

### • POWER of LOCAL HYDRO •



WWW.ESSEXPOWER.CA





#### OUR CORPORATE PHILOSOPHY

#### Mission

**Essex Power Corporation** is a dynamic energy company that provides safe reliable and economical energy supply and services to our customers. Our commitment to innovation, performance management and leading by example has built the foundation at Essex Power and our affiliates to establish a diverse set of energy products and services that are valued by our customers. **At Essex Power, Your Power is our Priority.** 

#### Vision

**Essex Power Corporation's** vision is to be an energy provider that utilizes "best in class" people, processes, and technology to lead the marketplace in sustainable energy solutions. Our customers will receive the greatest value by integrating an economic and environmental balance to the products and services we will deliver to them. As an energy provider we will be a community leader in ensuring that environmental stewardship is a vital component of our services to increase customer awareness of proper energy utilization and management.

If you have questions regarding the content of this annual report please contact us at **info@essexpower.ca** 







utilismart<sup>®</sup>



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#### BOARD CHAIR & CEO MESSAGE

Essex Power Corporation, a 100% locally owned company, not only delivers safe, reliable and cost-efficient power, but also works with our communities to advance innovative solutions, creating new local economic development opportunities and providing enhanced services for our residential, industrial and business customers; this is the **Power of Local Hydro**.

"At Essex Power, we pride ourselves in being the local distribution company that delivers safe and reliable power to our customers throughout the communities of Amherstburg, LaSalle, Leamington and Tecumseh. We know our customers, we work closely with them and our commitment is to meet or exceed their expectations as their trusted energy provider" (Gary McNamara, Chair, Essex Power Corp.).

In 2017, Essex Power delivered and exceeded its corporate commitments to its customers, the communities we service and our Shareholders.

Essex Power spent **\$3.5M in capital improvements** in 2017 and has completed an aggregated investment of **\$30M over the last 10 years** to make our distribution grid more reliable and robust. More importantly, we have focused on improving the efficiency in which power is delivered to the homes and businesses we serve. With this improvement, our customers' overall bill is lower. Essex Power is not only becoming more efficient, but with new stateof-the-art automated switching technologies being deployed across our service centres, the ultimate goal is establishing "self healing grids." This means that large outages caused by loss of supply to our communities can be restored automatically by transferring



load seamlessly to alternative supplies. This will greatly reduce outage times and the significant affect that a large outage can have on one of our communities.

Essex Power continued to work closely with our customers in helping them to find ways to lower their electricity bill by using innovative technologies and solutions that reduces their energy consumption. In 2017, we enrolled **1,083 program participants** and paid out more than **\$1.5M in incentives** resulting in more than **8.5M kWhs saved,** which is the equivalent of eliminating more than **500 homes** from the grid.

While Essex Power is your local power provider, it's also a North American technology provider through its unregulated businesses, Utilismart and Essex Energy. Building on the success of our award winning, high-end grid analytical tools that we launched in 2016, called ODS 2.0 and SmartMap, we are growing our

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01.	Gary McNamara, Chair,
	Essex Power Corp. and
	Ray Tracey, President &
	CEO, Essex Power Corp

- 02. Essex Powerlines out in the community.
- 03. ODS 2.0/SmartMap.



customer base throughout Canada and now the United States. While we fully engage with our customers at the local distributor level, we also are delivering "state-of-the-art digital technologies" at the global stage that have been tried and trued right here in Essex County with our customers and local LDC, Essex Powerlines.

With the ever-changing technology landscape of Solar PV, microgrids, electric cars, charging stations and distributed storage, Essex Power must be prepared to integrate and possibly manage these technologies, most of which could be behind the meters of our customers. Our diversified portfolio of businesses that are operating in both regulated and unregulated business environments has allowed the implementation of new leading-edge technology and creating first to market opportunities.

Essex Power plans to launch a new sustainability program called **"Municipal Sustainability EV Energy Cells"** in partnership with its four municipal shareholders. The benefits of this program is to reduce these communities' Greenhouse Gas footprint and to provide long-term energy cost savings. This is a win-win scenario that has Essex Power and its municipal partners on a path to be leaders in Ontario for creating "net zero" communities.





