



# Appendix

## Other ESG-related questions

We sometimes receive questions about ESG topics that are not covered previously in this report. The following provides additional information on these topics:

### How do you prevent spills? Did you have any significant spills in 2020?

We have established routine inspection programs to assess the health and condition of our generation, distribution and transmission equipment. As part of each inspection program, the assessment of oil-filled equipment is critical as leaks can lead to equipment failure, electrical outages and costly site clean-up and/or remediation. When minor leaks are identified, inspection frequency is increased to allow for ongoing monitoring and assessment of the equipment's leak severity. In instances where a leak condition progresses or a major leak or equipment damage is identified, we schedule the repair or replacement of the equipment, including any site clean-up or remediation required. In addition to ENMAX's inspection programs, we also have spill response and reporting procedures in place to address spills due to equipment failure including damage and releases caused by third parties.

We consider significant a spill of more than 500 litres in alignment with industry standards (including the CEA) for sustainability reporting. In 2020, we had two significant spills. The first was an oil release due to a failed slow leaking pad mount transformer. The release was reported to AEP. ENMAX remediated the majority of the site in August 2020; however, due to site conditions, a risk management plan has been established until contaminants naturally attenuate or the site is decommissioned. The second spill was another oil release due to a third party damaging a pad mount transformer. Release was reported to AEP. ENMAX fully remediated the site in May 2020.

### How do you protect biodiversity around your operations?

Avian management program: Birds often use power poles or substation equipment for perching, roosting and nesting. This creates risk of fire and power outages, as well as harm to the birds themselves. ENMAX works to protect birds, while helping to ensure the reliability of our services by identifying high-risk areas and installing measures to prevent nesting. For example, to prevent osprey from using double cross arm structures as nest sites, specially designed nesting deterrents are installed prior to the breeding season. In addition, we maintain and monitor 20 nesting platforms within Calgary.

Nesting deterrents such as [Interruption switches](#) have been installed on 25 switches across the city to prevent birds such as hawks and crows from nesting. Flight diverters are installed on shield wires of new transmission lines crossing and adjacent to waterbodies to make the wires more visible to birds and reduce the risk of collisions.

Training courses and detailed procedures are provided to field personnel to guide their actions when birds and/or nests are discovered. ENMAX's environment team is on call to help identify the species of bird and recommend the appropriate action. Nests that are inactive can be removed in some situations. Active nests found on power poles, substations and construction sites are protected and monitored until the young birds leave the nest. Follow [this link](#) for more information on environmental programs.

For further information and to view the full report, you can access ENMAX's 2020 Environmental, Social and Governance report at [enmax.com/esg](https://enmax.com/esg)

# Performance table

All data in this table excludes Versant Power

Performance Table					
OPERATIONS					
	Units	2017	2018	2019	2020
<b>Electric utility</b>					
Number of customers served	number	655,491	667,700	674,800	690,861
Electricity sold to customers in Alberta	GWh	19,977	19,668	19,250	17,891
Electricity delivered in Calgary service area	GWh	9,500	9,520	9,332	9,050
<b>Power generation</b>					
Installed capacity	MW	1,781	1,781	1,781	1,789
Net Energy Output (electricity generated)	MWh	7,075,048	7,869,096	7,889,814	8,372,681
Natural gas	MWh	6,441,223	7,256,454	7,309,027	7,636,598
Wind	MWh	633,825	604,230	570,769	713,197
District Energy	MWh	NR	8,412	10,018	22,885
<b>Transmission and distribution</b>					
Total km wire in Calgary	Km	9,596	9,751	9,908	9,810
Number of distribution transformers	number	52,644	53,540	54,258	54,754
Number of utility poles	number	61,699	61,413	61,408	65,054
ENVIRONMENT					
	Units	2017	2018	2019	2020
<b>GHG emissions (equity)<sup>1</sup></b>					
Scope 1 emissions	kilotonnes CO <sub>2</sub> e	2,510	2,880	2,899	2,984
Scope 2 emissions	kilotonnes CO <sub>2</sub> e	18	14	14	12
Total GHG emissions	kilotonnes CO <sub>2</sub> e	2,528	2,894	2,913	2,996
GHG emissions intensity (scope 1 only)	tCO <sub>2</sub> e/MWh	0.39	0.39	0.39	0.39
<b>GHG emissions (operational control)<sup>2</sup></b>					
Scope 1 emissions	kilotonnes CO <sub>2</sub> e	2,707	3,262	3,362	3,460
Scope 2 emissions	kilotonnes CO <sub>2</sub> e	17.1	13.4	12.8	10.5
GHG emissions intensity (scope 1 only)	tCO <sub>2</sub> e/MWh	0.37	0.38	0.38	0.37

