

# Annual General Meeting (AGM)

Halton Hills Community Energy Corporation  
Fiscal Year 2023 Annual Report

June 17<sup>th</sup>, 2024

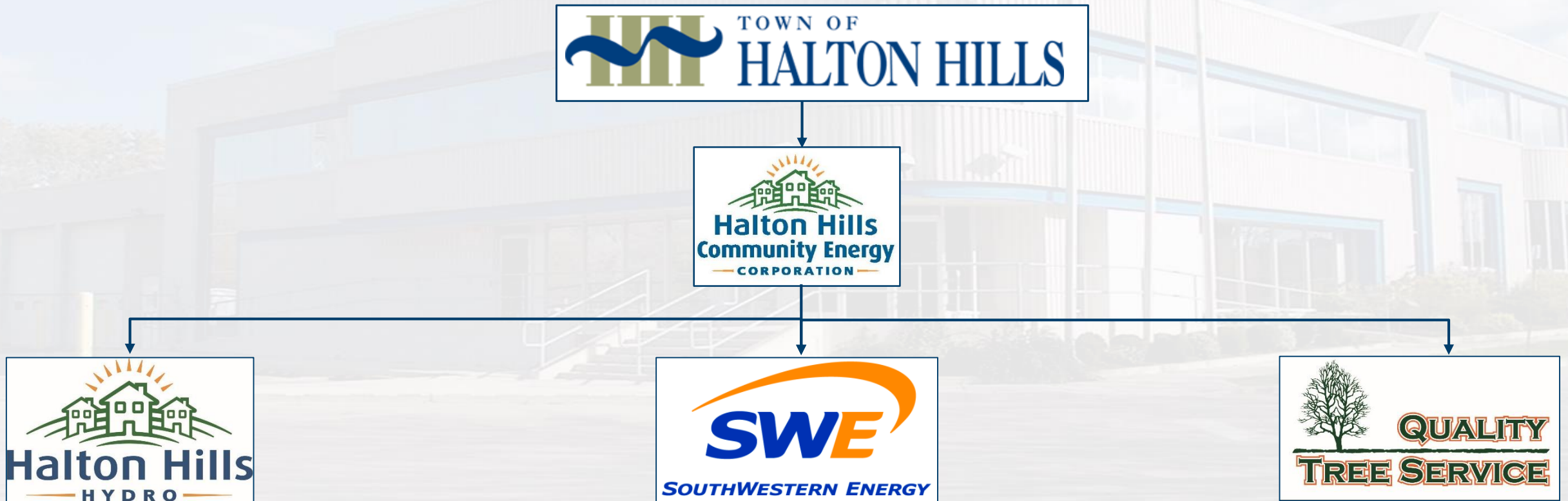


A graphic with a background image of a modern building and a utility truck. The truck is white with 'Halton Hills HYDRO' written on it. A green banner is overlaid on the image, containing the text '2,701 days of no lost time injuries'.

# Halton Hills Hydro Safety Record

**2,701 days of no lost time injuries**

# Corporate Structure



# HHCEC Consolidated Revenue

	<b>2023</b>	<b>2022</b>	<b>Y/Y Change</b>
Total revenue	84,223,417	82,332,811	2.3%

# Shareholder Returns

**Total Distributions Paid Since 2001:**

**\$50,697,633**



# Halton Hills Hydro

# Halton Hills Hydro by the Numbers

- **Customers Served:** 20,949 Residential, 2,106 Commercial, 5,512 Other
- **Area Serviced:** 277 sq. km. – split 9.4% urban and 90.6% rural
- **Number of Poles:** 9,535
- **Number of Transformers:** 4,076
- **Power Delivered (2023):** 492,616,464 kWhs (1.6% less than 2022)
- **2023 Residential Increase:** 0.48% (1.8% in 2022)
- **HHH Portion of a Residential Bill:** ~28%

As per most recent scorecards made available by the OEB (2022) on Efficiency Benchmark:

- **HHH Ranked – 7** out of 54 in the province
- Determined based on demographic, rural or urban, cost/customer, cost per km, etc.

As per customer survey in 2022, we received a ranking of “**A**” in customer satisfaction.

