the only water used at Crossfield is potable water for the office facilities. In the summer, the facility uses water to cool the combustion air for the natural gas turbines and enhance power production. The water comes from the Mountain View regional water services sourcing from the Red

Deer River. After use, the water is stored in an on-site tank, then trucked to a disposal facility. Crossfield used 1,908 m³ of water in 2016 with 237 m³ of water disposed, compared to 1,648 m³ of water in 2015 and 102 m³ of wastewater disposed.

The [Calgary Energy Centre's](#) total water volume purchased from The City of Calgary (sourced from the Bow River) in 2016 was 698,713 cubic metres (m³), compared to 800,842 m³ in 2015. Water not evaporated in the cooling tower is re-circulated an average of six times prior to discharge back to The City's sanitary sewer system.

14. BIODIVERSITY (EN12, EN13)

Avian management program

Birds perching and nesting on power poles or substation equipment create a risk of fires and power outages, as well as harm to the birds themselves. For this reason, ENMAX works to protect birds while helping to ensure the reliability of our services by mitigating these risks. In high risk areas where osprey like to nest crews install specially designed nesting deterrents prior to the breeding season to prevent birds from using double cross arm structures as nesting sites. When possible, osprey nesting platforms may be installed to provide the birds with alternate places to nest. To date, ENMAX has installed 19 nesting platforms around Calgary which are monitored to ensure success.

In addition, nesting deterrents (designed and tested) are being installed on 25 Intellirupter switches across Calgary, to prevent birds such as Swainson's hawks and crows from nesting on them.

Training courses and detailed procedures are provided to field crews to guide their actions when birds and or nests are discovered. Environmental Specialists are on call to help identify the species of bird and recommend the appropriate action. In cases where the risk to the birds or infrastructure is significant, the nest can be removed or relocated if it is inactive. Active nests found on power poles, substations and construction sites are protected and monitored until the young birds leave the nest. Injured birds are taken to the Calgary Wildlife Rehabilitation Society.

For over 20 years, osprey have nested at the Calgary Zoo atop a specially placed platform built and maintained by ENMAX. ENMAX operates a video camera that provides [live streaming from the platform](#) as part of a public awareness and education service. The camera is activated in early spring when an osprey pair begin to build their nest, and remains focused on the nest site until the birds depart in September. The webcam can also be accessed through our website at <https://www.enmax.com/community>. In 2016 due to nearby construction projects, the platform was relocated prior to the nesting season. The birds found their new home and settled in. In 2016, there were 82,015 page views of the osprey camera.

ENMAX Environmental Specialists are currently part of working group developing a Beneficial Management Practices approach among Canadian Electricity Association member companies (generation, transmission and distribution companies) with respect to Migratory Birds Convention Act compliance and avian protection in the electricity sector.

ENMAX is also part of an Alberta utility industry working group with our peers (Fortis, EPCOR, Altalink and ATCO) to review the existing Code of Practice for Watercourse Crossings to include specifics related to electrical utilities. The Code encompasses best management practices that avoid and / or minimize

impacts to wetlands and aligns with the province's wetland policy. The Code of Practice currently encompasses telecommunications and pipeline crossings.

Follow [this link](#) for more information on environmental programs.

15. TOTAL DIRECT AND INDIRECT GREENHOUSE GAS EMISSIONS (EN15 and EN16)

		2016 ¹	2015	2014
CORPORATE GHG (tCO2e)				
Direct	Fleet/Vehicles	3,518	3,675	3,730
	SF6	1,369	556	1,210
	Corporate Facilities – natural gas	2,424	2,759	3,021
Indirect	Corporate Facilities – electricity	8,239	9,153	9,237
Total Corporate GHG (tCO2e)		15,550	16,143	17,198
GENERATION (Owned and Controlled) GHG (tCO2e)				
Direct	Calgary Energy Centre ²	292,766	366,193	402,407
	Crossfield Energy Centre ²	14,682	41,589	51,135
	Cavalier Energy Centre ²	183,126	150,205	182,378
	District Energy Centre	8,061	5,914	3,698
	Shepard Energy Centre ²	1,713,304	1,300,378	61,749
	SF6	0	0	97
Indirect	Calgary Energy Centre ²	7,856	6,156	4,953
	Crossfield Energy Centre ²	2,719	2,819	2,855
	Cavalier Energy Centre ²	264	6	175
	District Energy Centre	829	478	507
	Shepard Energy Centre ²	643	5,250	18,096
	Kettles Hill Wind Farm	630	902	1,078
	Taber Wind Farm	61	110	122
Total Generation GHG (tCO2e)		2,224,941	1,880,002	729,250
Total Corporate³ and Generation (owned and controlled) GHG (tCO2e)		2,240,491	1,896,144	746,448