ENVIRONMENT					
	Units	2017	2018	2019	2020
Scope 1 GHG emissions by source (ENMAX Energy only)					
Natural gas combustion	tonnes CO <sub>2</sub> e	2,698,771	3,254,004	3,352,027	3,452,622
Fugitive	tonnes CO <sub>2</sub> e	510	887	1,336	652
Fleet	tonnes CO <sub>2</sub> e	74	50	153	25
SF <sub>6</sub>	tonnes CO <sub>2</sub> e	0	0	0	0
Flaring	tonnes CO <sub>2</sub> e	0	0	0	0
Other	tonnes CO <sub>2</sub> e	0	0	0	0
<b>Energy transition</b>					
Scope 1 GHG emissions covered under emissions-limiting regulations <sup>3</sup>	per cent	NR	NR	NR	100%
Scope 1 GHG emissions covered under emissions-reporting regulations	per cent	NR	NR	NR	100%
<b>Grid resiliency</b>					
Investment in Calgary's Transmission and Distribution (T&D) System and other assets	\$ million	290	228	305	259
<b>Reliability and availability</b>					
System Average Interruption Duration Index (SAIDI)	hours	0.47	0.54	0.42	0.47
System Average Interruption Frequency Index (SAIFI)	# interruptions per customer	0.64	0.80	0.72	0.54
Average generation plant availability factor	per cent	95.3	93.4	93.3	98.7
<b>Air quality<sup>4</sup></b>					
NO <sub>x</sub> intensity	tonnes/MWh	0.0002	0.0002	0.0002	0.0002
NO <sub>x</sub> (excluding N <sub>2</sub> O)	tonnes	1,203	1,657	1,612	1,926
Particulate matter (PM <sub>10</sub> )	tonnes	25	14	15	15
SO <sub>x</sub>	tonnes	13	16	16	17
NO <sub>x</sub> in or near areas of dense population	tonnes	933	1,253	1,231	1,312
PM <sub>10</sub> in or near areas of dense population	tonnes	11	13	13	14
SO <sub>x</sub> in or near areas of dense population	tonnes	12	15	15	15

ENVIRONMENT					
	Units	2017	2018	2019	2020
<b>Water management</b>					
Water intensity	m <sup>3</sup> /MWh	0.71	0.70	0.69	0.69
Total water withdrawn	million m <sup>3</sup>	7.12	7.51	7.61	8.11
Fresh	million m <sup>3</sup>	1.50	1.97	2.09	2.10
Reclaimed (non-fresh)	million m <sup>3</sup>	5.62	5.54	5.52	6.00
Total water discharged	million m <sup>3</sup>	1.84	1.41	1.40	1.53
<b>Spills<sup>5</sup></b>					
Significant spills, number	number	0	0	1	2
Significant spills, volume	litres	0	0	552	2,516
SOCIAL					
	Units	2017	2018	2019	2020
<b>Employee and contractor safety</b>					
Total recordable incident rate (TRIR)	<i>injuries per 200,000 hours worked</i>	1.00	0.71	0.94	0.34
Lost time injury frequency rate	<i>injuries per 200,000 hours worked</i>	0.27	0.13	0.20	0.07
Fatalities	number	0	0	0	0
Near misses - serious	number	10	8	6	1
<b>Public safety</b>					
Number of public injuries	number	0	0	0	0
Number of public fatalities	number	0	0	0	0
<b>Employees</b>					
Total number of employees	number	1,801	1,744	1,797	1,692
Employee turnover rate	per cent	7%	12%	8%	9%
<b>Training and development</b>					
Average hours of training per year per participant (excludes mandatory)	hours	11	19	12	8