# Halton Hills Hydro 2023 by the Numbers

**97.1%**

*Calls answered  
within 30 seconds*

**100%**

*Appointments Met*

**16,241**

*Calls Answered*

**99.98%**

*First Contact  
Resolution*

**99.8%**

*IT Systems Up  
Time*

**147**

*New Services  
Connected*

**63**

*Transformers  
Installed / Replaced*

**130**

*Poles Changed /  
Added*

**5,035**

*Cable locates  
performed*

## HHH Assets



**920 Km**  
*Overhead Lines*



**780 Km**  
*Underground Cable*



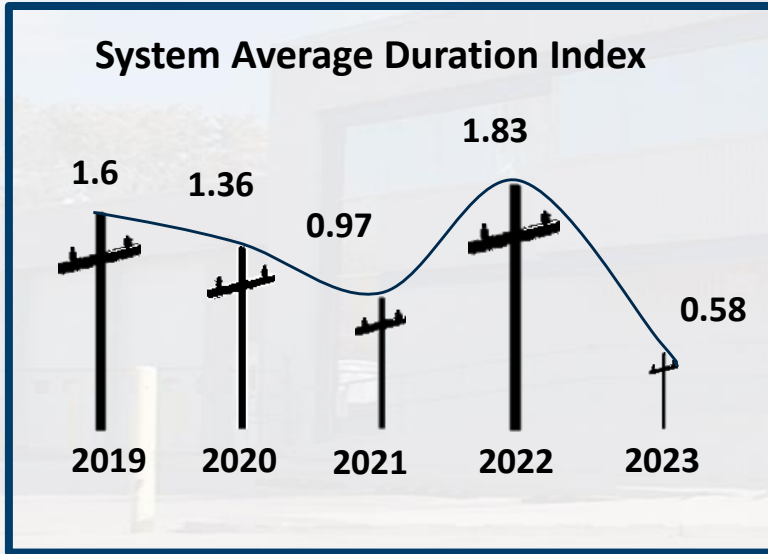
**4076**  
*Transformers*



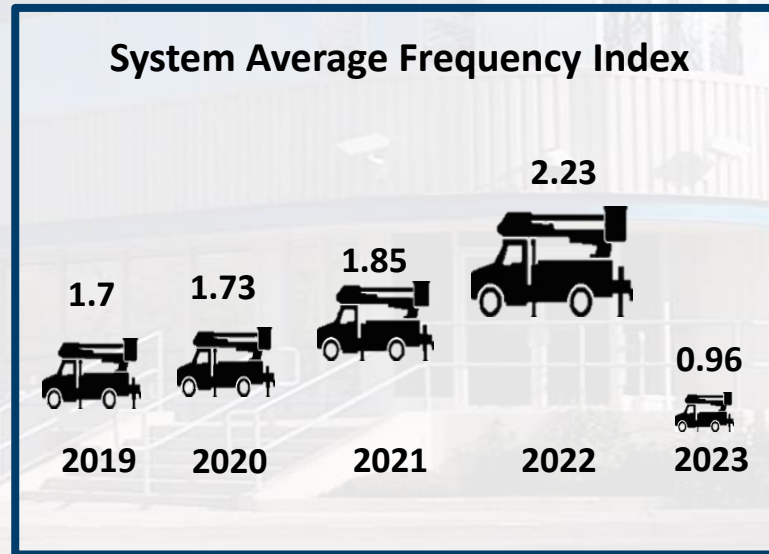
**9535**  
*Poles*



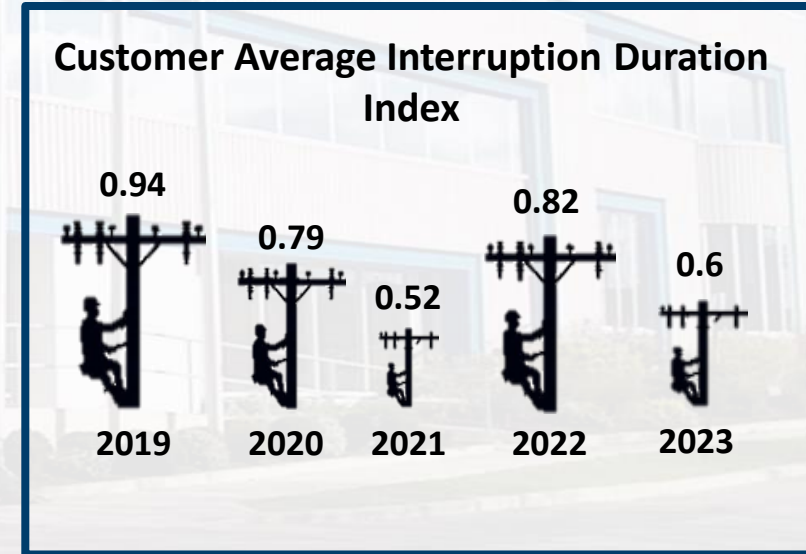
# System Reliability Indicators



Average Number of Hours that Power to a Customer is Interrupted per year



Average Number of times that a customer's power is interrupted per year



Average length of each power interruption

# Green Button Energy Analytic Platform Introduced



- Green Button is an industry standardized data format that provides residential and business energy customers an option to easily access and securely transfer their energy usage data