1. ENMAX reports GHG emissions in alignment with the *World Resource Institute Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard* and the Operational Control approach for reporting the GHG emissions inventory. As such, ENMAX is reporting Scope 1 and 2 emissions for natural gas and electricity consumption for owned and controlled buildings and generation; and have classified our PPA Emissions and non-operated generation facilities as Scope 3, EN17 aligning with the GRI definition for other indirect emissions: *Emissions that are consequences of the activities of the reporting organization but are generated at sources owned or controlled by another organization.*

2. Conventional natural gas generation – Alberta; Indirect emissions significantly less in 2016 than 2015. Emissions from power purchases for our facilities are categorized as indirect emissions. Shepard's operation hours increased in 2016 compared to 2015. With the increased operation hours the plant is producing power, therefore power from the grid (purchased power) was not required. As well Shepard had multiple plant-wide outages in 2015 requiring considerably more power to be purchased from the grid. 2016 only had one plant-wide outage.

3. In 2016, 53,816.29 kWh of electricity for our corporate head office, ENMAX Place, was obtained through the use of rooftop solar thus avoiding 44.13 tonnes CO₂e of emissions.

16. INITIATIVES TO REDUCE GREENHOUSE GAS EMISSIONS (GHG) AND REDUCTIONS ACHIEVED (EN19)

In March 2015, the Shepard Energy Centre became fully operational; a key component of our long-term strategy to own natural gas-fuelled facilities as we transition away from coal-fired plants contracted under

PPA. Fuelled by natural gas, the facility is the largest of its kind in the province. A natural gas based generation portfolio supports our [CR Objective for environment](#) to reduce the GHG emissions footprint of our generation portfolio.

In 2016, ENMAX terminated its Battle River and Keephills Power Purchase Arrangements (PPAs) progressing our generation fleet to one that is only comprised of modern natural gas-fuelled units and renewable wind facilities. This helps reduce carbon dioxide (CO₂) emissions in electricity generation compared to higher levels of CO₂ produced by coal-fired generation. A timeline summary of removing coal-fired electricity generation from our portfolio is provided [here](#).

17. ENVIRONMENTAL INCIDENTS AND ACTIONS (EN24)

All releases to the environment are reported to ENMAX's Environment personnel, who ensure the reporting to Alberta Environment and Parks (AEP) of any a release in excess of one gram of Polychlorinated Biphenyls (PCB) concentration from in-service equipment or two parts per million (ppm) or greater of PCB from stored equipment; any release that has the potential to cause an adverse effect; or any release that has the potential to contravene a facility AEP operating approval.

ENMAX Power has been proactively removing PCB-containing equipment from its system over the past 10 years. In 2016 3.45 tonnes of low-level PCB materials were taken out of service (30.06 tonnes in 2015) and sent for destruction. ENMAX Power does not have any PCB materials in storage.

LABOUR PRACTICES, DECENT WORK AND HUMAN RIGHTS

18. MANAGEMENT APPROACH

Organizational responsibility - Our Executive Vice President & Chief Human Resources Officer is responsible for ENMAX's People, Communication & Engagement functions encompassing labour practices, decent work and human rights matters, including collective bargaining. Executive leaders of each business unit are directly responsible for implementation of policies and practices related to these areas and are supported by Human Resources Business Partners. Human rights considerations related to procurement practices are the responsibility of all executive team members, supported by the Director, Supply Chain Management. Our Enterprise Risk Management business division is responsible for managing ENMAX's overall business continuity planning processes.

Policy – ENMAX [Principles of Business Ethics](#) is policy, for application and engagement across the organization including our Board of Directors. The Principles provide a framework to cultivate a safe, respectful and ethical workplace and to ensure employees operate with integrity in purchasing goods and services and when conducting business. In addition, ENMAX has policies and practices related to employee relations, including:

- Occupational Health and Safety Policy
- Human Resources Policy
- Safe and Respectful Workplace Standard
- Alcohol and Drug Standard
- Progressive Discipline Standard
- Learning, Development and Training Standard

Goals and Performance

Employment – ENMAX’s standard for compensation is to ensure that we are competitive within the market in which we work and compete for talent. Overall, we target our level of pay to be at the median (50th percentile), however individual compensation levels may vary above and below this level based on qualifications and experience. ENMAX believes benefit programs are a significant part of an employee’s overall compensation and we strive to offer competitive, innovative options that provide employees with meaningful choices and flexibility.

Occupational health and safety – Mission Zero is ENMAX’s long-term safety vision designed to drive continued examination and improvement of ENMAX's safety culture and safety management systems.

Launched in 2009, this program established a common set of safety beliefs to set the tone and expectations for safety at ENMAX. With an objective of an injury-free ENMAX, in 2016 we progressed our [Corporate Responsibility Objective for Safety](#) from a TRIF of less than 1.0 on a sustained basis to a target of less than 1.0 each year for the next five years. Our mission is to move from a planned safety culture to a proactive safety culture by 2019.