SOCIAL					
	Units	2017	2018	2019	2020
<b>Diversity and inclusion</b>					
Employees who completed respect in the workplace training	number	250	1,750	1,859	1,793
Total number of incidents of discrimination reported	number	1	0	0	0
Women at various levels					
Board	per cent	40%	38%	38%	33%
Sr. Mgmt (Senior VP and above)	per cent	60%	50%	67%	50%
Total Workforce	per cent	34%	33%	35%	35%
<b>Unions</b>					
Employees covered by a collective bargaining agreement	per cent	63	62	61	62
<b>Energy affordability</b>					
Number of residential customer electric disconnections for nonpayment <sup>6</sup>	per cent	NR	19,841	14,903	6,600
Customers reconnected <sup>7</sup>	per cent	NR	NR	NR	59%
Community Investment					
Community investment	million \$	3.6	3.8	3.5	2.8
GOVERNANCE					
	Units	2017	2018	2019	2020
<b>Customer satisfaction</b>					
Customer satisfaction	out of 100%	82%	86%	86%	90%
<b>Anti-corruption and anti-competition</b>					
Number of legal cases regarding corrupt practices	number	0	0	0	0
Number of significant legal actions for anti-competitive, anti-trust behavior	number	0	0	0	0
<b>Physical and cybersecurity</b>					
Number of phishing tests conducted	number	NR	4	8	14
Employees who received cybersecurity training	number	1,451	1,747	1,856	1,792

### Notes

1. We report GHG emissions based on financial ownership (equity) which means we include ENMAX's proportional share of the emissions from our Shepard Energy Centre, 50 per cent from our Balzac facility, and GHG emissions associated with structured power agreements such as Energy Service Agreements in which ENMAX is responsible for carbon compliance obligations. Following this principle, our 2015 baseline includes GHG emissions related to our Power Purchase Agreements (PPAs).
2. To allow comparability with historical information, we also provide GHG emissions under operational control which mean 100 per cent of GHG emissions from facilities which we operate regardless of financial ownership.
3. Emission limiting regulations include carbon tax.
4. Air Quality data is limited to air emissions from power generation facilities.
5. All significant spills are spills of more than 500 litres in alignment with industry standards (including CEA) for sustainability reporting. At ENMAX all releases to the environment are reported to our Environment personnel, who report to Alberta Environment and Parks (AEP) any release in excess of one gram of Polychlorinated Biphenyl (PCB) concentration from in-service equipment or two parts per million 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 an AEP facility operating approval.
6. 2020 disconnections are lower than previous years due to ENMAX halting disconnection activities for most of the year due to the COVID-19 pandemic; ENMAX reports these values quarterly and annually to the AUC.
7. Total reconnections, not necessarily within 30 days.

## SASB index

These are the metrics and references to qualitative descriptions in this report that align with the Sustainability Accounting Standards Board standard for electric utilities and power generators. The Sustainability Accounting Standards Board is a non-profit organization with the goal of enabling businesses around the world to identify, manage and communicate financially-material sustainability information to their shareholders and providers of capital. This excludes Versant Power.

SASB Ref	SASB Suggested Disclosures	2020 data
<b>GHG gas emissions &amp; energy resource planning</b>		
IF-EU-110a.1	Gross global Scope 1 emissions (operational control)	3,459,970 tonnes CO <sub>2</sub> e
IF-EU-110a.1	Gross global Scope 1 emissions (equity)	2,983,979 tonnes CO <sub>2</sub> e
IF-EU-110a.1	Percentage of scope 1 emissions covered under emissions-limiting regulations	100%
IF-EU-110a.1	Percentage of scope 1 emissions covered under emissions-reporting regulations	100%
IF-EU-110a.2	Greenhouse gas (GHG) emissions associated with power deliveries	not reported
IF-EU-110a.3	Discussion of long-term and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and performance against targets	pages 12-18
IF-EU-110a.4	(1) Number of customers served in markets subject to renewable portfolio standards (RPS) and (2) percentage fulfillment of RPS target by market	not applicable
<b>Air quality</b>		
IF-EU-120a.1	NO <sub>x</sub> (excluding N <sub>2</sub> O)	1,926 tonnes
IF-EU-120a.1	SO <sub>x</sub>	17 tonnes
IF-EU-120a.1	Particulate matter (PM10)	15 tonnes
IF-EU-120a.1	Lead (Pb)	not applicable
IF-EU-120a.1	Mercury (Hg)	not applicable
IF-EU-120a.1	Percent of NOx in or near areas of dense population	68%
IF-EU-120a.1	Percent of SOx in or near areas of dense population	93%
IF-EU-120a.1	Particulate matter (PM <sub>10</sub> ) in or near areas of dense population	93%
<b>Water management</b>		
F-EU-140a.1	Total water withdrawn (fresh and non-fresh)	8.11 million m <sup>3</sup>
F-EU-140a.1	Percentage of water withdrawn that is fresh	26%
F-EU-140a.1	Total water consumed	6.58 million m <sup>3</sup>
F-EU-140a.1	Percentage of water withdrawn and consumer in regions with High or Extremely High Baseline Water Stress	not reported
IF-EU-140a.2	Number of incidents of non-compliance associated with water quantity and/or quality permits, standards, and regulations	not reported
IF-EU-140a.3	Description of water management risks and discussion of strategies and practices to mitigate those risks	page 29