- The Green Button Download My Data (DMD) enables homeowners and property managers to download their electricity-usage data from our website in the industry-standard, Green Button data format. Customers can utilize this data to view their historical and present energy usage, analyze trends and make informed energy-management choices.
- Green Button Connect My Data (CMD) method allows our customers to authorize direct, secure transfer of their energy-usage data to third-party service providers to assist them with easily managing and conserving energy.
- Due to the use of the standardized Green Button formats, third-party developers are able to rapidly create and offer these products, services and applications without customization to each utility's output.
- This is in addition to our Account Online service.

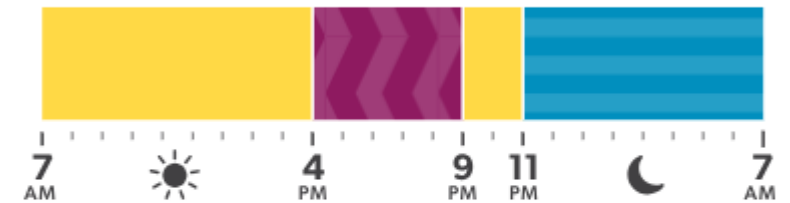
# Additional Rate Option Introduced Ultra-Low Overnight (ULO) Rate

- EV can charge overnight at the ULO off-peak rate that's ~10% of the on-peak rate
- Also attractive to homeowners with net-metered solar photo voltaic systems since they can generate during the higher peak periods and draw from the grid during the lower peak periods.

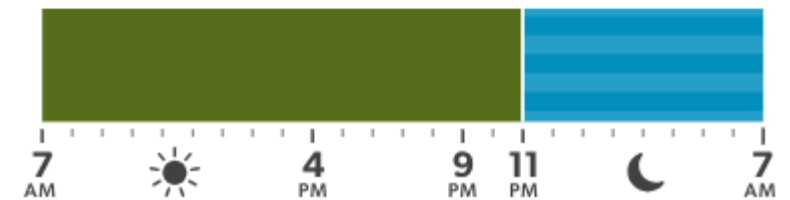
November 01, 2023 - October 31, 2024

- **ULO On-Peak**  
28.6 ¢/kWh
- **ULO Mid-Peak**  
12.2 ¢/kWh
- **ULO Off-Peak**  
8.7 ¢/kWh
- **ULO Ultra-Low Overnight**  
2.8 ¢/kWh