Contractor and subcontractor health and safety training (EU18) – It is an ENMAX standard that all contractors and subcontractors receive training on location emergency procedures, ENMAX’s Alcohol & Drug Standard, ENMAX’s Distracted Driver Standard, incident reporting, applicable ENMAX safe work procedures, general safety responsibilities and specific hazards and controls. In addition, ENMAX ensures all contractors and subcontractors have the applicable competency to perform within their hired job scope.

Labour / Management relations and freedom of association – With more than 60 per cent of ENMAX employees being union members of the International Brotherhood of Electrical Workers (IBEW) or the Canadian Union of Public Employees (CUPE), we welcome the contributions of organized labour and the right of our employees to associate for our mutual benefit.

Training and education – How we address workforce training and awareness is dealt with in [Notes 21](#) and [22](#).

Diversity and equal opportunity - We highly value the backgrounds, experience, viewpoints and talents of our employees, and recognize the diversity of our employees is critical to our business success. We do not discriminate in hiring and employment practices on the basis of race, gender, culture, origin, age, religion, marital and family status, physical disabilities or sexual orientation. Our Principles of Business Ethics Policy and Safe and Respectful Workplace Standard exemplify our commitment to a workplace environment that is based on safety, trust, honesty, integrity, respect and dignity.

Investment and procurement practices – At ENMAX our procurement must be done ethically in accordance with ENMAX’s Principles of Business Ethics, and at an arm’s-length basis free from real or perceived conflict of interest on the part of employees. ENMAX is committed to fair competition in all its dealings with suppliers. Employees are to use good judgment and act in the best interests of ENMAX to ensure transparency, prudence, accountability and corporate responsibility in all spending decisions.

Monitoring and Follow-Up

At ENMAX, each employee must annually go through performance measurement, goal setting and evaluation. Performance goals are vitally important to our business success, as they ensure all employees are working toward common business objectives. Development goals are also included within this process as they help employees build the skills and experience they need for personal and career development. Best practices and standards for employee compensation, benefits and programs are continually monitored, and our programs are improved upon as necessary to maintain and retain our highly skilled workforce. All employees participate in mandatory training in the areas of safety, environment, Code of Conduct and ethics.

ENMAX uses a leading third-party service provider to assist with the collection and management of vendor related safety, environmental, risk, and financial information. The information is reviewed, verified, and monitored to ensure ENMAX is conducting business with vendors that are compliant with our expectations.

19. EMPLOYEE TURNOVER BY AGE GROUP, GENDER AND EMPLOYMENT CATEGORY ⁽¹⁾ (LA1)

	<20	21-30	31-40	41-50	51-60	61-64	65+	Total All	Male	Female
IBEW										
Terminated	0	5	2	0	7	2	2	18	18	0
Active at YE	0	91	168	91	77	11	4	442	433	9
Turnover Rate	0.0%	5.2%	1.2%	0.0%	8.3%	15.4%	33.3%	3.9%	4.0%	0.0%
Average Tenure (yrs)	0.0	4.7	7.8	10.4	26.3	25.2	27.0		11.9	5.9
CUPE										
Terminated	0	4	6	4	6	2	2	24	10	14
Active at YE	2	86	215	184	134	20	8	649	287	362
Turnover Rate	0.0%	4.4%	2.7%	2.1%	4.3%	9.1%	20.0%	3.6%	3.4%	3.7%
Average Tenure (yrs)	2.1	4.4	6.9	9.3	15.6	16.5	14.3		9.9	9.1
MP										
Terminated	0	10	15	11	13	2	1	52	32	20
Active at YE	0	56	244	212	120	8	8	648	434	214
Turnover Rate	0.0%	15.2%	5.8%	4.9%	9.8%	20.0%	11.1%	7.4%	6.9%	8.5%
Average Tenure (yrs)	0	3.7	6.1	7.8	11.8	17.1	21.6		8.0	7.6
Board of Directors										
Terminated	0	0	0	0	0	0	1	1	1	0
Active at YE	0	0	0	0	3	3	5	11	8	3
Turnover Rate	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	8.3%	11.1%	0.0%
Average Tenure (yrs)	0	0	0	0	5.8	6.4	7.5		7.4	5.2
Turnover Rate (all)	0.0%	7.5%	3.5%	3.0%	7.2%	12.5%	19.4%	5.1%	5.0%	5.5%
Total terminations	0	19	23	15	26	6	6	95	61	34

BENEFITS PROVIDED TO EMPLOYEES (LA2)

