

Kitchener-Wilmot Hydro Inc.

*Your Local Supplier of Safe, Reliable and
Efficient Electricity Distribution Services*



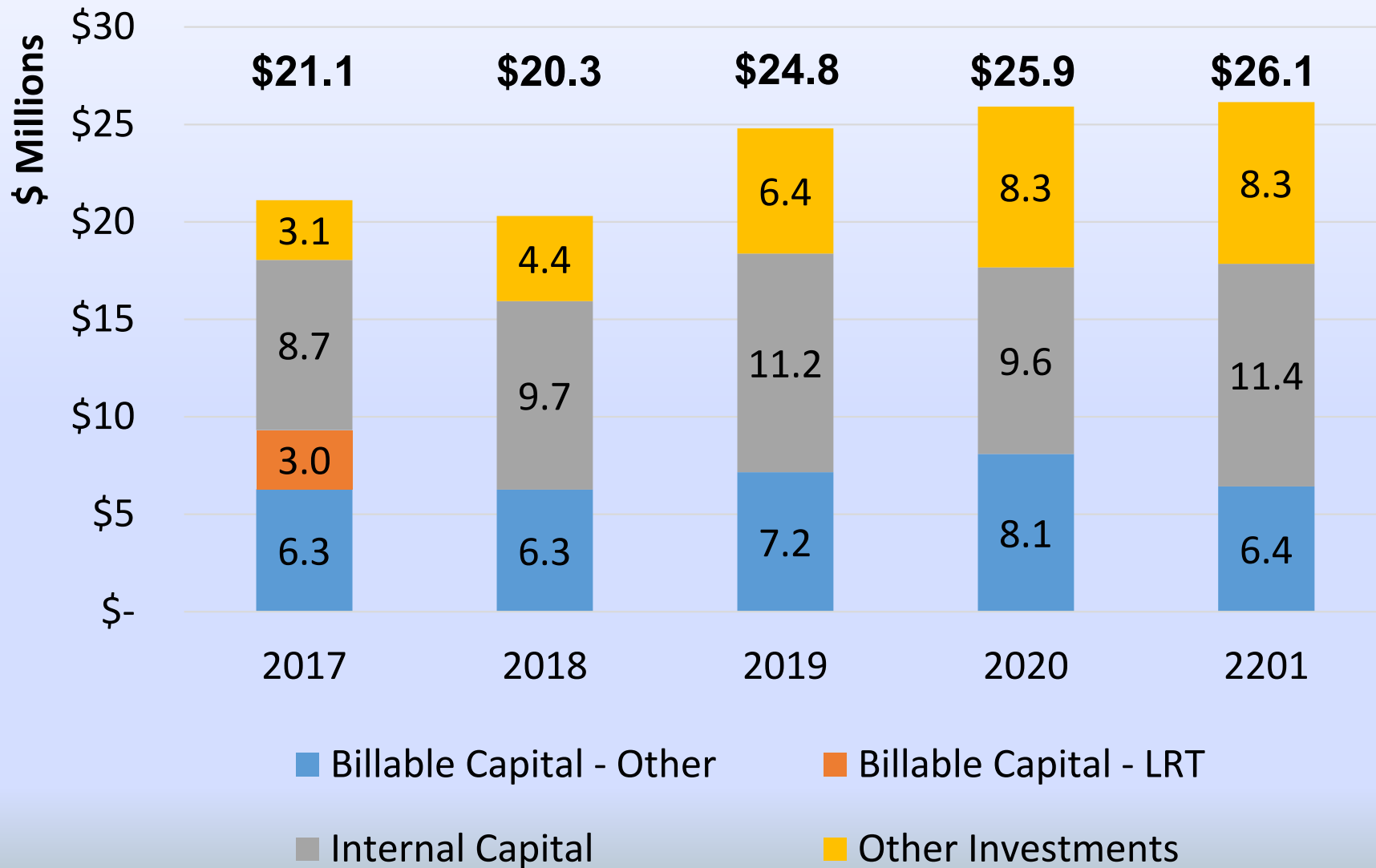
Statistics

- **Number of Customers: 100,053 (99,026 in 2020)**
 - **Residential 90,962**
 - **Small Business 8,103**
 - **Commercial 988**
- **Billed Energy Consumption = 1,839M kWhs
(1,820M kWhs in 2020)**
- **Peak Demand = 363 MW (386 MW in 2020)**

Financial Performance

- **Total Revenue = \$253.4M (\$285.6 in 2020)**
- **Distribution Revenue = \$44.8M (\$43.3M)**
- **Total Expenses = \$242.0M (\$274.7M)**
- **Operating Expenses = \$37.3M (\$36.4M)**
- **Net Income = \$11.4M (\$11.0M)**

