

FortisAlberta Sustainability Report



The line that connects us all.

FORTIS
ALBERTA

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We are proud that this report was prepared using the skills and expertise of internal employees.



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Land Acknowledgement

FortisAlberta acknowledges that its operations and facilities occur on the traditional territories, meeting grounds and travelling routes of the Indigenous peoples of Treaty 6, 7 and 8, and Métis people in Alberta. We make this acknowledgement as an act of reconciliation and gratitude to those whose territory we reside on or are visiting.



Message from the President and CEO

At FortisAlberta, operating sustainably is a part of our mission, purpose and values. Our vision statement says it best, “We lead by example, innovate with purpose, and champion sustainable change so we can power the future Albertans deserve, together.” As a key player in an industry that is focused on reducing emissions, sustainability has long been core to our business. However, as this report shows – sustainable change is about more than environmental impact alone.

We describe our four pillars of sustainability as taking care of our people, our communities and the environment while maintaining business excellence along the way. This includes everything from creating a workplace culture of diversity, equity and inclusion to investing in the communities where we work and live. It means fostering relationships with Indigenous communities and continuing to reduce emissions, respond to climate-related threats and create a positive impact on biodiversity.

While sustainability has always been a priority at FortisAlberta, we have focused on categorizing and quantifying our efforts in recent years. The results are documented in the following pages. With a continued emphasis on our customers’ present needs, we are establishing practices that will serve Albertans well into the future.

A handwritten signature in black ink that reads "Janine Sullivan". The signature is fluid and cursive.

Janine Sullivan
President and CEO

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FortisAlberta at a Glance

583,500+

customers (residential, farm and industrial sites)

128,000 km+

of power lines



1 million+

power poles

60%

of Alberta's electric distribution network



17,000 GWh

of electricity delivered per year

15%

of electricity delivered each year is generated by renewable sources connected to our system

240

number of communities we operate in



1200+

Albertans employed

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Our Approach to Sustainability

FortisAlberta developed a Sustainability Commitment Statement in 2021. This statement stands as a continual reminder of what sustainability means to us. Read the full statement [here](#).

We define sustainable development as managing day-to-day business operations while maintaining environmental, social and economic considerations.

This report outlines the ways we operate sustainably in all aspects of our business. Our sustainability program was developed with consideration of the International Standards Organization (ISO) 26001 Standard for Sustainable Development, the Electricity Canada Sustainable Electricity Program, the United Nations Sustainable Development Goals and Fortis Inc., our parent company's, sustainability program.

It also includes our customers' input. In 2020, Illumina Research Partners completed FortisAlberta's materiality assessment – a prerequisite to developing a sustainability program. They asked customers to prioritize 21 aspects of sustainability, including affordability, workplace diversity, climate change and community investment. The results of this survey informed the design of our sustainability program, ensuring it is relevant to customers.



Sustainable Electricity Leader

We are one of 13 utilities across Canada to receive the Sustainable Electricity Leader designation from Electricity Canada. For more information about this designation, [click here](#).



We directly contribute to 11 of the United Nations' 17 Sustainable Development goals. For more information, [click here](#).

2022 Sustainability at a Glance

Our People

12 average years of employment (#)

65,974  total training hours

95% of customers agreed that FortisAlberta employees are helpful, knowledgeable and courteous

76% of total workforce is unionized

33% female management (supervisor, manager and director)

14 operations teams with no safety incidents for more than 10 years

2.86% voluntary annual turnover (per cent of total workforce)

0.70 all injury frequency rate (AIFR) (below Canadian average of 0.89)

Our Business

 **\$510M** invested in the distribution grid

 **179,405** calls to 310-WIRE

86% positive customer satisfaction

82.7% of customers' concerns were resolved with one phone call

56% of customers are connected to technology that restores power automatically

1.7 average hours of power interruptions for our customers (system average interruption duration index)



2 Electricity Canada awards



1 Sustainability Designation from Electricity Canada



1 Top Employer Award

Our Community

\$715,000 paid in community donations



309 requests for sponsorship approved

36 Land Acknowledgement plaques installed



2 disaster recovery efforts

Our Environment

40,000 high risk fire area assets patrolled

12% 

decrease from 2019 baseline emissions scope 1 (fleet and natural gas for building heat) (tCO2eq)*
*An independent third-party review found that FortisAlberta's 2021 greenhouse gas inventory and methodology were supported by appropriate underlying evidence and sound methodology.