	Full Time	Part Time**	Limited Term
Employee Life Insurance	C	C	C
Spousal/Child Life Insurance	E	E	N
Short Term Disability	C	C	C
Long Term Disability	E	E	E
Extended Health	C	C	C
Dental	C	C	C
Vision	C	C	C
Provincial Health Care	E	E	E
Employee AD&D	E	E	N
Spousal/Child AD&D	E	E	N
Optional Critical Illness Insurance	E	E	N
Flex Time	C/E	C/E	C/E
Pension Plan	C/E	C/E	N
Maternity Leave with Top Up	C	C	N
Paternity Leave	E	E	N
Employee Assistance	C	C	C
Child Care	E	E	E
Fitness Facility	C	C	C
Training & Educational Assistance	C	C	N
Health Spending Account	C	C	C
C – Company paid; E – Employee paid; N – Not offered			
** Part Time must work more than 20 hours per week to be eligible for benefits			

20. LABOUR RELATIONS (LA4)

Minimum notice periods are not required for significant operational or organizational changes as part of our Unionized Collective Bargaining Agreements unless these changes result in the layoff of employees, in which case minimum statutory notice requirements would apply. However, ENMAX consults with union representatives in advance of policies or business initiatives that directly impact union members.

21. AVERAGE HOURS OF TRAINING PER YEAR PER PARTICIPANT (LA9)

Our Leadership Development Team manages the ENMAX Learning Centre. The Learning Centre provides employees with access to internal training in core business, professional and leadership skills, facilitated by highly-trained and experienced professionals, and are aligned with our leadership attributes.

Our Human Resources HRIS team manages the Learning Management System (LMS) to provide technical system support to the Organization, while the functional support and administrative functions are

decentralized and transferred to the designated training groups throughout the organization. The following provides an overview of our corporate-wide training participation in 2016:

Employee Type	Number Of Hours (Instructor Led)	Number of Hours (Online)	Total hours	Number of Participants (Instructor Led)	Number of Participants (Online)	Total Participants ⁽²⁾	Hours training per participant
Individual Contributors	23,432	967	24,390	1,277	590	1,867	13
Employees with Direct Reports	4,252	602	4,853	189	232	421	12
Directors and Above	765	182	947	65	93	158	6
Inactive Employees ⁽¹⁾	4,945	506	5,451	107	288	395	14
Totals	33,385	2,257	35,642	1,638	1,203	2,841 ⁽²⁾	13

Year	Number Of Participants ⁽²⁾	Total Hours Training	Hours Training per Participant
2016	2,841	35,642	13
2015	4,182	45,099	11
2014	3,986	57,008	14

⁽¹⁾ Data for employees who took training in 2016 but who are currently not employed with ENMAX. This is calculated separately as the employee type is not available once an employee is terminated in the system.

⁽²⁾ Number of participants includes each employee once per training type, i.e., online or instructor led; no matter how many training sessions they attend, i.e., 1 employee attending 10 training sessions is only included once in this count.

22. PROGRAMS AND PROCESSES TO ENSURE THE AVAILABILITY OF A SKILLED WORKFORCE (LA10, EU14)

Support for professional institute courses and conferences, technology-based learning and on-the-job-training are some ways ENMAX facilitates employee training. Internal professional and leadership training is supported through the ENMAX Learning Centre. ENMAX welcomes recent graduates to our engineer-in-training (EIT) program, which introduces them to the challenges of the utility industry and the opportunities available at ENMAX. Graduates are offered the chance to rotate through different areas within ENMAX over a 10-month period to help them gain an understanding of the entire organization and determine the department they may eventually want to work in permanently.

On the technical training side, highly skilled and specialized workers are needed for our electrical operations to ensure system reliability, customer satisfaction and employee and public safety. ENMAX Power supports and operates a Technical Training Centre (TTC), mandated to provide skills training and upgrading through a mix of apprentice development, upgrading of new staff skills, as well as keeping experienced staff current.

In addition to the TTC, two committees ensure the technical training programs fit with the needs of our employees and the organization. The Joint Apprenticeship Training Council is comprised of an equal number of ENMAX and union representatives and oversees the operation of ENMAX apprentice training programs including job rotation, work experience and links to provincial training. The Technical Training

Advisory Council involves stakeholders from across ENMAX who determine course content, delivery methodology, scheduling of technical training and offer guidance and feedback on programs.

The most common interface between ENMAX and our customers is via our Customer Care Centre, which is led by our ENMAX Encompass subsidiary. We consider the Customer Care Centre to be more than a call centre, it's a centre of excellence that links our front-line customer service representatives to back-office functions such as billing and customer accounts, thus providing an efficient, positive experience for customers at all contact points.

Our Customer Care Centre aims for continuous improvement and 2016 was no exception. Over one million customer interactions was how many times we helped our customers understand their energy use, their account and / or Alberta's electricity industry. These interactions include phone, email, live chat or social media as well as face-to-face connections when we work in the community.