Capital Investments



Operating Expense (\$M)

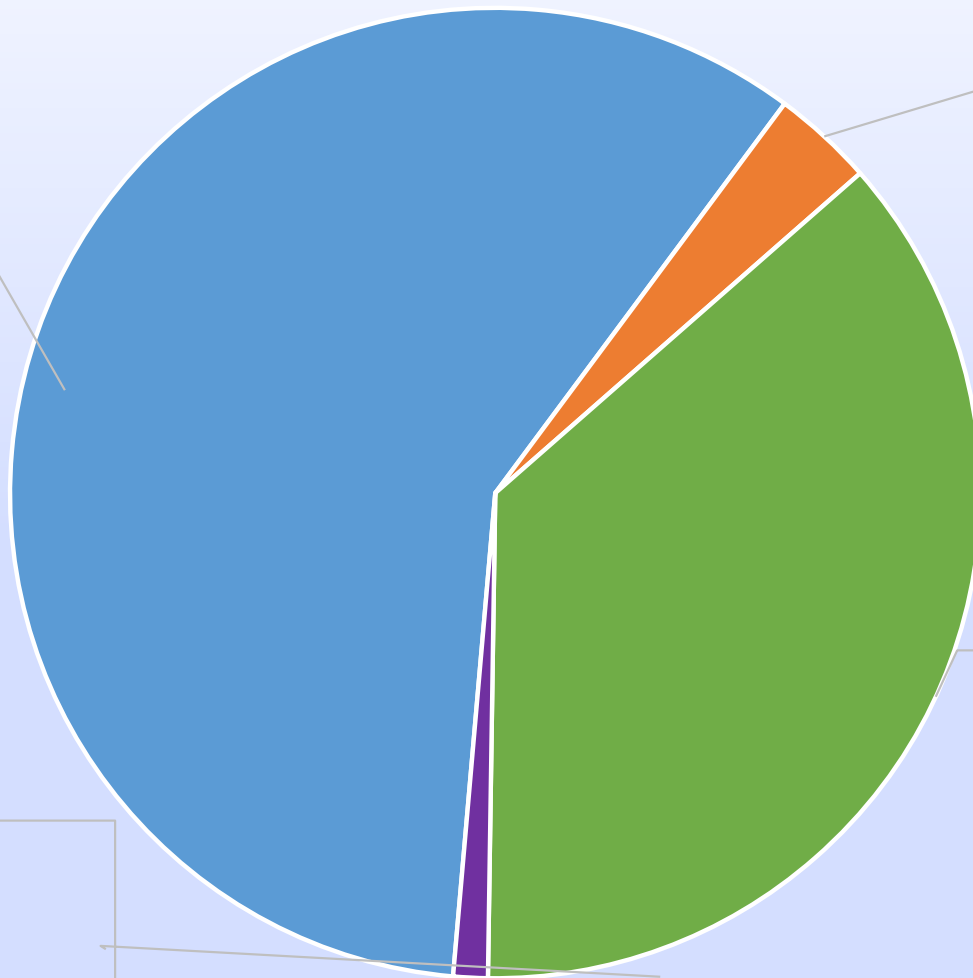
Controllable
\$22.4 M
60%

CDM
\$1.3 M
3%

**Interest,
Property Taxes
&
Amortization**
\$14.0 M
38%

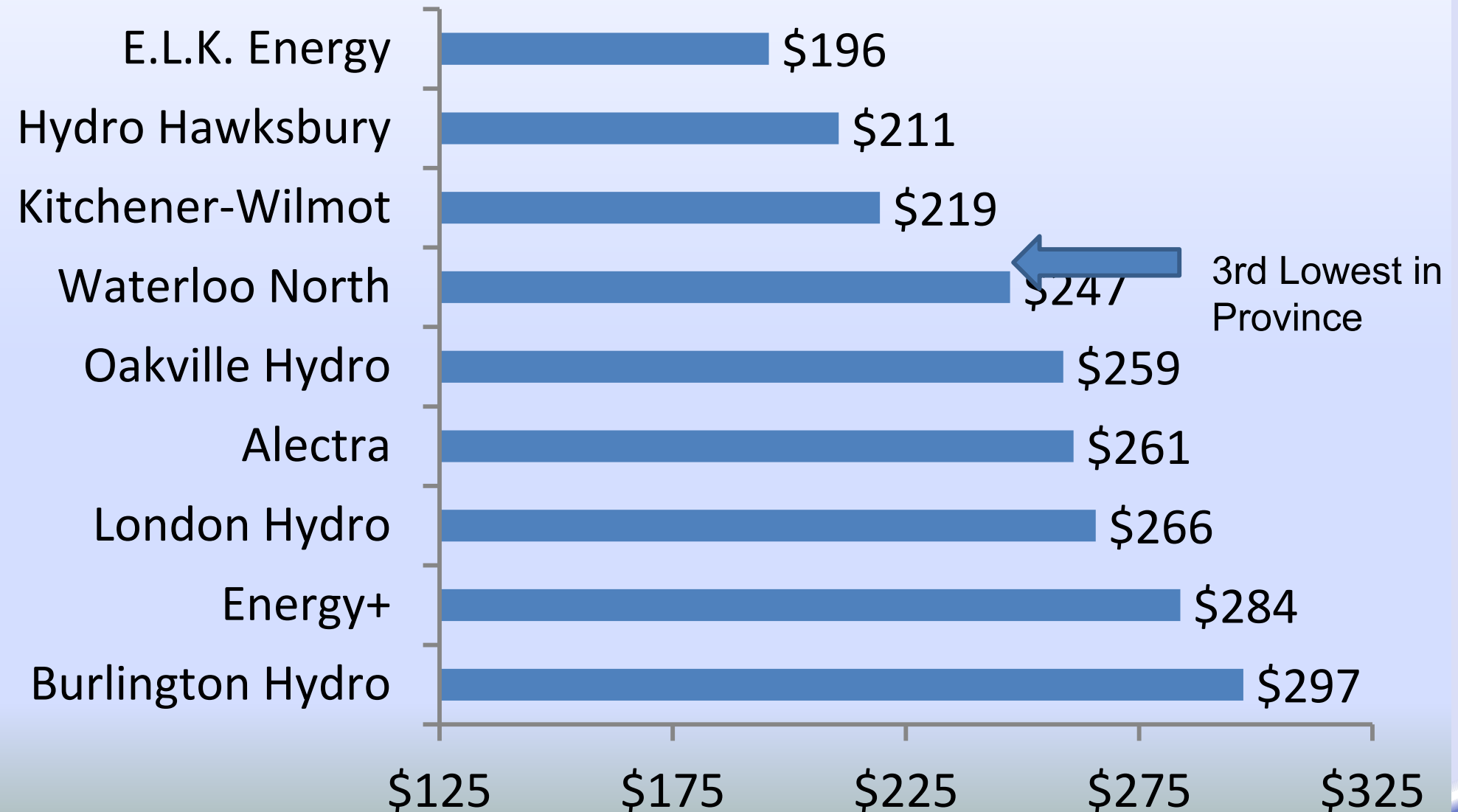
Income Taxes
\$(0.4)M
-1%

Total \$37.3M

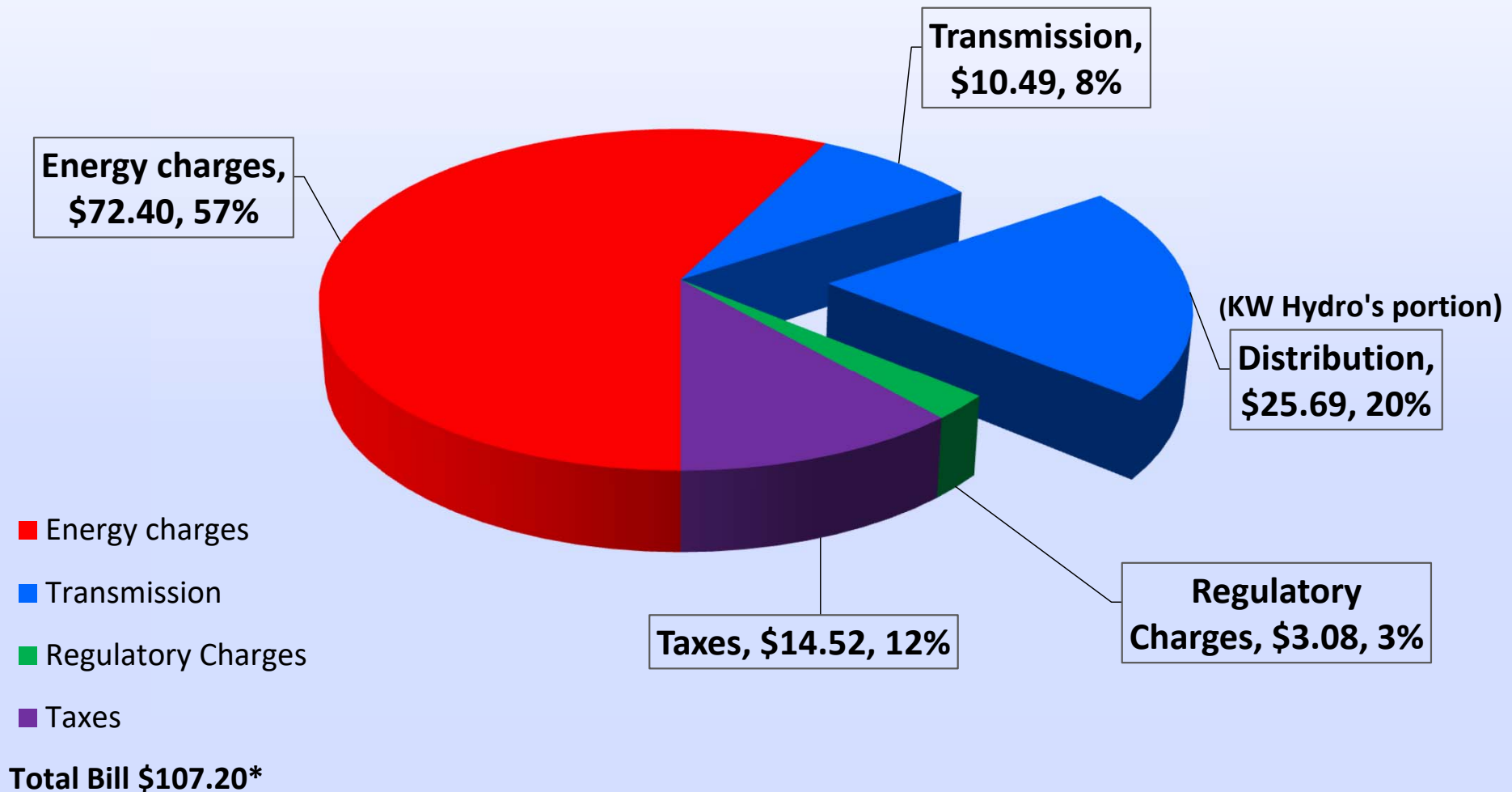


Note: A tax refund was received in 2021

2020 Controllable Cost Per Customer Per Year (as published by OEB)

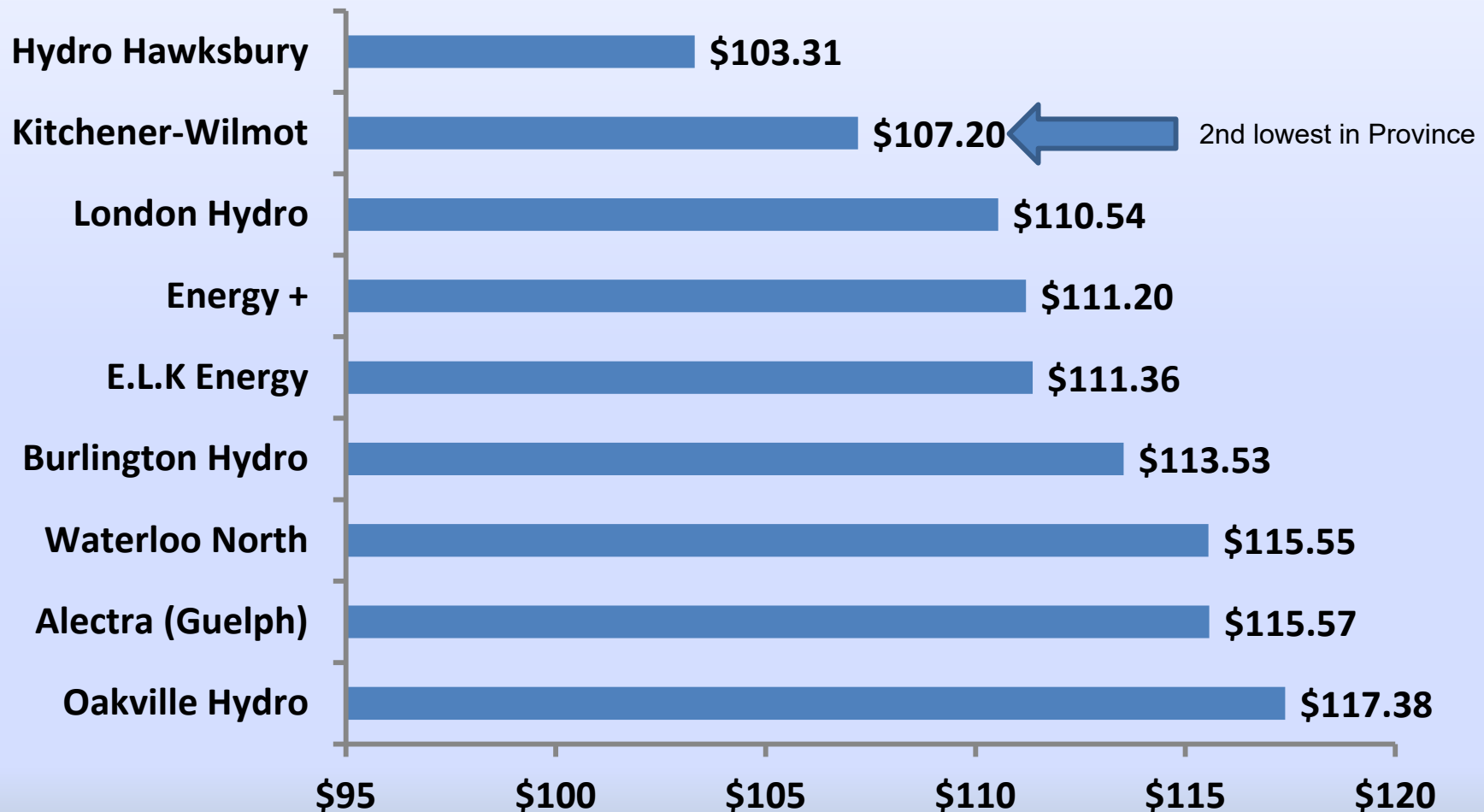


Rates for 700 kWh Residential Customer Effective Jan. 1/22



*Includes Ontario Electricity Rebate equal to \$18.98, or 17.0%

Monthly Residential bill (700 kWh) as at Jan. 1, 2022



Service Reliability Performance

Service Reliability Performance	Measurement	Provincial Average 2015 to 2019	2017	2018	2019	2020	2021
SAIDI	Average length of outage (minutes) for the system	163.68	54.9	41.1	60.9	31.8	34.1
SAIFI	Average number of interruptions per customer	1.50	1.02	0.97	1.05	0.92	0.71
