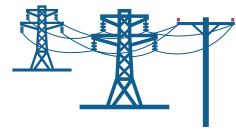


2018 Highlights

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.

Service in all we do

Key facts in the areas of Operations, Community, Customers, Environment and Financial:



Top quartile for reliability
among Canadian utilities



9,751 km
of wire (enough to go from Calgary to Newfoundland and back)



93.4%
generation fleet availability



140,490 km
walked by our meter readers in a year



19,668 GWh
of electricity sold to customers



0.71
total recordable injury frequency (TRIF)

\$3.8M



invested in the community through cash, employee volunteer time and in-kind donations



4,000

hours volunteered by the ENMAX team to help our community partners and the people they serve



\$767,075

raised for the United Way of Calgary and Area, including ENMAX-matched dollars



667,700

residential, commercial and industrial customers



786,000

customer interactions through phone, email and live chat

86%

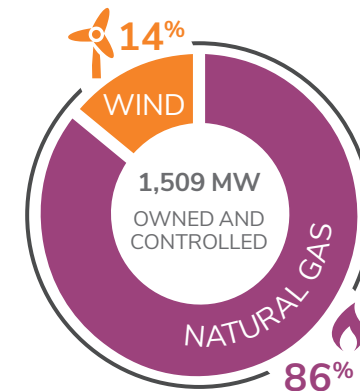


of customers surveyed reported overall satisfaction with customer service

50%



of Alberta's grid-connected solar installed through ENMAX Energy



78%

of organic waste diverted from landfill by employees through our internal waste-reduction program

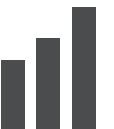
\$435M

adjusted earnings before interest, taxes, depreciation and amortization (EBITDA)

\$228M

invested in Calgary's transmission and distribution system and other assets

\$50M



dividend declared to The City of Calgary for 2019, a 25% increase over previous year

\$5.6 B

total assets

OPERATIONS

COMMUNITY

CUSTOMERS

ENVIRONMENT

FINANCIAL

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SAFETY

INTEGRITY

ACCOUNTABILITY

SERVICE

TEAMWORK

AGILITY

INNOVATION