3  new electric vehicles added to our fleet

View the full list of Sustainability Key Performance Indicators [here](#).

Our People and Culture

A key part of sustainability is taking care of our people. This includes creating a strong safety culture, supporting employee development and embracing diversity, equity and inclusion. FortisAlberta is dedicated to being an employer of choice in Alberta, helping grow strong and vibrant communities where our employees work, play and live.



FortisAlberta has been named one of Alberta's top employers three years in a row from 2020 to 2022. The award, which is part of the Canada's Top 100 Employers competition, is a special designation recognizing employers that lead their industries in offering exceptional places to work.

Safety

Home Safely

FortisAlberta's primary goal is to ensure that our employees return home safely to their families and loved ones every day. That's the vision behind our safety theme, Home Safely. Home Safely Action Plans, developed each year throughout the company, focus on getting our employees, our customers and the public home safely each day. The Home Team, an employee-led group, creates relevant, creative and impactful employee communications and initiatives to keep safety top of mind.

Safety Performance Index (SPI)

At FortisAlberta, we are committed to continuously improving our safety performance and culture. Our Safety Performance Index (SPI) is a metric used to track safety performance across the company. This scorecard incorporates both leading and lagging indicators, helping us learn from the past and plan for the future.

Leading indicators include proactive safety measures such as completing work site observations or mandatory training. Lagging indicators include reactive measurements, such as preventable injuries. Together, these numbers show a holistic view of our safety performance. By shifting our focus from reactive to proactive, our safety program addresses the underlying causes to prevent incidents from occurring. This approach requires engagement across the entire company.

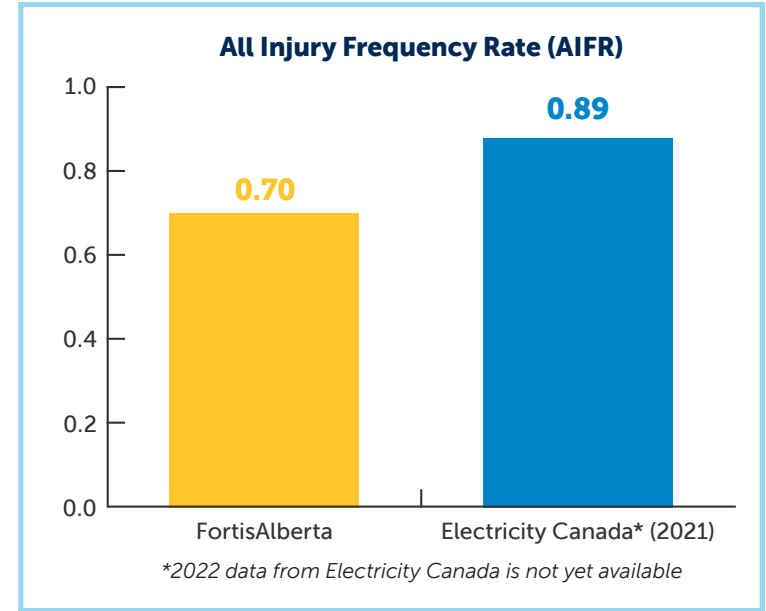
Home Safely

MoveSafe® Body Health Program

Launched in 2013, the MoveSafe® Body Health program is a preventative program for FortisAlberta employees to help reduce the potential for injury. The program focuses on preparing the body for work and using proper techniques for daily tasks. Whether employees are working at a desk, out in the field or enjoying activities at home, everyone benefits from this program.

Electricity Canada President’s Award of Excellence for Employee Safety – Distribution

In 2022, Electricity Canada awarded FortisAlberta with the President’s Award of Excellence for Employee Safety - Distribution. This award recognizes the safety performance of Electricity Canada utility members who distribute electricity and are in the top quartile for both *All Injury/Illness Frequency* and *Lost-Time Injury Severity Rates*. This award reflects our employees’ commitment to our strong safety culture.



Safety Leader Awards

We celebrate individuals and teams who best exemplify our strong safety culture. The Safety Leader Award recipients are selected by a peer panel of representatives from the company’s Joint Health and Safety Committee.