23. DIVERSITY OF WORKFORCE (DEMOGRAPHIC PROFILE) ⁽¹⁾ (LA12)

By Employment Category¹

Employment Category	Age (years)	<20	21-30	31-40	41-50	51-60	61-64	65+	Total	Male	Female
	Board of Directors		0	0	0	0	3	3	5	11	8
Percentage		0.0%	0.0%	0.0%	0.0%	27.3%	27.3%	45.5%		72.7%	27.3%
CEO		0	0	0	0	1	0	0	1	0	1
Percentage		0.0%	0.0%	0.0%	0.0%	100%	0.0%	0.0%		0.0%	100%
Executive Committee		0	0	0	2	2	0	2	6	3	3
Percentage		0.0%	0.0%	0.0%	33.3%	33.3%	0.0%	33.3%		50.0%	50.0%
Vice Presidents		0	0	0	6	13	0	1	20	17	3
Percentage		0.0%	0.0%	0.0%	30.0%	65.0%	0.0%	5.0%		85.0%	15.0%
Middle Management		0	8	119	134	58	4	4	327	225	102
Percentage		0.0%	2.4%	36.4%	41.0%	17.7%	1.2%	1.2%		68.8%	31.2%
Individual Contributor		3	265	531	357	258	35	13	1462	947	515
Percentage		0.2%	18.1%	36.3%	24.4%	17.6%	2.4%	0.9%		64.8%	35.2%
Total		3	273	650	499	335	42	25	1,827	1,200	627
Percentage		0.2%	14.9%	35.6%	27.3%	18.3%	2.3%	1.4%		65.7%	34.3%

¹Information on the Board of Directors does not include The City of Calgary councillors

24. RATIO OF BASIC SALARY OF MEN TO WOMEN ⁽¹⁾ (LA13)

	Number of Males	Number of Females	Total All	Competitive Positioning Ratio Male to Female
Board Chair	1	0	1	N/A
Board of Directors ²	7	3	10	98%
CEO	0	1	1	N/A
Executive Vice Presidents ³	3	3	6	110%

Vice Presidents reporting to CEO ³	1	0	1	N/A
Vice Presidents ³	16	3	19	114%
Middle Management ⁴	163	51	214	105%
Team Leads / Supervisors ⁴	60	51	111	102%
Management Individual Contributor ⁴	194	107	301	100%
	445	219	664	105%

¹ Union employees are not included as salary is determined by collective bargaining.

² Information on the Board of Directors does not include The City of Calgary councillors.

³ Salary ratio calculated as percent of market.

⁴ Salary Ratio calculated as percent of competitive objective.

The methodology used to calculate the salary ratio of our men to women employees considers both the job family as well as the level of the role. ‘Job Family’ describes the subject matter or area of expertise the employee works in. Examples of job family include: HR, IT, Finance, legal, operations, administrative, sales, etc. To assess roles against other roles in the organization that are similar, we look at the average distance of male and female salaries to the competitive value for the job band.

As a result, the measure provided is the ratio of male and female salaries from the Competitive Objective for the band rather than the ratio of the dollar amount of the salary. For VPs and Executives the measure is the ratio of male to female salaries from the market match for the specific role. As we don’t have market data for the Board of Directors, that measure is a ratio of the salary.

25. INVESTMENT AND PROCUREMENT PRACTICES (HR1, HR2)

ENMAX uses a leading third-party service provider to assist with the collection and management of vendor related safety, environmental, risk, and financial information. The information is reviewed, verified, and monitored to ensure ENMAX is conducting business with vendors that are compliant with our expectations.

Human Rights Screening of Suppliers

ENMAX Energy, through its subsidiary, sources from Tier 1 suppliers for the manufacturing and procurement of solar photovoltaic (PV) panels for the solar program. Tier 1 suppliers are companies characterized by having the scaled infrastructure that reduces their potential for human rights issues as there is greater visibility and auditing of these companies.

26. NON-DISCRIMINATION (HR3)

ENMAX strives to be an employer of choice in our communities by offering a work environment that is healthy, secure and respectful. Our Safe and Respectful Workplace Standard supports this commitment. Employees and/or contractors are able to report incidents or concerns of non-discrimination in confidence through our [confidential Safety and Ethics ConfidenceLine](#), available 24/7 or anonymously to the Alberta Human Rights and Citizenship Commission (the Commission).

In 2016, no incidents of discrimination were brought to ENMAX's attention. Two incidents received in 2015 as Human Rights complaints have not yet been investigated by the Commission.

No incidents of violations of the rights of indigenous people or displacement were reported in 2016.

SOCIETY

27. MANAGEMENT APPROACH

Organizational responsibility - Our Executive Vice President & Chief Human Resources Officer and Vice President Communications and Engagement, with support from the Community Investment and Sponsorship team, oversee our investments and donations in the community and our corporate sponsorships. The Director, Stakeholder and Aboriginal Relations, supports our Generation and Transmission and Distribution business units to manage stakeholder relations' aspects of our facilities. The Executive Vice President, Regulatory and Chief Legal officer, oversees our energy policy development activities.

Each business unit and its executive team leader, supported by our Executive Vice President, Regulatory and Chief Legal Officer, are responsible for compliance with competition and privacy laws, as well as other legislation governing every aspect of ENMAX operations.

