

Appendices

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For further information and to view the full report, you can access ENMAX's 2021 Environmental, Social and Governance report at enmax.com/esg

Performance table

NA = not applicable
NR = not reported

OPERATIONS	UNIT	2017	2018	2019	2020	2021
ELECTRIC UTILITY						
Number of customers served	number	655,491	667,700	674,800	690,861	711,233
Electricity sold to customers in Alberta	GWh	19,977	19,668	19,250	17,891	15,509
Electricity delivered in Calgary service area	GWh	9,500	9,520	9,332	9,050	9,186
POWER GENERATION						
Generation capacity, equity based	MW	1,614	1,506	1,506	1,509	1,512
Net energy output (electricity generated), equity based	MWh	7,075,048	7,869,096	7,889,814	8,372,680	8,505,430
Natural gas	MWh	6,441,223	7,256,454	7,309,027	7,636,598	7,857,367
Wind	MWh	633,825	604,230	570,769	713,197	640,238
District Energy ¹	MWh	NR	8,412	10,018	22,885	7,825
TRANSMISSION AND DISTRIBUTION						
Total km wire in Calgary	km	9,596	9,751	9,908	9,694	9,891
Number of distribution transformers	number	52,644	53,540	54,258	54,754	58,541
Number of utility poles	number	61,699	61,413	61,408	65,054	65,299
ENVIRONMENT						
GHG EMISSIONS (EQUITY)²						
Scope 1 emissions	kilotonnes CO ₂ e	2,510	2,880	2,899	2,975	3,125
Scope 2 emissions	kilotonnes CO ₂ e	18	15	14	25	24
Total GHG emissions	kilotonnes CO ₂ e	2,528	2,895	2,913	3,000	3,134
GHG emissions intensity (scope 1 only)	tCO ₂ e/MWh	0.39	0.39	0.39	0.39	0.37
GHG EMISSIONS (OPERATIONAL CONTROL)³						
Scope 1 emissions	kilotonnes CO ₂ e	2,707	3,262	3,362	3,475	3,451
Scope 2 emissions	kilotonnes CO ₂ e	17	13	13	21	21
GHG emissions intensity (scope 1 only)	tCO ₂ e/MWh	0.37	0.38	0.38	0.37	0.37

Notes:

¹ ENMAX completed the sale of its District Energy Centre facility in May 2021.

² 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). Our GHG emissions from 2017-2020 have been restated since the publication of our 2020 ESG report to account for changes in methodology. The changes represent less than 1 per cent of our total GHG emissions.

³ To allow comparability with historical information, we also provide GHG emissions under operational control which means 100 per cent of GHG emissions from facilities which we operate regardless of financial ownership.

ENVIRONMENT CONT'D

	UNIT	2017	2018	2019	2020	2021
Scope 1 GHG emissions by source (ENMAX Energy only)						
Natural gas combustion	tonnes CO ₂ e	2,698,771	3,254,004	3,352,027	3,452,622	3,427,566
Fugitive	tonnes CO ₂ e	510	887	1,336	818	590
Fleet ⁴	tonnes CO ₂ e	74	50	153	25	-
SF ₆	tonnes CO ₂ e	0	0	0	0	0
Flaring	tonnes CO ₂ e	NR	NR	NR	NR	NR
Other	tonnes CO ₂ e	0	0	0	0	0
ENERGY TRANSITION						
Scope 1 GHG emissions covered under emissions-limiting regulations ⁵	per cent	NR	NR	NR	100%	100%
Scope 1 GHG emissions covered under emissions-reporting regulations	per cent	NR	NR	NR	100%	100%
GRID RESILIENCY						
Investment in Calgary's Transmission and Distribution (T&D) System and other assets	\$ million	290	228	305	259	253
RELIABILITY AND AVAILABILITY						
System Average Interruption Duration Index (SAIDI)	hours	0.47	0.54	0.42	0.47	0.53
System Average Interruption Frequency Index (SAIFI)	# interruptions per customer	0.64	0.80	0.72	0.54	0.62
Average generation plant availability factor	per cent	95.3	93.4	93.3	98.7	91.9
AIR QUALITY⁶						
NOx intensity	kg/MWh	0.26	0.23	0.25	0.27	0.24
NOx (excluding N ₂ O)	tonnes	1,203	1,657	1,612	1,926	2,102
Particulate matter (PM ₁₀)	tonnes	25	14	15	15	12
SOx	tonnes	13	16	16	17	13
NOx in or near areas of dense population	tonnes	933	1,253	1,231	1,312	1,637
PM ₁₀ in or near areas of dense population	tonnes	11	13	13	14	10
SOx in or near areas of dense population	tonnes	12	15	15	15	10