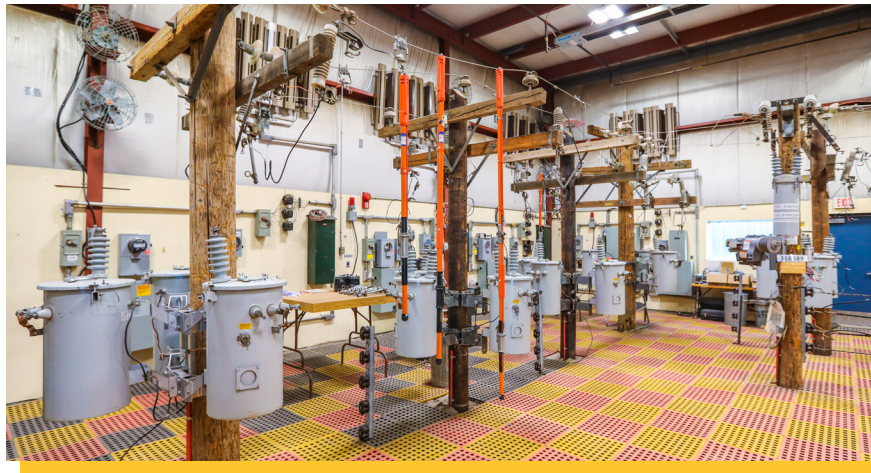
Training and Development

Employee Mentoring and Professional Development

At FortisAlberta, our goal is to provide opportunities to actively help our employees grow and develop their careers. Through our employee mentoring program, employees are paired with a mentor to build knowledge, share experiences and discuss professional growth. We also offer financial educational assistance to help employees build skills and knowledge through job-related courses, certifications and exams.



65,974
total training hours in 2022



Leadership Development

The FortisAlberta Leadership Academy offers both new and experienced leaders the opportunity to explore leadership styles and improve their skills. The program aims to elevate leadership capabilities and enhance teamwork through three modules: Leader Fundamentals, Individual Competencies and Team Culture.



32%
of vacant management roles filled by female candidates*

**Average of the past three years*

Employee Development Centre

The Employee Development Centre is a world-class training facility in Red Deer County, including a modern, fully functional training substation – one of only a few in Canada. The training centre contains all the equipment needed to provide training scenarios and recreate a modernized substation in the field. The facility offers industry-leading hands-on training opportunities for Power Line Technicians (PLTs) in our company and for other utilities throughout North America.



47%
of leaders completed FortisAlberta leadership training in 2022



Health and Wellness

Diversity, Equity and Inclusion

Our goal at FortisAlberta is to create a workplace where everyone feels safe, respected and empowered to bring their authentic selves to work. This means creating spaces where employees feel they belong and are appreciated for the work they do. In support of this, we offer training on topics such as inclusion, allyship, gratitude, mental health and psychological safety in the workplace.

The Working Mind

Developed by the Mental Health Commission of Canada (MHCC), the Working Mind Training is a workplace mental health and resiliency program designed to educate employees and leaders on mental health topics. Using common language throughout the organization, this training aims to reduce stigma and promote a sense of belonging and inclusion for all employees.

Employee Resource Groups

Employee Resource Groups (ERGs) are comprised of employees who are passionate about creating awareness, supporting inclusion and promoting allyship. These groups support these objectives through knowledge sharing, learning opportunities and employee story telling.

Our ERGs were the catalyst for several initiatives in 2022, including marching in the Calgary Pride Parade and providing an in-depth look at Black History Month. ERGs also led wellness focused initiatives such as the Summer Connection Challenge, which emphasized the many elements of wellness, and Movember, which provided education on men’s mental health.

So far, FortisAlberta’s ERGs include:

- Black Team Member ERG – *Beyond Colour*
- Disability ERG – *Abilities Without Exception*
- LGBTQ+ ERG – *Pride*
- Multiculturalism ERG - *Mosaic*
- Wellness Employee Resource Group ERG
- Women’s ERG – *Women’s Network*

The Sustainability Collective

This employee-led group was created to drive innovation and advance sustainable initiatives. “We all have a role in creating a more sustainable future for our fellow employees, our customers and our communities,” says Todd Dettling, Vice President, Customer and Stakeholder Engagement. “Sustainability is top of mind for many of our customers and stakeholders and this group, among others, is working to find solutions.”