**Weekday** (ALL YEAR)

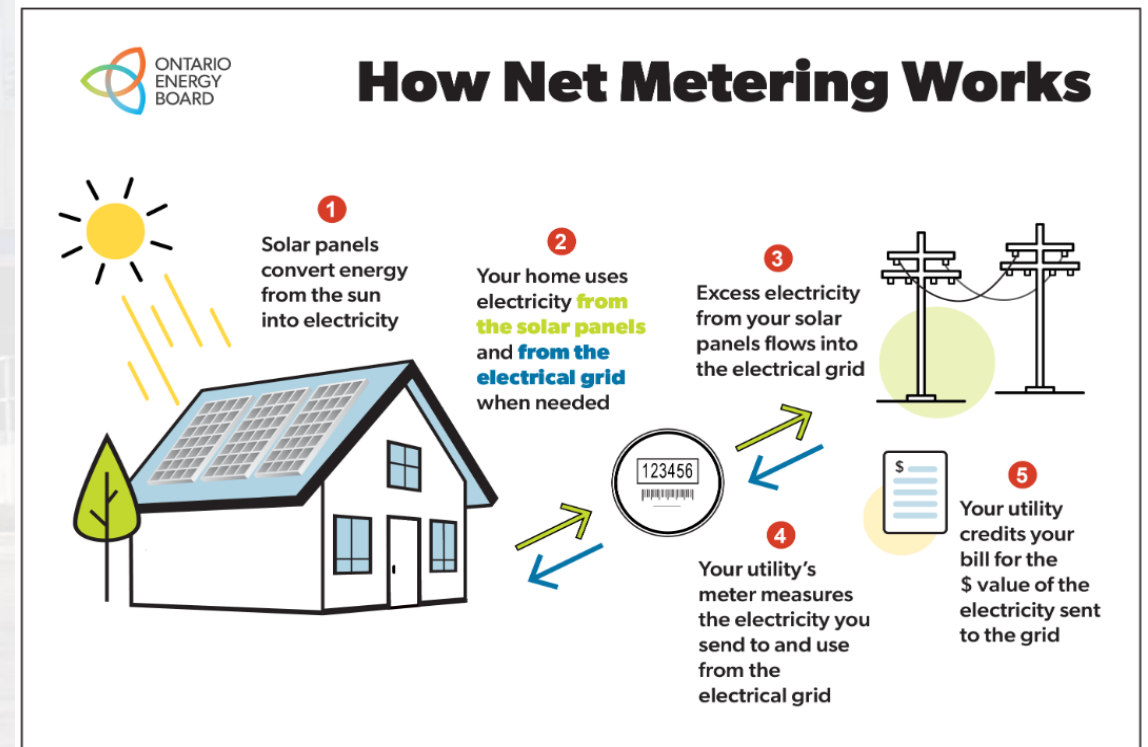


**Weekend & Statutory Holidays** (ALL YEAR)



# Net metering – introduced TOU and ULO Customers

- Introduced a net metering option for Time of Use (“TOU”) and Ultra Low Overnight (“ULO”) customers (previously only available for tiered customers).
- In 2023, HHHI was the first Local Distribution Company to test this option with the IESO.
- Net metering allows customers that generate renewable electricity for their own use to send excess power to the HHHI grid for a credit.
- HHHI bi-directionally meters the electricity and provides a credit on their electricity bill in return for the renewable electricity sent to the grid.
- If a customer has credits left over for the month, they can be carried over to future bills for up to 12 months.





# Financial Assistance Programs

## Low Income Energy Assistance Program (LEAP) Uncapped

- Fully funded by Halton Hills Hydro
- No capped
- Administered by Links2Care

## Ontario Electricity Support Program (OESP)

- On March 1, 2024, the Ontario government expanded eligibility of the OESP by up to 35% so that more households will have access to the program
- The new income eligibility thresholds reflects Canada's 2020 Low-Income Measure (LIM)
- OESP is funded by the provincial tax base

**Both programs administered by Links2Care**

# Bill S-211 Fighting Against Forced Labour and Child Labour in Supply Chains Act

- The federal government has introduced Bill S-211 *Fighting Against Forced Labour and Child Labour in Supply Chains Act*.
- The *Act* implements Canada's international commitment to universal human rights, develop supply chain transparency and contribute to the fight against modern slavery.
- The *Act* mandates companies to report on their efforts to prevent and reduce the risk of forced labour or child labour in their supply chain, allow Canada Border Services Agency and the Minister of Public Safety and Emergency Preparedness to impose import bans on goods and materials partially or fully produced by forced labour or child labour and issue fines to companies convicted of failing to report or produce a false or misleading statements.
- HHCEC Group supports the government's initiative and looks to have mutually beneficial relationships with suppliers who act responsibly, and comply with international labour and human rights standards.
- Both Halton Hills Hydro and Halton Hills Community Energy Corp. have filed a report and a copy of Halton Hills Hydro's report can be found on our website under the Regulatory section at <https://haltonhillshydro.com/about/regulatory/>

# 2024 Biennial Public Safety Awareness Survey

- Survey was conducted online.
- Customers and residents of Halton Hills were invited to participate through email, corporate website and social media.
- Halton Hills Hydro received 603 responses, providing a 3.97% margin of error at a 95% confidence level.
- Survey results have been weighted by age and gender using 2021 census data for Halton Hills.
- The overall public safety awareness score is 81 marking an improvement over 2022's figures as highlighted below:

Overall Public Safety Awareness Index	
2022	2024
79	<b>81</b>



# Halton Digital Access Services Corporation (HDASC)

- Coordinated 5G implementation across the Halton Region;
- Simplified “One-touch” approach for telcos to access poles across the region for 5G antennas;
- SouthWestern Energy and Halton Hills Hydro are both involved with HDASC to advance the rollout of this technology in Halton Hills.