Notes:

⁴ Beginning in 2021, fleet related emissions (that in previous years were included under ENMAX Energy) are included in corporate scope 1 emissions.

⁵ Emissions-limiting regulations include carbon tax.

⁶ Air quality data is limited to air emissions from power generation facilities.

ENVIRONMENT CONT'D	UNIT	2017	2018	2019	2020	2021
WATER MANAGEMENT						
Water consumption intensity ⁷	m ³ /MWh	0.71	0.70	0.69	0.69	0.67
Water consumption ⁸	million m ³	5.24	6.06	6.18	6.57	6.14
Total water withdrawn	million m ³	7.12	7.51	7.61	8.11	7.66
Fresh	million m ³	1.50	1.97	2.09	2.10	2.28
Non-potable (reclaimed)	million m ³	5.62	5.54	5.52	6.00	5.37
Total water discharged	million m ³	1.84	1.41	1.40	1.53	1.49
SPILLS⁹						
Significant spills, number	number	0	0	1	2	3
Significant spills, volume	litres	0	0	552	2,516	2,177
SOCIAL						
EMPLOYEE AND CONTRACTOR SAFETY						
Total recordable incident rate (TRIR)	injuries per 200,000 hours worked	1.00	0.71	0.94	0.34	0.74
Lost time injury frequency	injuries per 200,000 hours worked	0.27	0.13	0.20	0.07	0.45
Fatalities	number	0	0	0	0	0
Near misses – serious	number	10	8	6	1	12
PUBLIC SAFETY						
Number of public injuries	number	0	0	0	0	0
Number of public fatalities	number	0	0	0	0	0
EMPLOYEES						
Total number of employees	number	1,801	1,744	1,797	1,692	1,651
Employee turnover rate	per cent	7%	12%	8%	9%	11%
TRAINING AND DEVELOPMENT						
Average hours of training per year per participant (excludes mandatory)	hours	11	19	12	8	11

Notes:

⁷ Our water consumption intensity is calculated using our net output MWh, operational basis.

⁸ Historical numbers (2017-2020) have been restated since our 2020 report.

⁹ All significant spills are spills of more than 500 litres in alignment with industry standards (including EC) 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.

SOCIAL CONT'D	UNIT	2017	2018	2019	2020	2021
DIVERSITY AND INCLUSION						
Employees who completed respect in the workplace training	number	250	1,750	1,859	1,793	1,684
Total number of incidents of discrimination reported ¹⁰	number	1	0	0	0	1
Women at various levels						
Board	per cent	40%	38%	38%	33%	36%
Sr. Mgmt (Senior VP and above)	per cent	60%	50%	67%	50%	50%
Total Workforce	per cent	34%	33%	35%	35%	35%
UNIONS						
Employees covered by a collective bargaining agreement	per cent	63	62	61	62	63
ENERGY AFFORDABILITY						
Number of customer electric disconnections and load limiter installations for nonpayment or vacancies ¹¹	number	22,671	19,841	14,903	6,006	14,018
Customers reconnected ¹²	number	NR	NR	NR	3,869	11,540
COMMUNITY INVESTMENT						
Community investment	million \$	3.6	3.8	3.5	2.8	3.3
GOVERNANCE						
CUSTOMER SATISFACTION						
Customer satisfaction	out of 100%	82%	86%	86%	90%	87%
ANTI-CORRUPTION AND ANTI-COMPETITION						
Number of legal cases regarding corrupt practices	number	0	0	0	0	0
Number of significant legal actions for anti-competitive, anti-trust behaviour	number	0	0	0	0	0
PHYSICAL AND CYBERSECURITY						
Number of phishing tests conducted	number	NR	4	8	14	11
Employees who received cybersecurity training	number	1,451	1,747	1,856	1,792	1,832