Our Communities

Supporting the well-being of the communities where we live and work is both a key component of sustainability and a long-standing value at FortisAlberta.

Community Investment Partners

Each year, FortisAlberta’s Community Investment program sponsors local, grassroots events and initiatives throughout the communities we serve. Below are some sustainability-focused examples of our community investment. Our vision is to empower communities by contributing to organizations that offer programs and services aligned with FortisAlberta’s business focuses: safety, education, the environment and wellness.



- **STARS** – STARS (Shock Trauma Air Rescue Service) provides the very best in critical care via helicopters staffed and outfitted as mobile Intensive Care Units. STARS serves Albertans living in rural communities, working in remote areas, travelling on highways or being transported from community hospitals to major medical centres. FortisAlberta has supported STARS since 2006, sponsoring their mobile education program which provides specialized training to STARS crews and rural emergency care providers.

FortisAlberta’s Community Investment Pillars



Safety



Education



Environment



Wellness



- **Ronald McDonald House Charities** – Ronald McDonald House Charities provide a home away from home for families with children who are receiving vital medical treatment. For over 17 years, FortisAlberta has supported the organization with various initiatives. Highlights include funding an automated door for the ‘Magic Room,’ which houses toys and gifts, and the Home for Dinner program, where FortisAlberta employees prepare home-cooked meals for patients and families. The Ronald McDonald House Comfort Cart is the latest initiative sponsored by FortisAlberta, providing snacks, toiletries and activities for families spending long hours at the hospital.



- **Alberta Birds of Prey Foundation** – Since 2006, FortisAlberta has proudly supported the Alberta Birds of Prey Foundation, the largest raptor rescue and conservation centre in Canada. At the facility in Coaldale, injured birds are rehabilitated and released back into the wild. Additionally, guests can learn about campaigns to protect Alberta’s birds and see a demonstration of our avian safe equipment.



- **CPAWS** – The Canadian Parks and Wilderness Society (CPAWS) is dedicated to the protection of public land, freshwater and ocean with a strong national and regional presence across the country. FortisAlberta supports CPAWS educational programs in rural Albertan communities, bringing wilderness and conservation education to students in Kindergarten to grade 12.



Environmental Grants

These annual grants help communities and schools plant trees, naturalize areas and create energy efficiency. In 2022, we awarded 15 communities with \$5000 Community Naturalization/Tree Planting grants and 19 communities with \$1000 to \$5000 Energy Efficiency grants. We also awarded 20 \$1000 Green Up grants to schools for environmental projects like outdoor classrooms, greenhouses and gardens.

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Volunteering

FortisAlberta employees are passionate about making a difference in their communities. Whether it's putting up Christmas lights at seniors' homes during our Lights of Joy campaign, or supporting local food banks by helping harvest vegetables, there are many opportunities throughout the year for employees to volunteer.

Through our Employee Volunteer grants, we also support local organizations where our employees volunteer. These \$500 grants are available for employees who have spent at least 35 hours volunteering with an organization in the past year. In 2022, 37 employees received grants for organizations, including Alberta Animal Rescue, Coaldale Minor Hockey and the Drayton Valley Foodbank.