# Research Partners



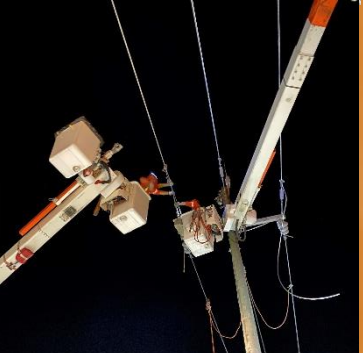
**Toronto  
Metropolitan  
University**

- ICE Harvest Project:
  - Funded research through GridSmart City
  - Research looks at ways to capture waste heat
- Research on the Impact of Decarbonization of Heating on the Electrical Grid:
  - Supported their Natural Sciences and Engineering Research Council of Canada (NSERC) funding application
  - Halton Hills Hydro provides access to engineering resources and analytics
- 5 year research into energy storage solutions for zero carbon 2050 electric distribution systems
  - Supported their successful Natural Sciences and Engineering Research Council of Canada (NSERC) + Mitacs Alliance grant funding
  - Halton Hills Hydro providing access to engineering resources and analytics

# Other ways the group of companies support our community

- Fire Department truck vehicle servicing;
- Water billing on behalf of the Region;
- On April 22nd, staff partook in Earth Day 22 Minute Makeover in celebration of Earth Day. They came together to clean up our surroundings and making a positive impact on our community.
- Quality Tree Service
  - Contributes woodchips to THH Parks Department for use in trails, parks and around trees.
  - Assists Park Department when bucket trucks are required to install items.





# Halton Hills Hydro – Electrification Readiness

# Halton Hills Hydro Electrification Strategy

- Building on the GridSmart City electrification work, HHH has created an electrification strategy;
- The adoption of EVs and the use of electricity for space heating is expected to create greater demand and changing Halton Hills to a winter peaking area.



# Halton Hills Electric Vehicle Data by Postal Code

- The Ministry of Transportation, under direction of the Ministry of Energy, has provided LDCs with postal code data for registered EVs.
- As of March 31, 2024, the following table provides the counts for Halton Hills along with year over year (Y/Y) growth:

FSA	Battery EV		Plugin Hybrid EV		Total EVs	
	#	Y/Y %Δ	#	Y/Y %Δ	#	Y/Y %Δ
<b>L7G (Georgetown)</b>	537	39%	191	17%	728	33%
<b>L7J (Acton)</b>	127	28%	41	0%	168	20%
<b>L0P (Norval)</b>	169	28%	36	33%	205	29%
<b>Total</b>	833	35%	268	16%	1,101	30%

- HHH participated in helping customers with the Ontario Government's EV ChargeOn Program.
- Streamlined process for EV charging connections making it easier for businesses to set up new charging stations and support the adoption of electric vehicles - see website.

# Strategic Objectives

**Our long term goals are to:**

- Build a talented and engaged team
- Ensure quality and reliable electricity
- Demonstrate solid financial results and growth
- Maintain an exemplary safety track record
- Enhance the customer experience and continue supporting the community



*We will not compromise on safety to accomplish the above.*



# Vision Georgetown and Commercial Readiness

- Municipal Transformer Station ready for Vision Georgetown and new hospital connections.
- Existing Billing and Customer Information Systems can accommodate forecasted growth.
- Crucial engagement with developers' consultants on planning and standards.
- Active involvement in Development Review Committee for commercial development oversight.
- Accommodating notable large-scale commercial growth.

The background of the slide features a photograph of a modern, two-story building with a curved facade and large windows. In the foreground, there is a paved area and a set of stairs leading to the building's entrance. To the right, two flagpoles with flags are visible. At the top of the image, a white truck with "Halton Hills" written on its side is partially visible. The overall scene is brightly lit, suggesting a clear day.

# Where are we heading

- Invest in our workforce, backend infrastructure, and distribution network to boost productivity and meet the influx of new customers.
- Position ourselves as a cutting-edge Local Distribution Company (LDC) prioritizing community safety and ensuring reliable supply.
- Strive to be a forward-thinking LDC, ready to meet the evolving electrification needs of the community.
- Strengthening our financial independence and maintain a robust balance sheet to support future growth opportunities and meet the shareholder dividends.





Quality Tree Service

# Quality Tree Service

- The company is the preeminent utility forestry company with employees highly trained and proficient at working safely around energized powerlines;
- Knowledgeable and experienced team of Arborists, Apprentices and Groundspeople;
- Offers a full range of arborist services to maintain and improve the health of customers trees, including:
  - Tree, hedge and shrub shaping and pruning
  - Cabling and bracing to help support and prolong the life of damaged trees
  - Deep root fertilizing
  - Advice and care tips
- Customers include:
  - Utilities;
  - Municipalities;
  - Businesses;
  - and Residential.

