

Advancing a cleaner energy future and enhancing community support: ENMAX releases 2021 ESG report

For Immediate Release – May 24, 2022

Calgary, Alta. – ENMAX has released its 2021 ESG report reflecting its ongoing commitment to community support, advancing electrification, investing in grid resilience, enabling a diverse and inclusive team and ensuring continued access to safe and reliable energy—now and into the future.

“At ENMAX, we are proud of our sustainable operations which prioritize our customers, communities and the environment,” said Charles Ruigrok, President and CEO. “We support Canada’s ambition to become net zero by 2050 and want to be part of the solution. We’re doing our part for a lower carbon future by improving efficiency in our power generation portfolio, offsetting our building emissions and advancing vehicle electrification.”

ENMAX’s Environmental, Social and Governance report demonstrates progress made on targets that move us closer to a cleaner energy future. Last year, ENMAX met its greenhouse gas emission reduction targets—offsetting 100 per cent of its building’s scope 1 and scope 2 emissions for 2021—and advancing the electrification of its mobile fleet. ENMAX continues to invest in advanced technology solutions to enable a more resilient grid which will meet future demand and help customers meet their sustainability goals.

ENMAX also contributed \$2.7 million to community organizations in Alberta, including doubling its funding to community partners who support Calgary’s most vulnerable people.

In recognition of the increased cost of living, ENMAX is further enhancing support this year to address energy affordability including:

- Donating an additional \$200,000 to the United Way of Calgary & Area, designated specifically for community partners, including Distress Centre Calgary, that help those struggling with energy costs.
- Providing \$150,000 and 200 energy efficiency kits to the Alberta Ecotrust Foundation to help people reduce their energy costs and carbon footprint.

ENMAX has a dedicated team of customer care agents actively working with customers to help prevent potential disruptions in their electricity service year-round. This ongoing effort has recently helped the majority of residential customers who were on load limiters at the end of the provincial winter

moratorium get their electricity fully flowing again. ENMAX has not disconnected a single residential household due to non-payment this year.

On average, less than 0.2% of small business and residential customers face potential service disruption each month. ENMAX remains committed to working with those customers and continues to encourage any customer who is concerned to call us at 310-2010.

“At ENMAX, we know electricity is essential and believe one struggling customer is one too many,” said Ruigrok. “That’s why we are focused on helping customers struggling with energy affordability during a time of market volatility, and increased cost of living, by providing support for our community partners who are doing the same.”

“At a time when costs are going up for Calgarians across the board, we’re pleased to partner with ENMAX which continues to show up for our community. This additional funding to our program will continue to make a real difference in the lives of those struggling with increased costs.” -- Karen Young, President and CEO, United Way of Calgary & Area

“Alberta Ecotrust, and our project partner Kambo Energy Group, would like to thank ENMAX for its support of the Calgary Energy Poverty and Home Upgrades Program. ENMAX has joined our growing coalition of funders who are assisting households experiencing energy poverty through energy efficiency education and home energy retrofits, contributing to emissions reductions while also helping families with utility bills.” -- Mike Mellross, Program Director for Alberta Ecotrust Foundation

“We are grateful for ENMAX’s support for the Energy Efficient Futures program which helps us share that energy efficiency can be both easy and affordable, as well as a great way to lower your impact on the environment.” -- Lex van der Raadt, Executive Director of Green Calgary

“ENMAX has been partnering with Distress Centre Calgary since 2011 in the provision of our Basic Needs Fund program. This program is instrumental in helping Calgarians facing a financial crisis. With the rising costs of living and pandemic recovery, this support is needed now more than ever. We are thankful to ENMAX for their continued support of this program and help meeting the needs of vulnerable Calgarians.” -- Robyn Romano, CEO Distress Centre

Read ENMAX's [2021 ESG report](#)

About ENMAX Corporation

Headquartered in Calgary, Alberta, with operations across Alberta and Maine, ENMAX Corporation (ENMAX) is a leading provider of electricity services, products and solutions. Through its subsidiaries, ENMAX Power Corporation and Versant Power, ENMAX owns and operates transmission and distribution utilities in Calgary, Alberta and northern and eastern Maine, safely and reliably delivering electricity to all Calgary homes and businesses and more than 162,000 customers in Maine. Through ENMAX Energy Corporation, ENMAX owns and operates 1,512 MW of generation and offers a range of innovative electricity, natural gas and energy services to approximately 700,000 residential, commercial and

industrial customers across Alberta. ENMAX is a private corporation and The City of Calgary is its sole shareholder.

Media contact:

ENMAX Corporation

mediaroom@enmax.com