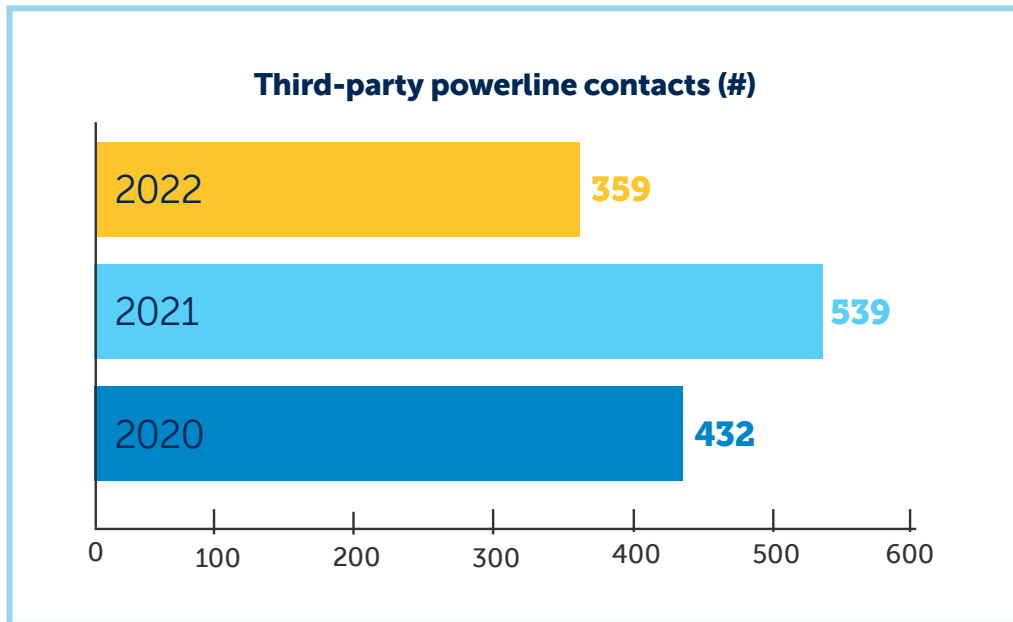
FortisAlberta employees are proud to roll up their sleeves and get to work. Pictured left to right (top row): employees delivering presents for a Christmas toy drive; FortisAlberta hosting a community pond hockey tournament; (middle row): yard work at the Red Deer Ronald McDonald House; volunteer worker bee day in Fort McLeod; harvesting produce for the food bank; (bottom row): supporting a community holiday parade; giving a town's welcome sign a fresh coat of paint.



Public Safety

Safety is a core value at FortisAlberta, and that includes public safety. That’s why we provide free resources to help the public learn about getting home safely. For instance, our e-SMART program offers fun, interactive games and resources for children to learn about electrical safety. Other resources on our website focus on farm safety, moving high loads and power line safety.

Our Safety and Work Methods team delivers more than 100 presentations each year to those who work near power lines and facilities, including emergency responders, oil and gas workers, construction crews and municipalities.



Indigenous Engagement

FortisAlberta Indigenous Commitment Statement

At FortisAlberta, we continue to further solidify our commitment to enhancing relationships with Indigenous communities. All employees are encouraged to find meaningful ways to support the well-being of our Indigenous customers. This includes listening to the stories and experiences of Indigenous Elders, learning about the residential school system and hearing about the impacts of intergenerational trauma. It also means creating opportunities for employees to help meet the 94 calls to action from the Truth and Reconciliation Commission of Canada. Our commitment to working with Indigenous communities is formalized in our FortisAlberta Indigenous Commitment Statement. Read the full statement [here](#).

Land Acknowledgements

Making a land acknowledgement is a small but important first step in the reconciliation process between Canada’s Indigenous peoples and those who came later. It’s an opportunity to recognize the First Nations, Métis and Inuit peoples of Canada as the traditional stewards of the land we live and work on. Additionally, it recognizes their traditional ways of life, ties to the land and the ways their customs were forcibly disrupted to the benefit of colonization. To serve as a continual reminder of our commitments, we have a land acknowledgement plaque at the entrance of all 36 FortisAlberta buildings.

Stoney Nakoda Pipe Ceremony

We have proudly built and nurtured positive, respectful and productive relationships with the Indigenous Peoples of the 20 First Nations and two Métis settlements on whose lands and traditional territories we operate. We take great care in consulting with community leaders when completing projects on their land, which often leads to close collaboration with individuals from Indigenous communities, and an opportunity to learn more about their culture and what matters to them. In one such case, Elders from the Stoney Nakoda Nation invited FortisAlberta employees to participate in a pipe ceremony and offer prayers that the project would be completed safely and with little disturbance to the natural environment.

Blanket Exercises

Through a partnership with the Calgary Foundation, employees are offered the opportunity to participate in a Blanket Exercise. These immersive and powerful sessions tell the story of Canadian history from an Indigenous perspective. Guided by a facilitator, participants stand on blankets that represent lands inhabited by First Nations, Inuit and Métis people. This powerful exercise provides employees with a better understanding of colonization and its continued impacts on Indigenous peoples.