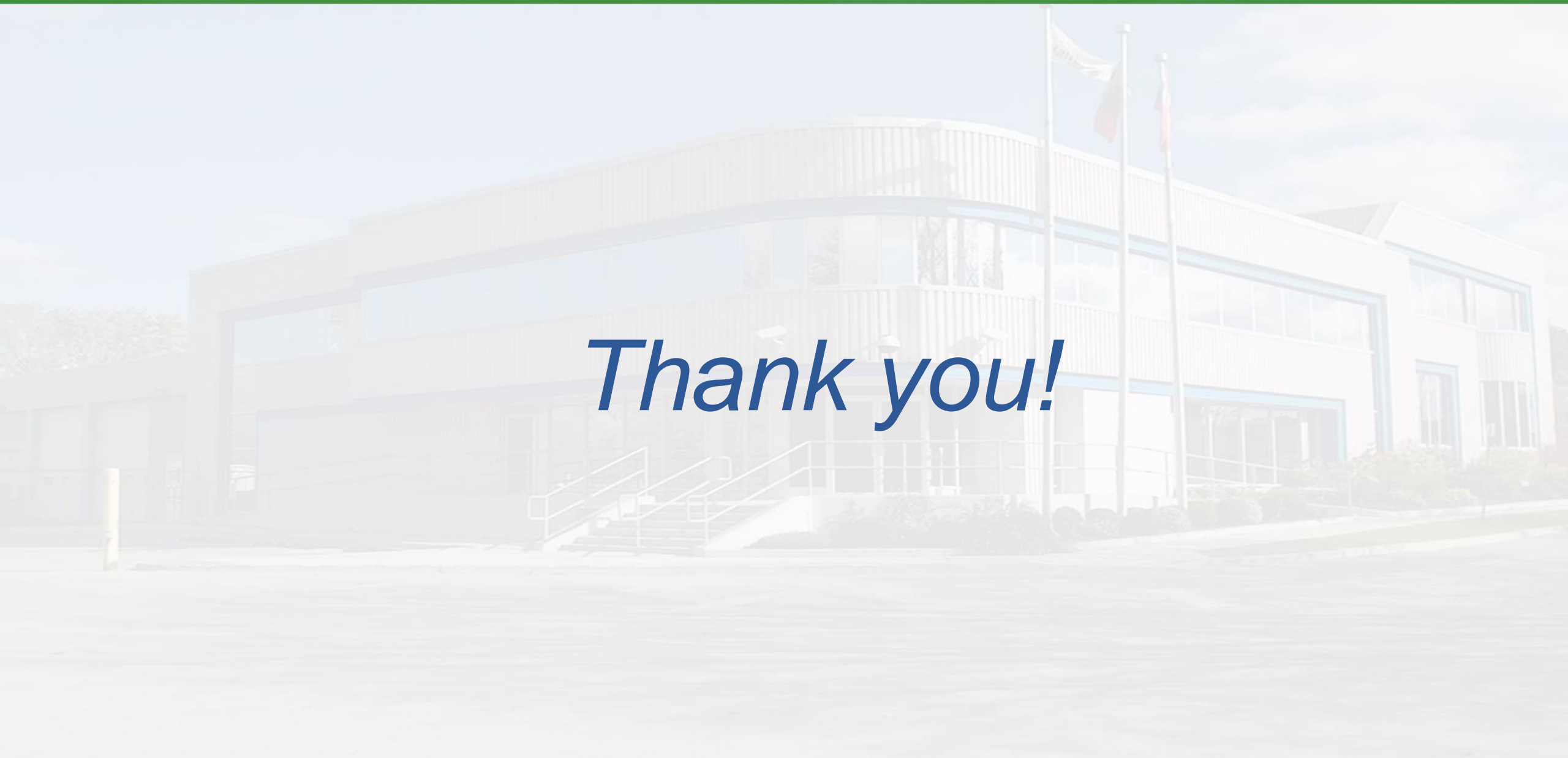


*Quality Tree Service Contributes woodchips for use in Halton Hills trails, parks and around trees.*

# Quality Tree Service (QTS) Highlights

- QTS continues to build its reputation for being able to work around energized power lines.
- Several employees have completed the Utility Arborist Certification:
  - Utility arborists prune and clear vegetation that is close to energized electrical equipment, structures, and conductors.
  - Also prune, fell and remove trees that could potentially come into contact with power lines.
- Customer's served across the region continues to grow.





*Thank you!*