	<b>Coal ash management</b>	
IF-EU-150a.1	Amount of coal combustion residuals (CCR) generated, percentage recycled	not applicable
IF-EU-150a.2	Total number of coal combustion residual (CCR) impoundments, broken down by hazard potential classification and structural integrity assessment	not applicable
	<b>Energy affordability</b>	
IF-EU-240a.1	Average retail electric rate for (1) residential, (2) commercial, and (3) industrial customers	not reported
IF-EU-240a.2	Discussion of engagement processes to manage risks and opportunities associated with community interests	page 49-50
IF-EU-240a.3.	Number of residential customer electric disconnections for nonpayment	6,600
IF-EU-240a.3.	Percentage of customers reconnected (not necessarily within 30 days)	59%
IF-EU-240a.4	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	page 5
	<b>Workforce health &amp; safety</b>	
IF-EU-320a.1	Total recordable incident rate (TRIR)	0.34
IF-EU-320a.1	Fatalities	0
IF-EU-320a.1	Near misses (serious)	1
	<b>End-use efficiency &amp; demand</b>	
IF-EU-420a.1	Percentage of electric utility revenues from rate structures that (1) are decoupled and (2) contain a lost revenue adjustment mechanism (LRAM)	not applicable
IF-EU-420a.2	Percentage of electric load served by smart grid technology	not reported
IF-EU-420a.3	Customer electricity savings from efficiency measures, by market	not reported
	<b>Nuclear safety &amp; energy management</b>	
IF-EU-540a.1	Total number of nuclear power units, broken down by U.S. Nuclear Regulatory Commission (NRC) Action Matrix Column	not applicable
IF-EU-540a.2	Description of efforts to manage nuclear safety and emergency preparedness	not applicable
	<b>Grid resiliency</b>	
IF-EU-550a.1	Number of incidents of non-compliance with physical standards or regulations	not reported
IF-EU-550a.1	Number of incidents of non-compliance with cybersecurity standards or regulations	not reported
IF-EU-550a.2	System Average Interruption Duration Index (SAIDI)	0.47 hours
IF-EU-550a.2	System Average Interruption Frequency Index (SAIFI)	0.54 # interruptions per customer
IF-EU-550a.2	Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	not reported



## TCFD index

The Task Force on Climate-related Financial Disclosures (TCFD) provides recommendations for more effective climate-related disclosures that can promote more informed investment, credit and insurance underwriting decisions. Below are the references to TCFD-related disclosures in this document.

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## Forward looking information advisory

This report contains certain forward-looking statements and forward-looking information (collectively referred to as "forward-looking information") about our current expectations, estimates and projections about the future, as well as targets that we have set for future business conditions, in each case based on certain assumptions made by us in light of our experience and perception of historical trends. Forward-looking information in this report is identified by words such as "aim", "ambition", "anticipate", "believe", "can", "committed", "confident", "continue", "develop", "enhance", "ensure", "estimate", "expect", "focus", "goal", "improve", "increase", "integrating", "invest", "maintain", "plan", "potential", "priority", "reduce", "remain", "strategy", "strive", "target", "vision" and "will", or similar words or expressions and includes suggestions of future outcomes. Although ENMAX believes that the expectations represented by such forward-looking information are reasonable, there is no assurance that events will occur in accordance with such expectations. Readers are cautioned not to place undue reliance on forward-looking information as actual results may differ materially from those expressed or implied.