Cultural Awareness Employee Training

The Truth and Reconciliation Commission calls upon the corporate sector to provide education for management and staff on the history of Indigenous peoples, including the history and legacy of residential schools, the United Nations Declaration on the Rights of Indigenous Peoples, treaties and Aboriginal rights, Indigenous law and Aboriginal–Crown relations. Our education journey has started with an invitation for all employees to complete our Indigenous Orientation. This training, comprised of up of six modules, is intended to move us all toward the path of reconciliation.



Eagle Releases with Piikani and Kainai First Nations and the Alberta Birds of Prey Foundation

The Alberta Birds of Prey Foundation is one of our main community investment partnerships. In 2022, together with Elders and community members from the Kainai and Piikani First Nations, we participated in a ceremony to release rehabilitated hawks and eagles back into the wild.

“These birds are not only incredible members of our natural environment, but sacred to our Indigenous communities. To have the opportunity to connect Colin with our friends and Elders at the Kainai and Piikani First Nations and be part of a meaningful ceremony, witnessing the flight of these birds after their rehabilitation, was an amazing experience,” says Stan Orlesky, Supervisor, Indigenous Relations.

Aboriginal Role Model Awards

FortisAlberta is proud to support the Aboriginal Role Models of Alberta, sponsoring the Youth Award category that is presented to a youth member for outstanding contributions to their community.

Lethbridge College Education Program

Since 2016, FortisAlberta has committed \$10,000 each year to support Indigenous students at Lethbridge College. Each year, four Indigenous students are awarded \$2,500 to go towards their education, improving their career options and helping them plan for a bright future.

“ My name is Zoe, I am 29 years old, and I am from the Blood tribe. I have three beautiful children who have given me the strength and determination to get my education. I am so very grateful for them. Receiving this award has meant so much to me, it encourages me to keep going. Thank you so much for your consideration. ”

- Zoe Tallow, one of four 2022 recipients of the FortisAlberta Lethbridge College Indigenous Scholarship.



Employees enjoy Bannock and stew from a local Indigenous caterer at a lunch event in support of our commitment.

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Our Environment

At FortisAlberta, we stand behind our responsibility to protect the environment and preserve biodiversity for future generations. Throughout the organization, we foster climate resilience through innovative and adaptive solutions for climate risks. We also pursue emerging solutions for customers that promote energy efficiency and reduce greenhouse gas emissions.

Wildfire Risk Mitigation Plan

FortisAlberta has established a Climate Adaptation Committee to monitor and plan for climate related risks. The dry climate in Alberta heightens the risk of wildfires in our service territory, which is why we have created a robust Wildfire Risk Mitigation Plan. This plan utilizes technology and industry best practices to monitor our assets and assess the risk of wildfire across the province.


Each year, prior to the start of wildfire season, field employees patrol our service areas to identify potential fire ignition risks. They compile a comprehensive list of repairs needed to lower the chance of an electrical fault that could lead to a fire.

There are also many engineering controls in place to proactively identify wildfire risks. These include early fault detection equipment that use sensors to identify potential problems on power lines. Similarly, new current-limiting fuses are now being used as another option to reduce wildfire ignitions.

Emission Reduction Plan

At FortisAlberta, we play a pivotal role in an industry focused on reducing emissions and creating a sustainable future. We reduce emissions by ensuring grid efficiency, decreasing line losses and monitoring our own emissions from fleet vehicles and office buildings.

One way the grid is operating with less carbon emissions is through Distributed Energy Resources (DERs), such as large solar generation facilities. Each year, more DERs are connected.