Notes:

¹⁰ One incident was reported in 2021, however, during the information gathering stage, the complaint was withdrawn.

¹¹ Disconnection data includes both disconnections and load limiter installations.

2020 disconnections are lower than previous years due to ENMAX halting disconnection activities for most of the year due to the deferral program related to the COVID-19 pandemic.

The 2020 number has been restated since the publication of our 2020 report.

The number of customer electric disconnects for nonpayment or vacancies includes residential and small business customers.

¹² Total reconnections, not necessarily within 30 days.

Reconnections may not happen due to extended vacancies or customer changes in provider.

Performance table – Versant Power

NA = not applicable
NR = not reported

COMPANY CONTEXT	UNIT	2020	2021
ELECTRIC UTILITY			
Number of customers served	number	166,236	162,000
Electricity sold to customers	GWh	1,938	1,975
Electricity delivered	GWh	2,103	2,165
TRANSMISSION AND DISTRIBUTION			
Total km wires	km	12,021	12,022
Number of distribution transformers	number	68,000	68,000
ENVIRONMENT			
GHG EMISSIONS			
Scope 1 emissions	tonnes CO ₂ e	NA	NA
Scope 2 emissions	tonnes CO ₂ e	NA	NA
SPILLS			
Significant spills, number	number	0	0
Significant spills, volume	litres	0	0
RELIABILITY			
System Average Interruption Duration Index (SAIDI)	hours	5.03	3.63
System Average Interruption Frequency Index (SAIFI)	number of interruptions per customer	2.27	1.97
Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	hours	2.21	1.84

SOCIAL	UNIT	2020	2021
ENERGY AFFORDABILITY			
Number of residential customer electric disconnections for nonpayment	number	65	1,292
Number of residential customer electric disconnections reconnected	number	6	962
EMPLOYEES			
Total number of employees	number	433	454
Number of employees covered by collective bargaining agreements	number	55%	51%
EMPLOYEE AND CONTRACTOR SAFETY			
Proactive Incident Report (PAIR) Rate	proactive measures per 200,000 hours worked	867	1,020
Total recordable incident rate (TRIR)	injuries per 200,000 hours worked	0.94	0.67
Lost time injury frequency rate	injuries per 200,000 hours worked	0.00	0.00
Fatalities	number	0	0
High potential near misses	number	0	3
DIVERSITY AND INCLUSION			
Women in the workforce	per cent	NR	31
COMMUNITIES			
Community investment	USD \$	NR	462,189
Volunteered hours	hours	600	298

SASB index

Below 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 INDEX	SASB SUGGESTED DISCLOSURES	2021 DATA
GHG GAS EMISSIONS & ENERGY RESOURCE PLANNING ELECTRIC UTILITY		
IF-EU-110a.1	Gross global scope 1 emissions (operational control) [tonnes CO ₂ e]	3,450,567
IF-EU-110a.1	Gross global scope 1 emissions (equity) [tonnes CO ₂ e]	3,125,467
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 5-6, 16-20, 66, 70
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
AIR QUALITY		
IF-EU-120a.1	NOx (excluding N ₂ O) [tonnes]	2,102
IF-EU-120a.1	SOx [tonnes]	13
IF-EU-120a.1	Particulate matter (PM ₁₀) [tonnes]	12
IF-EU-120a.1	Lead (Pb)	not applicable
IF-EU-120a.1	Mercury (Hg)	not applicable
IF-EU-120a.1	Per cent of NOx in or near areas of dense population	78%
IF-EU-120a.1	Per cent of SOx in or near areas of dense population	77%
IF-EU-120a.1	Particulate matter (PM ₁₀) in or near areas of dense population	83%

