



2016

ANNUAL REPORT



we're on for you®

At ENMAX, our mission is clear – we power the potential of people, businesses and communities by safely and responsibly providing electricity and energy services. In 2016, we delivered on our mission, supporting our customers in ways that matter through more than one million interactions, and by operating one of the most reliable utilities in Canada. We also delivered on our commitment to building a brighter energy future by installing 50 per cent of Alberta’s solar capacity by the end of 2016, investing over \$250 million in Calgary’s power system, and completing our transition from coal to renewable and natural gas generation. We are proud of what the ENMAX team achieved in 2016, and we will continue to work with our customers and communities to deliver their energy needs – both today and tomorrow.



Gianna Manes,
President & CEO

2016 YEAR IN REVIEW



PROJECT HIGHLIGHTS



ENVIRONMENT



PEOPLE



CUSTOMERS



COMMUNITY

PROJECT HIGHLIGHTS

Progress has a nice ring to it for the province's South West Ring Road. Before the road can be built, ENMAX Power is completing \$118 million worth of work, including building a new substation, installing approximately 14 kilometres of 138-kilovolt transmission line and rebuilding or relocating numerous distribution circuits. At the end of 2016, the project was progressing on-budget and with no injuries.



INNOVATION IS TAKING OFF

ENMAX Power Services is installing cutting-edge technology at the Calgary International Airport that will help make better connections for years to come. Using laser technology, the first of its kind in a North American airport, power will switch between ENMAX feeders within four milliseconds in the event of an outage, increasing reliability for this critical customer.

ENVIRONMENT

50 per cent – that's the amount of Alberta's solar capacity installed through ENMAX Energy's solar program by the end of 2016. This included Canada's largest commercial rooftop solar installation, a 1.14 megawatt (MW) system on the Leduc Recreation Centre, and the 1 MW system helping to power the fun at the Camrose Recreation Centre.



TWO IS GREATER THAN ONE

ENMAX installed one energy source to do two jobs at the City of Calgary's Village Square Leisure Centre. The 800-kilowatt combined heat and power unit combusts natural gas to generate electricity and make hot water. The hot water and electricity is then used to heat and power the facility and wave pool.

PEOPLE

Safety is on target. We exceeded our safety targets in 2016, reducing recordable injuries by 36 per cent compared to 2015. This commitment to safety was exemplified by ENMAX Power's Civil Works team, who reached a decade without a lost-time injury, and ENMAX Energy's Generation team who was recognized by the Canadian Electricity Association for their top quartile safety performance.



A MOLE HILL OUT OF A MOUNTAIN

The ENMAX team diverted 20 tonnes of organic waste from landfill disposal through our employee waste and recycling program. We also found efficiencies by installing LED lights throughout ENMAX Place, a retrofit that we expect will result in more than \$200,000 in energy savings. These are just some of the ways we're helping to support the economic, environmental and social goals of our Shareholder, the City of Calgary.

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A fitness tracker for your energy. While some counted steps, calories and heart rates, ENMAX Energy's residential and small business customers were tracking energy use with our My Energy IQ™ program.

A first in Alberta, My Energy IQ™ offers a suite of online tools, reports and tips to help people use their energy more wisely.



ONE MILLION

That's how many times we helped our customers understand their energy use, their account or the electricity industry. Our Alberta-based Customer Care Centre worked with customers over live chat, email, phone and social media, receiving a rating of "very satisfied" from 82 per cent of customers surveyed.

COMMUNITY

\$3.4 million invested in the community. We believe the best way we can help is by supporting organizations who have the expertise to make a difference in the lives of Albertans. That included a multi-year commitment to our partner organizations – The Distress Centre, Aspen Family and Community Network Society and the Bissell Centre – who assist people with their electricity and other basic needs.



LENDING A HAND

The ENMAX team contributed 3,000 volunteer hours to help our partner organizations and the people they serve. From making thousands of sandwiches for the Drop-In Centre, to stringing holiday lights at the Children's Hospital, to collecting new and used sports equipment for the Calgary Dream Centre, our team members demonstrated that powering our communities goes far beyond providing electricity.