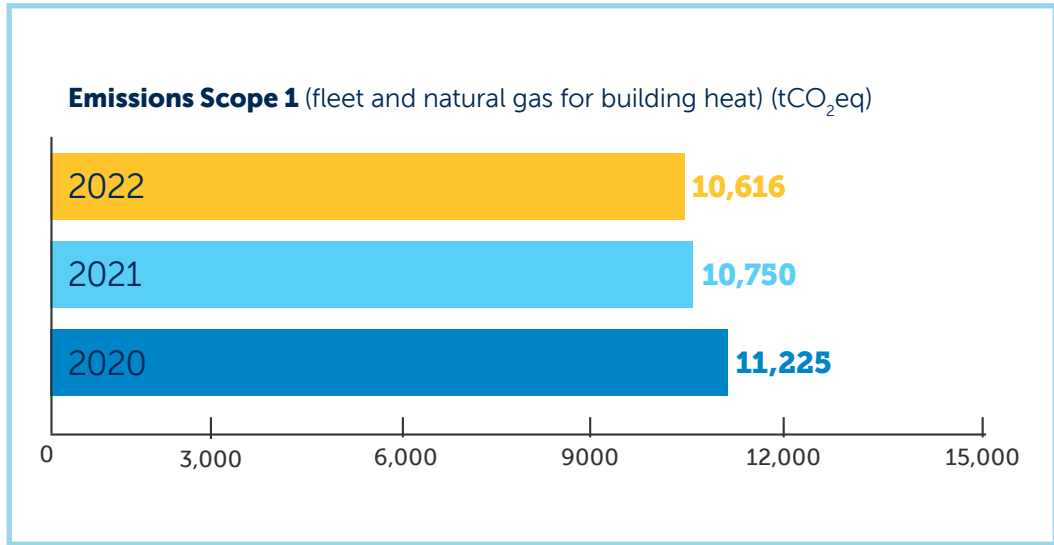
In 2022, more than 288 MW of distributed generation were connected to the grid.

With these connections, it's increasingly important to operate an efficient grid, addressing line losses using modern, proven technology. With these changes to our industry, we have developed a team of employees ready to guide customers through the process of connecting DERs.

Another way we're lowering our emissions is through the conservation voltage reduction program. By installing specialized equipment, we are optimizing how the system is operated on a circuit-by-circuit basis. These changes reduce line losses with no impact to the customer's electricity service.

We also monitor our own emissions from fleet vehicles and heating and cooling within our offices. In 2022, we added three fully electric vehicles to our fleet. We're also building EV charging stations at our buildings so employees can travel between facilities.

In 2022, we completed the construction of the Coaldale operations building – our first zero carbon building, as outlined by the Canada Green Building Council. The design of the building reduces energy consumption and uses onsite solar power. By integrating environmentally responsible design and construction standards with specific operational requirements, we are demonstrating for our customers that net zero designs are achievable in a commercial and industrial setting.





Electric Vehicles

As electric vehicles (EVs) become more common on the road, we're helping educate Albertans about residential and public charging.

In 2022, we partnered with an electric vehicle (EV) website supplier to add resources to our website for Albertans to learn more about EVs. We also received approval from the Alberta Utilities Commission to complete an EV smart charging pilot. The pilot, which is a form of demand side management, launched in early 2023. Charging data will be analyzed to understand the impacts of EV adoption on system demand, including how managed charging can limit costs and optimize the grid.

Avian Protection Program

Our Avian Protection Plan uses several methods to enhance birds' safety and prevent outages that can occur when hawks, owls, osprey and other raptors nest on our power lines. At FortisAlberta, it's common practice to relocate osprey nests from the power lines, but recently, we succeeded in relocating ferruginous hawk nests to artificial nesting platforms as well. The ferruginous hawk is an at-risk species and makes its home in the south-eastern part of Alberta. When these nests can be moved onto an artificial nesting platform, the hawks increase their nesting success which contributes to the species' recovery.





Vegetation Management Program

FortisAlberta uses integrated vegetation management practices to responsibly keep trees from growing into our overhead power lines and equipment. In 2020, a third-party assessment was done to review our vegetation management program. The assessment included a growth study that determined appropriate maintenance cycles and identified ways to improve the program. The results showed that our vegetation management program is one of the best among North American utilities and achieves positive results when considering the cost of the program, system reliability, tree-caused outages and reduction in wildfire risk.

Waste Management

We implement numerous recycling programs to reduce the impact of our operations on landfills. From paper to oil filters, wire to e-waste, collection happens in the field and our offices. Programs also exist to reuse wood poles and transformers that are removed from services but go on to have a useful life. These programs save costs and reduce our supply chain’s carbon footprint. In 2022, we expanded the composting programs at our two largest offices to further reduce the waste sent to landfills. Although it’s difficult to measure the total impact of these recycling programs on the economy and environment, we are committed to doing our part to reduce landfilled waste.

Mutual Aid

When Hurricane Fiona struck Prince Edward Island in the fall of 2022, it wreaked havoc on the Maritime Electric distribution system. FortisAlberta quickly offered support to our sister utility, sending a team of PLTs to assist with the restoration efforts. This is one example of how utilities can work together, adapting to severe weather events and restoring power for customers.