Policy - Our policies governing societal aspects include the Compliance Policy, Code of Conduct Compliance Plan, Principles of Business Ethics Policy, Safe and Respectful Workplace Standard, Employee Spending Policy, Supply Chain Management Standard, Sponsorship, Donations and Tickets Standard,.

Goals and Performance

Community – Through the generation projects we develop, the electrical infrastructure we manage and the products and services we sell, we know our customers and community are counting on us to be consultative and transparent. Our Compliance Policy, corporate values and our corporate responsibility commitment guide our employees as they make decisions that impact our community.

As we plan and manage our operations, we take a proactive, solutions-focused approach based on open two-way dialogue that promotes consultative and respectful relationships with our stakeholders. We commit to keep stakeholders informed through tools such as our website, social media, newsletters, in-person meetings and open-houses to maintain dialogue. Follow these links to learn more: <https://www.enmax.com/generation-wires>; and <https://www.enmax.com/community/aboriginal-relations>

ENMAX invests in community initiatives to help make Alberta a better place to live, work and play, to help create positive social change by aligning our strengths and core values to refine or improve the neighbourhoods we live in across Alberta. We've identified four areas where we can have a positive impact on Alberta families and communities today and tomorrow. Our online application system helps us to evaluate funding requests fairly and consistently; we also look to our community investment policy when evaluating requests. We engage [LBG Canada](#) to guide how we measure and communicate the impact of our investment programs.

We monitor our performance in community investment through our [Corporate Responsibility Objective for Community](#) which reports our commitment as an Imagine Canada Caring Company, wherein ENMAX

insures to invest a minimum of one per cent of pre-tax profits in the Alberta community on a five year rolling average basis. In 2016 our investment was 2.31 per cent; thus achieving our target.

Corruption – to ensure our employees have the means and support to report compliance concerns, we established a confidential [Safety and Ethics ConfidenceLine](#) in 2004. This helpline is available to ENMAX employees and our vendors to make good faith reports of suspected inappropriate or unethical behaviour. Employees are also encouraged to speak to their leader or any member of management if they suspect inappropriate or unethical behaviour. Use of the ConfidenceLine in 2016 was consistent in frequency with previous years, with 9 reports. We believe these results indicate that employees feel they can resolve issues expediently by speaking with supervisors or leaders rather than through the ConfidenceLine.

Public policy – ENMAX is involved in all parts of the electricity industry, including generation, distribution and retail operations. This allows us to make a unique contribution on the public policy stage. We have aligned our business strategy with the interests of consumers in mind and believe we are standing up for consumers through our presentations and ongoing advocacy.

Anti-Competitive Behaviour and Compliance – ENMAX is subject to two Codes of Conduct: a regulation overseen by the Market Surveillance Administrator (MSA) that ensures a level playing field for customers and competitive electricity retailers; and an order of the Alberta Utility Commission (AUC) that ensures utilities do not favour their affiliates. Each Code has similar compliance obligations: to have [compliance plans](#), to report quarterly and annually on compliance, and to undergo compliance audits. To support these obligations, ENMAX has a Code of Conduct Compliance Policy, provides mandatory training annually to all employees including officers, directors, and affected contractors, and has appointed a Conduct Committee to manage compliance activities.

ENMAX participates in the wholesale electricity market in Alberta and therefore must comply with market trading legislation and rules of the Alberta Electric System Operator (AESO).

The AESO also monitors Alberta electricity market participants to ensure participants follow all applicable requirements under the Alberta Reliability Standards (ARS). The ARS are a means to ensure that sufficient and continuous supply of electricity is available during expected and unforeseen circumstances that reduce the amount of total available electricity. Meeting these standards also helps ensure reliable electricity is available in the North American bulk electric system, even in the event of unexpected equipment failures or other factors that could impact the amount of available electricity. The MSA has authority to issue specified penalties to market participants for non-compliance with ARS. ARS applies to the operations of both ENMAX Power and ENMAX Energy.

Training and Awareness - See the discussion under Goals and Performance previously.

Monitoring and Follow Up - See the discussion under Goals and Performance previously.

28. CUSTOMER AND PUBLIC HEALTH AND SAFETY

Managing Impacts to Displacement (EU20)

To date, ENMAX has not had to manage any impacts to displacement. However, should such an incident arise with respect to our generation facilities, ENMAX is required by law to defer all aspects of management to the Calgary Emergency Management Agency ([CEMA](#)).

Emergency Response Planning (EU21)

ENMAX ensures that a large number of employees are trained in emergency management using the Incident Command System (ICS). The ICS establishes standardized incident management protocols that all incident responders should use to enable a coordinated response. As well, personnel from both ENMAX Energy (Generation) and ENMAX Power (EP) include day-to-day operational training and exercises to help ensure our System Control Centre, field and plant employees are equipped with the necessary knowledge and resources to respond safely, while maintaining compliance to all legislative requirements and playing our respective roles with respect to the continued operation of the Alberta Interconnected Electrical System (AIES).