#### Community Support at a Glance

EPC Youth in Community Fund (since inception) \$160,000

#### Local Food Banks

\$36,800, +2,000 Cans Amherstburg Food & Fellowship Mission LaSalle St. Andrew's Anglican Church Food Bank Leamington Salvation Army Tecumseh Goodfellows

#### Ronald McDonald House Charities Over \$3,000

In 2017, Essex Power continued to support our communities through various charitable donations and employee involvement. 2017 was the fourth year of our "Youth in Community Fund" with our Shareholders, supporting organizations that offer activities and projects to the youth in our communities. Once again, each of our Shareholders was provided \$10,000 in funding to be used towards youth-oriented programing and initiatives. Since the inception of the EPC Youth Fund, \$160,000 has been provided to the youth of our communities. Essex Power, along with its employees, provided financial support to those programs in our communities that serve as food banks, Amherstburg Food & Fellowship Mission, LaSalle St. Andrew's Anglican Church Food Bank, Leamington Salvation Army and the Tecumseh Goodfellows. Through Essex Power's involvement with the EDA Western District 5th Annual Charity Golf Tournament, the group raised and donated \$60,000 to youth organizations in Southwestern Ontario, and we are equally proud of our company Utilismart Corp., who donated more than \$3,000 to the Ronald McDonald House Charities. We are very pleased and proud to announce that for the second time in a row, Essex Power Corp. received the "Diamond" award, given to companies who demonstrate a commitment to improve the health and wellness of all employees. Go For Health and the Windsor Essex County Health Unit sponsors the "The Gord Smith Healthy Workplace Awards." Thank you to our Wellness Committee members for taking the lead in organizing wellness initiatives, and to all employees for their participation and to our senior leaders that support these activities. Essex Power is present in our community, whether providing support through our co-operative education programs, local charities or our local community festivals.

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- 01. Members of Essex Power Wellness committee accepted Diamond Level Gord Smith Healthy Workplace Award.
- 02. Essex Power employees answering students questions during Essex County Farm Safety Day.





# 3% increase.

Essex Power's dividend stream and corporate returns remain very strong and continue to outperform relevant market investment comparisons. Shareholder equity has grown substantially as a result consistent of this corporate performance. Outperforming the market in corporate performance and maintaining fair and reasonable distribution rates allows Essex Power Shareholders to have a winwin situation as a local owner of an integrated energy business that remains locally accountable.

Essex Power issued a **\$1,750,709** cash dividend in 2017 which is a **3% increase** from 2016 and its overall corporate return was 13.4%. Over the course of the last five years, Essex Power has provided **\$8,272,000 in dividends** to Shareholders which has enabled continued investment in local, strategic indicatives and sustainable communities.

Raymond J. Tracey, P. Eng. PRESIDENT & C.E.O., ESSEX POWER CORPORATION



Gary McNamara Chair, essex power corporation



#### **Common Shares & Special Dividends (Thousands)**

## Essex Power Performance Report, Comparison to the S&P 500 US, TSX CDM and Gov Bonds.



#### 2017 EPL FAST FACTS



pagi Six

- 01. Southwestern Ontario crew in Tampa Bay, Florida.
- 02. Utility trucks making their way across the U.S./Canada border.
- 03. Essex Powerlines truck ready to travel to Tampa.





#### 2017 ESSEX POWERLINES HIGHLIGHTS

One of Essex Powerlines' ("EPL") main initiatives in 2017 involved making its Cost of Service rate submission to the Ontario Energy Board.

This mechanism for the setting of customer hydro rates involved, amongst other things, the submission of voluminous historical data, the conducting of customer surveys, the holding of a public community presentation and а thorough demonstration of efficient and prudent operation of the utility. Through the hard work and proactive planning EPL has demonstrated over a number of years, we were able to propose an overall rate DECREASE amongst all EPL customer rate classes. This could not have been achieved without the efforts of all EPL employees.

Also in 2017, EPL continued to focus on the development of its Smart Grid technology. With respect to the advancement of Smart Grid technology, Essex Powerlines continued, amongst other things, with its planned installation of a number of automatic re-closers within its distribution system. As a result of the installation of these "smart" assets, Essex Powerlines has taken another step to creating a "selfhealing" distribution system that can automatically reroute power during an outage and in turn, reduce the length of the outage and the associated costs related to the same.