Similarly, the city of Medicine Hat, which runs its own distribution system, was hit hard with a severe storm in the summer of 2022. FortisAlberta employees travelled from nearby offices to assist in restoring power to the city.

FortisAlberta stands ready to assist utilities in need as we work together to respond to severe weather events and adapt to a changing climate.



Our Business

At FortisAlberta, we pride ourselves on our commitment to business excellence. Whether it is providing excellent customer service through our call centre or quickly restoring power out in the field, our employees go above and beyond to exceed our customers' expectations.

Code of Conduct

FortisAlberta is committed to the highest standard of professional conduct and operation. Our Code of Conduct guides the organization in maintaining an ethical and professional standard of behaviour, providing broad yet comprehensive expectations for our Board of Directors, executives, employees and contractors. Following the Code of Conduct is mandatory, and each employee has a duty to report incidents of non-compliance.

Customer Service

At FortisAlberta, customer service is at the forefront of everything we do. At our Airdrie-based Customer Care Centre, highly trained representatives take calls day and night, answering questions and problem solving with customers. Two innovative solutions were launched in 2022 to better support our customers. The first is a webchat service that quickly responds to any type of inquiry and guides customers through next steps. The second is the FortisAlberta Service Estimator – a self-serve tool to create high-level estimates for basic new services.

To track customer satisfaction, we work with a third-party agency to distribute a customer service survey each quarter. Customers are offered an opportunity to score us on our customer service and the results are shared with the entire organization. This keeps us accountable and on-track with our customer service goals.

82.7%
customer care centre
first call resolution (%)

86.0%
customer satisfaction
index (%)

Reliability and Resiliency Award

Ensuring our customers receive safe, reliable and affordable electricity is our mission. We invest in technology, design, construction standards, system operations and maintenance to ensure we deliver dependable power to Albertans. In 2022, Electricity Canada recognized these efforts, naming FortisAlberta winner of the 2022 Reliability and Resiliency Award.



Municipalities Engagement Survey on Sustainability

Our 2022 Municipality Engagement Survey aimed to answer questions like: What are the needs of our municipal customers? How can we serve them better? And how does sustainability fit into this picture?

Based on the responses of 37 municipalities, we learned that municipal customers are highly motivated to make sustainable change in their communities. They are interested in exploring creative solutions with long-term financial benefits, such as distributed energy resources and energy efficiency. We also gained insight into the financial and economic barriers facing municipalities. This has led to exploring innovative solutions to meet these customers' needs.

One example is by helping rural communities access fast, reliable broadband. While FortisAlberta doesn't provide broadband services, our poles and wires are now being used to mount small connected devices such as antennas and WiFi. By partnering with telecommunications companies and municipalities, we can be part of getting this essential service to our service areas.

Another example is our new rate 62 option, which allows municipalities to economically install and supply electric vehicle (EV) charging stations in their communities, further supporting the adoption of electric vehicles in Alberta.



Waterton Lakes National Park – Battery Energy Storage System

FortisAlberta's battery energy storage system (BESS), located in Waterton Lakes National is a unique reliability solution to meet the needs of the Town of Waterton and the hundreds of thousands of tourists who visit Waterton National Park each year.

Alberta's geographic and environmental diversity is a treasured part of the province's natural heritage, but it can pose challenges for those who live in remote areas, as well as to the utilities that work to provide them with energy year-round. For those living in Waterton, the fact that these lines pass over environmentally sensitive areas can make the use of traditional outage restoration methods even more complex.


The Waterton facility, which combines a battery energy storage system with solar photovoltaic (PV) renewable generation operated by Parks Canada, will leverage the company's existing advanced distribution control system to provide customers with up to four hours of backup power during peak periods. It reduces the environmental footprint within this National Park as the alternative solution would have been to build a second 70-kilometre line through the park to the nearest substation.

Watch a video on the BESS project [here](#).

The logo for Fortis Alberta, featuring the word "FORTIS" in a large, white, serif font above the word "ALBERTA" in a smaller, white, serif font. A stylized yellow and white wave icon is integrated into the letter "O" of "FORTIS".

FORTIS ALBERTA

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