Forward-looking information in this report includes, but is not limited to, statements about: our efforts to integrate ENMAX's and Versant Power's overall data, reporting and performance management systems to enable further consolidation of our ESG reporting in future; our vision for reducing GHG emissions and our targets in implementing this vision; our vision for improving reliability and innovation and our target in implementing this vision; our vision for enhancing diversity, inclusion and belonging and our targets in implementing this vision; our vision for improving energy affordability and our targets in implementing this vision; plans to upgrade turbines at the Shepherd Energy Centre and Calgary Energy Centre; plans to operate a battery storage system at our Crossfield Energy Centre and the expected reduction in GHG emissions arising therefrom; our plans to upgrade and replace a portion of our transportation fleet and the expected reduction in GHG emissions arising therefrom; our plans to replace Calgary Substation No. 1 and the expected impacts on the modernization of our grid arising therefrom; plans for the installation of solar generating facilities and the use of two-way power flow on our secondary systems; our plans to invest \$60 million in innovation by 2030; the expected impacts of the energy transition arising from current energy trends; expectations regarding future federal, state and provincial government regulatory programs, including changes in carbon pricing and GHG regulations; our efforts to improve our culture of safety, including the advancement of a highly proactive safety culture; Versant Power's plans to start the implementation of ISNetwork with the support of ENMAX; plans for the implementation of diversity and inclusiveness programs in 2021 and 2022 and the completion of a vendor awareness program by 2023; plans to enhance energy affordability in our markets; our plans to conduct surveys of customer satisfaction in our markets in 2021; and expectations regarding information to be included in future ESG reports.

This forward-looking information is based on certain assumptions, including: that ENMAX will have the financial, human and other resources available to carry out its plans and meet its targets; that laws and regulations will not change in a material way in a manner that requires significant changes to our plans or required changes in our targets; that general economic conditions will not change materially; that technological changes will not occur in a material way that affects our abilities to carry out our plans and meet our targets; that our relationship with our shareholder, our employees and applicable unions, our communities and other stakeholders does not vary significantly in the future in a manner that requires significant changes to our plans or targets or the ability to meet our ESG targets; that unexpected external

events will not occur that affects the business generally and our plans and strategies; and other assumptions as to the business of ENMAX and Versant Power not changing materially in the foreseeable future.

There are risk factors and uncertainties that could cause our actual results to differ materially from those set forth in the forward-looking Information contained herein. These include risks to ENMAX meeting our 2030 climate and GHG emissions reductions targets and further ambitions, including: ENMAX's ability to develop, access or implement some or all of the technology necessary to efficiently and effectively operate assets and achieve expected future results; the commercial viability of emissions reduction strategies and related technology and products; uncertainty regarding the status of offsets, including due to renewable energy generation, recognition under future government policies and by ESG rating organizations and the measurability of offsets to count as emissions reductions. There are also general risks in respect of ENMAX meeting its ESG targets, commitments, ambitions, strategies in the manner expected, including: restrictions on access to resources need to meet our plans and targets; increased operating, capital and compliance costs; increasing stakeholder consideration of ESG factors and risks, including among credit rating agencies, lenders and investors, which may impact ENMAX's ability to access capital required to finance growth and sustaining capital expenditures; our ability to receive necessary regulatory and operating approvals in a timely manner; maintenance of key relationships with government and other regulatory bodies; risks associated with technology and its application to ENMAX's business; risks associated with reputation of companies that generate electricity from fossil fuels and litigation related thereto; changes in general economic, market and business conditions; the effectiveness of ENMAX's risk management program; ENMAX's ability to develop, access or implement some or all of the technology necessary to efficiently and effectively achieve expected future results; the occurrence of unexpected events such as fires, severe weather, equipment failures, transportation incidents and other accidents or similar events; unexpected cost increases or technical difficulties in building or maintaining our facilities; availability of, and our ability to attract and retain qualified human resources in a timely and cost-efficient manner; risks associated with climate change and our assumptions relating thereto; changes in the regulatory framework in any of the locations in which we operate, including changes to regulatory approval processes and tax, environmental, greenhouse gas, carbon, climate change and other laws or regulations; potential changes to market expectations and practices related to human resources, diversity and governance practices; and the occurrence of unexpected events such as pandemics, terrorist threats and the instability resulting therefrom.

In addition, there are risks that the effect of actions taken by us in implementing targets, commitments and ambitions for ESG focus areas may have a negative impact on our existing business, plans and future results from operations.

It is not possible to predict precisely how the future will unfold and as such, each scenario is inherently uncertain. Our assumptions may prove to be incorrect or inadequate. Events or factors currently unknown to us could materialize and materially affect the outcome of a particular scenario or lead to a scenario not considered, which scenario may adversely affect our operations and financial condition.

All estimates and targets contained in this report are made as of the date of the report based on currently available information. ENMAX undertakes no obligation to update or revise any forward-looking information except as required by law.