Generation's Emergency Management Program (GEN EMP) includes both discussion-based and operations-based exercises which vary from table tops to full scale exercises. In 2016, full-scale exercises were held at the Calgary Energy Centre, Cavalier Energy Centre, District Energy Centre and Shepard Energy Centre. A table top exercise was held at the District Energy Centre as part of an initiative to provide quarterly tabletops. In addition to the exercises, multiple emergency response and procedural training sessions were held. In November the GEN EMP was audited against CSA Z1600-14 by an external consultant (Sandhurst Consulting), and a report submitted to the Generation Management Team and personnel involved with the program. All findings and enhancements were reviewed by all members of the group and management, documented and tracked to completion.

The program's growth focus for 2016 was on the introduction of the SharePoint site to establish a virtual Emergency Operations Centre and way of responding to an incident. This initiative will continue into 2017 with ongoing improvements to the site and training to all personnel in the program.

The Corporate Emergency Management Program is being progressed from stand-alone Emergency Response and Business Continuity Plans to become a consolidated program across all corporate groups. ENMAX continues to prioritize continual improvement processes to implement, maintain and evaluate the emergency and continuity program that address the functions of prevention and mitigation, preparedness, response and recovery. Priority areas for 2017 focus are response to loss of key facilities and information systems, ongoing training with business units, and collaboration with key external stakeholders.

Members of EPC's Incident Management Team took part in assorted training exercises throughout 2016 including real life situations such as an oil spill at a substation, a fire in Calgary's downtown, a cyber-attack, emergency preparation for a potential flood, and participation in a mutual aid exercise in Edmonton with EPCOR Utilities. Additionally the team participated with the CEMA in assorted training events.

EPC activated the E2C2 in ENMAX Place in 2016 to be well prepared for several high profile events, such as the Calgary International Airport terminal grand opening and an LRT train derailment. EPC's emergency response procedures stood up well under all incidents. Frequent regular training on diverse scenarios and participation with CEMA helps ensure public and staff safety, minimize damage to EPC's infrastructure and allows EPC to quickly restore service to customers. EPC also continued work with the Canadian Electric Association in building upon a national mutual assistance agreement.

Trouble call response

When trouble occurs, such as downed lines from a storm or a vehicle collision with a power pole, EP relies on our Trouble Response (TR) crews to get the power up and running for customers as soon as possible. Our TR crews are the first on the scene and it's their job to secure the site, make the area electrically safe, manage any environmental releases and restore power, if possible.

Because of their important role in quickly restoring power, EP aims to have sufficient crews to maintain high-level response times. Staffing levels are driven in part by tracking response times, which may indicate whether more personnel will be required. In 2016, 7,368 incidents were logged (2015 - 7,975 incidents), and our trouble call response time averaged 25 minutes.

Our Corporate Responsibility objective for electricity service reliability is to be top quartile in our industry in comparison to the Canadian Electricity Association (CEA) member utilities with respect to duration of outage and frequency of outage occurrence as measured by System Average Interruption Duration Index (SAIDI) and System Average Interruption Frequency Index (SAIFI) scores. We met this target in 2015 and expect to do so again in 2016, once results are published by the CEA in 2017.

29. ANTI CORRUPTION PRACTICES AND PROGRAMS (SO2, SO3, SO4)

Risk Analysis Related to Corruption

ENMAX conducts a quarterly enterprise-wide risk assessment process with participation from all business units. This process identified a low risk of a material ethical breach resulting from the lack of an appropriate ethics management system. By operating primarily within Alberta, we are not exposed to foreign corruption risk and we have policies, training and internal controls to address conflicts of interest and procurement practices. Additionally, Internal Audit considers fraud risk as part of all of its engagements.

In 2015 our Principles of Business Ethics became policy managed under the guidance of our Board of Directors. The policy establishes the appropriate and expected behaviour of all employees for maintaining ENMAX's reputation for honesty and integrity earned by maintaining the highest standards of business ethics and compliance with applicable laws, rules and regulations.

All employees, including our contractors that work side by side with ENMAX employees, are required to complete ENMAX Principles of Business Ethics training within 90 days of hire as part of their orientation. The training is available online to all employees at all times and, of the 417 employees required to complete the training in 2016, 41% (171) are past due and have received notice to complete as per ENMAX policy. To ensure our employees have the means and confidence to report compliance and ethics concerns, we established a confidential [Safety and Ethics ConfidenceLine](#) that is available 24/7.

In 2016 there were zero reported incidents of corruption and zero concluded legal cases regarding corrupt practices. Instances of corruption would be detected in a number of ways: by anonymous reporting to the Safety and Ethics ConfidenceLine; through direct reporting to management or members of the Legal and Compliance department; or through detection by audit and finance staff.