SASB INDEX	SASB SUGGESTED DISCLOSURES	2021 DATA
WATER MANAGEMENT		
F-EU-140a.1	Total water withdrawn (fresh and non-fresh) [million m ³]	7.66
F-EU-140a.1	Percentage of water withdrawn that is fresh	30%
F-EU-140a.1	Total water consumed [million m ³]	6.14
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 27
COAL ASH MANAGEMENT		
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
ENERGY AFFORDABILITY		
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	pages 50-51
IF-EU-240a.3	Number of residential customer electric disconnections for nonpayment	14,018 ¹¹
IF-EU-240a.3	Percentage of customers reconnected (not necessarily within 30 days)	82%
IF-EU-240a.4	Discussion of impact of external factors on customer affordability of electricity, including the economic conditions of the service territory	pages 11, 44-49

SASB INDEX	SASB SUGGESTED DISCLOSURES	2021 DATA
WORKFORCE HEALTH & SAFETY		
IF-EU-320a.1	Total recordable incident rate (TRIR)	0.74
IF-EU-320a.1	Fatalities	0
IF-EU-320a.1	Near misses (serious)	12
END-USE EFFICIENCY & DEMAND		
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
NUCLEAR SAFETY & ENERGY MANAGEMENT		
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
GRID RESILIENCY		
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) [hours]	0.53
IF-EU-550a.2	System Average Interruption Frequency Index (SAIFI) [number of interruptions per customer]	0.62
IF-EU-550a.2	Customer Average Interruption Duration Index (CAIDI), inclusive of major event days	not reported

GRI index

This report references the GRI Standards but has not fulfilled all the requirements to be “in accordance”. The index below lists key performance indicators and qualitative disclosures as suggested by the GRI Standards. We provide information related to our management approach for each of our material topics in the body of this report.

Notes:

¹ Although ENMAX has not formally adopted the precautionary principle, our consistent implementation of safety and environmental standards demonstrates a commitment to proactively identify and prevent or mitigate negative impacts.

² When noted, data excludes Versant Power or is provided separately.

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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 intentions, 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 vision for reducing GHG emissions to net zero scope 1 and scope 2 GHG emissions by 2050 and our targets in implementing this vision; our plans to reduce or offset GHG emissions by 2030 from a 2015 baseline and our strategies to achieve that, including electrifying a portion of our mobile fleet by 2030; our plans to develop an action plan for GHG-emitting facilities; options that we are considering to enhance ESG performance through new technologies; our vision for improving reliability and innovation and our target in implementing this vision; our plans for employees to complete inclusiveness training in 2022; our plans regarding assessing customer practices in 2022; our goal to deliver 1,000 energy saving kits to Albertans by the end of 2022; our goal to conduct four pilot projects for energy access and affordability by 2025; plans to perform an upgrade and maintenance event at the Calgary Energy Centre; plans to implement a medium-duty mobile fleet electrification pilot project, including the anticipated phases leading to completion; 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; our plans to track safety metrics across the organization in 2022; our plans to bring all areas of the business under one unified contractor management program in 2022;

our plans to complete a vendor assessment of our human resources policies by 2023; Versant Power’s plans to develop and implement an action plan to address results of its engagement survey; Versant Power’s plans to start the implementation of ISNetworld with the support of ENMAX; our plans to integrate Versant Power’s data with ENMAX’s; 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 do not vary significantly in the future in a manner that requires significant changes to our plans or targets or the ability to meet our GHG reduction and other 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 businesses of ENMAX generally, and of 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 and 2050 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.