This past year, EPL continued to build on its involvement with **GridSmartCity**, the consortium of utilities we joined in 2016. To this end, EPL was actively involved in GSC Regulatory, Human Resource, Purchasing and Information Technology committees, which allowed participating utilities to exchange information on many critical initiatives and which also allowed EPL to achieve efficiencies and innovation.

In September, Essex Powerlines joined in on the relief efforts of the severe damage caused by Hurricane Irma in Florida. After a call for assistance was issued, Essex Powerlines sent a crew consisting of Powerline Maintainers to Florida. Essex Powerlines joined other crews, in an organized convoy of Southwestern Ontario utilities. Crews assisted Tampa Electric to restore power to tens of thousands that were effected by Hurricane Irma.

Finally, and in keeping with our commitment to environmental sustainability, the **MyAccount** customer portal was launched in 2017 replacing our previous eCare software technology. The MyAccount portal allows customers to opt in to receiving paperless billing while also giving them the opportunity to access their bill 24/7 from any device, from any location. This user-friendly portal also allows customers to review historical usage, view and pay bills and review payment history in a safe, convenient and secure manner. At the end of 2017, EPL had almost 35% of our customers registered to use the MyAccount portal and 15% of our customers receiving paperless billing. It is EPL's goal to have 20% of our customers opt in to paperless billing by the end of 2018.

We look forward to a busy, productive and safe 2018 that will ensure that Essex Powerlines remains an industry leader for many years to come.

...over a number of years, we were able to propose an overall rate DECREASE amongst all EPL customer rate classes."

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#### 2017 ESSEX ENERGY HIGHLIGHTS

Renewable power, energy storage, Self-Healing grids, Smart Grid software, Greenhouse Gas ("GHG") reductions, Distributed Energy Resource ("DER") engineering, and expansion into the electricity transmission system... These are all cutting-edge areas within the energy sector that Essex Energy ("EE") explored and thrived in this past year – and not just locally, but at the provincial level as well.

Ontario's Long Term Energy Plan ("LTEP"), released in 2017, reinforced that EE's target areas for business development are aligned with the direction the sector is headed. In fact, the **LTEP specifically named Essex Energy as a significant contributor in paving the way for the future of energy storage in Ontario**, following EE's publication of a comprehensive case study for the Ministry of Energy.

EE has successfully transitioned its solar PV business from serving the dated Feed-In Tariff ("FIT") market to expansion into the Net Meter and Virtual Net Meter markets. In doing so, Essex Energy designed, procured and constructed two of the largest Net Metered solar PV systems in Canada, both located on Longo's facilities in the Greater Toronto Area, offering the grocery chain the ability to significantly reduce their carbon footprint. In addition to these two projects, EE also put plans in place to **decarbonize the electricity supply of Essex Powerlines' operations facility** with an 80kW rooftop solar PV system.

This system will be the first of its kind in the province to adopt the 3<sup>rd</sup> party ownership model afforded by new Net Metering regulations being released in July of 2018. This simply means EE will own the PV asset and Essex Powerlines will enjoy the carbon offset.

In 2017, EE began development of a major clean energy initiative designed to significantly benefit its four shareholder municipalities through GHG and cost reductions provided by Virtually Net Metered community solar PV, as well as electric vehicles. This project will continue to be developed in the year(s) to come, and will be yet another example of how the Essex Power group of companies can partner with its shareholders to retain the value of energy in local communities that would otherwise leave the region.

EE invested in its flagship smart grid software, **SmartMap**, in 2017 by supporting a multi-faceted platforming and upgrade initiative that has, among other things, enhanced its performance on handheld devices such as smart phones and tablets, thus expanding its ease of use to mobile applications. ...the Long Term Energy Plan specifically named Essex Energy as a significant contributor in paving the way for the future of energy storage in Ontario..."

EE's engineering team enjoyed another banner year in 2017 supporting an unprecedented number of connections for generators and energy storage facilities to the distribution systems of utilities across the province. This was accomplished while also supporting the early stages of Self-Healing grid measures for Essex Powerlines through the deployment of "Reclosers", which are smart devices equipped with unique controls.