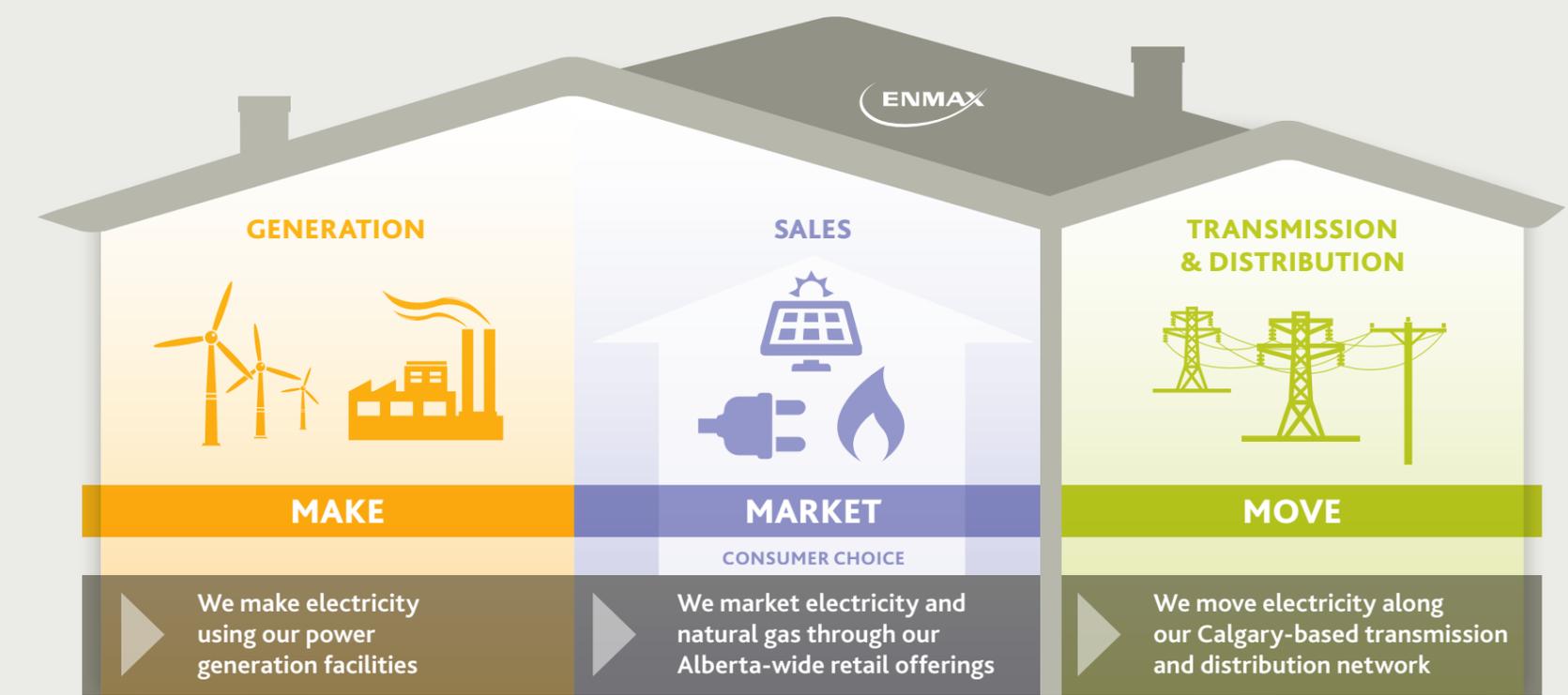
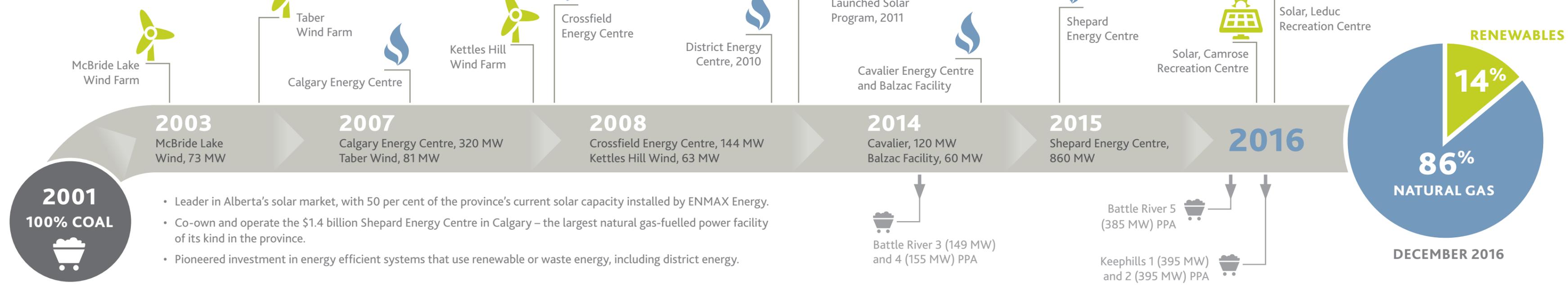
OUR VISION

To be Canada's leader in the electricity industry.

OUR MISSION

We power the potential of people, businesses and communities by safely and responsibly providing electricity and energy services in ways that matter to them today and tomorrow.

WE'VE BEEN INVESTING IN A CLEANER FUTURE FOR MORE THAN A DECADE



FINANCIALS

ENMAX's 2016 financial performance was driven by a well-positioned, integrated competitive and regulated portfolio.

- \$47M**
Dividend paid to the City of Calgary
- \$461M**
Adjusted earnings before interest, taxes, impairment, depreciation and amortization
- \$105M**
Net earnings from continuing operations
- \$251M**
Invested in Calgary's transmission and distribution system

OPERATIONAL STATS*

- 1.4 MILLION**
Outage minutes avoided
- 36%**
Reduction in recordable injuries
- 149,000 km**
Walked by our meter readers each year
- 6 MILLION**
Square feet heated by District Energy
- 946,021**
Retail metered customer locations in Alberta
- 82%**
Of customers surveyed reported being "very satisfied"
- 8,710 km**
Of wire in Calgary
- 19,145 GWh**
Electricity sold
- 1,827**
Alberta employees
- \$5.4 BILLION**
Total assets

*as of December 31, 2016