PRODUCT RESPONSIBILITY

30. MANAGEMENT APPROACH

Organizational responsibility – The oversight of the management of operations and marketing aspects associated with ENMAX Energy products and their development, including renewables, was brought together under our Executive Vice President, Competitive Energy encompassing also our customer experience, which serves our residential and small business customers; and our industrial, commercial and institutional accounts, energy marketing, trading and commercial services. Our solar product offerings are overseen by the Vice President, Energy Solutions. Oversight of ENMAX’s regulated transmission and distribution business along with regulated market services is under the Executive Vice President, Power Delivery having support from the Vice President Asset, Regulatory and Business Planning. The Vice Presidents of Field Services, and Operations, are accountable for ENMAX Power’s customers ensuring safe and reliable product delivery. Oversight for the health and safety aspect of our product management and stakeholder relations is the responsibility of our Executive Vice President, Technical Services, supported by our Vice President, Safety and Energy Project Execution, and our Director of Stakeholder and Indigenous Affairs.

Policy - ENMAX has policies in place to ensure our service delivery is responsible, safe and respectful, including the Principles of Business Ethics Policy, Compliance Policy, Privacy Policy, and the Occupational Health and Safety Policy. ENMAX Power and ENMAX Energy also maintain a Code of Conduct Regulation [Compliance Plan](#).

Goals and Performance

Customer health and safety (PR1) – We ensure the infrastructure, systems and people are in place to provide the best and safest service possible to our customers and we count on our rigorous adherence to processes and procedures to keep this commitment. We also respond to customer inquiries regarding electric and magnetic fields (EMF), including on-site EMF measurement. A performance indicator for Transmission and Distribution Services includes response times, in particular first-line response to urgent dispatch requests such as lights out, lines down or vehicle collisions with poles or streetlights. We also monitor response times for new connections, both residential and commercial. Staffing levels are driven in part by increasing response times, which indicates that more personnel may be required.

Product and service labeling compliance (PR3, PR4) – Products and services with respect to our solar panel equipment and promotions items are subject to labeling laws such as the *Consumer Product Safety Act* and the *Competition Act*. We follow both internal and external service quality standards and try to use clear language on our bills and contracts.

Customer Satisfaction (PR5) - One of our [CR Objectives for our Customer](#) is to deliver an exemplary customer experience as measured by achieving top quartile customer satisfaction comparable to North American energy companies. Customer satisfaction survey results show that 82 percent of surveyed customers were “very satisfied” (83% in 2015).

Sale of banned or disputed products (PR6) – The ENMAX Group of Companies do not sell any products that are banned in certain markets. We adhere to the rules related to marketing communications set out in the *Code of Conduct Regulation*, the *Fair Trading Act*, the *Competition Act* among others. All marketing communications are to be reviewed for compliance with these rules by ENMAX’s Compliance and Legal Services groups. In accordance with the *Code of Conduct Regulation*, reviews of compliance with these standards are undertaken quarterly and non-compliances are reported to the Alberta Utilities Commission.

The Alberta Utilities Commission (AUC) mandates stakeholder engagement for transmission and generation projects. ENMAX strives to exceed AUC requirements because we believe transparent, two-way dialogue helps reach a mutually beneficial outcome. We take a proactive, consultative approach, contacting potential stakeholders in advance of all construction or upgrade projects. Our [CR Objective for Stakeholder Relations](#) is to have no compliance issues under AUC Rule 007, a rule that mandates a participant involvement program for substations and transmission lines. We achieved that goal in 2016.

Significant incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship (PR7) – None identified in 2016.

Customer Privacy (PR8) – Alberta’s *Personal Information Protection Act* (PIPA) came into force in 2004 and sets the standard for how businesses in Alberta should handle personal information. ENMAX’s PIPA compliance structure includes a Privacy Policy, a Personal Information Commitment (available online at <https://www.enmax.com/Legal/privacy>), and the designation of a Privacy Officer in establishing and managing PIPA compliance mechanisms.

Significant non-compliance concerning the provision and use of products and services (PR9) – None identified in 2016.

Training and Awareness

Every customer service representative in our Customer Care Centre receives in-depth market, business and service training when hired. They are also provided with regular training updates, as well as quality assurance reviews and coaching opportunities on a monthly basis.

Monitoring and Follow Up

Instances of disclosure of customer data without consent contrary to the *Code of Conduct Regulation* are self-reported to the Market Surveillance Administrator quarterly. In addition to its responsibilities under the *Code of Conduct Regulation*, the Market Surveillance Administrator is charged with investigative authority over market participants who may be behaving in a way contrary to the “fair, efficient and openly competitive operation of the market.” The Compliance team supports the Senior Vice President, Energy Marketing, Vice Presidents Forecasting and Commercial Services, and Trading and Origination in managing compliance with market rules.