MAIFI	Average number of momentary interruptions per customer	N/A	3.22	2.70	2.35	1.90	1.87

Note: In prior years the industry average *excluded* Hydro One.
The OEB no longer reports those figures. Industry average now *includes* Hydro One

Service Quality Performance

Customer Service Performance Indicator	Criteria	OEB Min Std	2019	2020	2021
			%	%	%
Connection of new LV services	5 working days	90%	99%	99%	97%
Telephone accessibility	Within 30 secs	65%	90%	88%	74%
Appointment scheduling, including underground cable locates	5 working days	90%	97%	95%	96%
Emergency response - urban	Within 60 mins	80%	91%	86%	100%
Emergency response - rural	Within 120 mins	80%	100%	100%	100%

On-Going Impact of COVID-19

- Continued with hybrid Work From Home/Work From Office for Office Staff. Staff levels adjusted during the year in accordance with public health guidelines ... currently 4 days per week at Office
- Some field crews are still reporting to remote locations at our Transformer Stations
- Supply chain issues have significantly affected material prices and deliveries
- Electricity demand is below pre-pandemic levels for commercial and institutional customer class

New Customer Information System

- After 2 years of effort by a dedicated and resilient team (during a pandemic) our new CIS system went live on September 27, 2021
- The new Oracle Customer Care & Billing system replaces a 30+ year old in-house solution that has served us very well.
- A new bill design was also implemented as part of the upgrade.

Merger of KWH and WNH

- After many months of study and financial, legal and technical due diligence, and following a public consultation process in October, the five municipal shareholders of Kitchener Power Corp. and Waterloo North Hydro Holding Corporation approved proceeding with a proposed merger of the two companies and their subsidiaries Kitchener-Wilmot Hydro and Waterloo North Hydro in December 2021.
- A Merger application was submitted to the Ontario Energy Board on January 31, 2022.
- Integration teams have been established and work is underway
- A decision is expected early summer and a possible Closing Date in Q3, 2022 is anticipated.

Community Initiatives



- Kitchener-Wilmot Hydro is proud to support a number of charities with donations to the Food Bank, United Way and House of Friendship. In addition, our employees continued to support several other charities.
- Provided sponsorship support to Centre-In-The-Square and two student awards at Conestoga College.
- Provided in-kind support to the Mike Schout Wetlands Preserve and A Better Tent City
- Provided tree reforestation grants to the City of Kitchener and the Township of Wilmot (\$2.23M since 1990)

Thank You