Finally, Essex Energy's contribution to the province's Conservation and Demand Management ("CDM") goals has been tremendous through the years, and 2017 was no exception. EE continues to support Essex Powerlines as a leader in Ontario as demonstrated by continuous IESO reporting that suggests the same.

Given the diverse, yet unique, nature of the services Essex Energy provides to the sector, it's no surprise that its success is a result of the hard work of a very talented and fearless team of employees, who deserve a well-earned "Thank you" for 2017.



#### 2017 RENEWABLE HIGHLIGHTS

In 2017, Essex Energy Corporation ("EE") **commissioned 500kW solar PV facilities** at each of two quarries located in the Muskoka region in Ullswater and Port Carling ON. EE has retained ownership of these unique systems, in partnership with First Nations, that promise to offset Greenhouse Gas emissions for the next 20 years!

The solar production of Essex Energy's growing fleet of systems surpassed 14 million kWh's in 2017 and provides enough energy to power 500 homes each year!

In addition to greening quarries, EE also took on a project to **carbon neutralize new retail grocery facilities** of one of Ontario's fastest growing chains. This project saw the development of **500kW of solar PV systems spread across rooftops in Guelph and Ajax Ontario**. By the end of 2017, the projects were under construction with targeted commissioning dates in 2018.

Project Name	Commissioned Date	# of Days Running	kWh Savings	Homes powered/year
Tecumseh Arena	October 28, 2010	2,630	4,017,736	58
Vollmer Arena	December 21, 2011	2,205	2,503,653	43
Libro Center - Amherstburg	November 19, 2012	1,871	4,135,913	84
Marmora and Lake Area	April 1, 2015	1,008	783,197	30
Atlas Tube Complex, Lakeshore	November 26, 2016	772	1,550,570	76
ASI SPE 106 Inc., Vaughan	June 1, 2016	582	367,603	24
Ullswater Quarry	March 21, 2017	288	534,481	71
Port Carling Quarry	July 25, 2017	162	256,588	60





01. Longo's – Guelph, ON 02. Longo's – Ajax, ON

#### Growing Fleet

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By the numbers:



#### Offset of Greenhouse Gas Emissions Next 20+ years Through commission

of 2 quarries, and in partnership with First Nations.

#### 2

Solar Production +14 Million kWh's in 2017 Enough energy to power 500 homes/year.



**Carbon Neutralization Retail Grocery Facilities** Target commission dates in 2018. The Utilismart Team



#### utilismart<sup>®</sup> CORPORATION



International Organization for Standardization

#### 2017 UTILISMART HIGHLIGHTS

Empowering Innovation continued in 2017 for Utilismart, allowing us to remain an industry leader.

We focused activities on re-platforming and enhancements to Settlement Manager. Utilismart's Settlement Manager product is used by the majority of Ontario LDC's and is therefore one of our most important products. The solution was moved from the older Silverlight platform to a new, mobile ready HTML5 platform. This allows the solution to be used, not only in the LDC office, but in the field. Included in the HTML5 refresh were improvements to the security features of the web page, including 2 factor authentication and a new dashboard feature that permits individual design of a landing page that refreshes automatically and brings you directly to the points/areas of focus of your job when you log in. The launch of this refreshed web portal was executed seamlessly and feedback has been tremendous. Customers are reengaged and looking forward to more improvements. Our customers asked and we listened.

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Innovation also continued with the work on the **Big Data Platform** that is ramping up for launch in 2018. This Ministry of Energy funded project will position the Utilismart Analytics Platform as the Digital Utility Hub.

All of these initiatives were supported by our **ISO27001 recertification**. The successful audit in February of 2017 demonstrated our ongoing commitment to security and the foundational role that it plays in the design of our solutions and the execution of our business. The subsequent surveillance audit in early 2018 was also a success.

New partner relationships with AMI vendors, prepay solution providers and analytic software integrators were pursued.

**Six net new customers were onboarded** as well as **eight additional customers** plus an additional **15 net new cellular services** customers were obtained through our expanded services. Our sales efforts continue to reach diverse markets such as Nigeria.

2017 also marked our 14<sup>th</sup> Annual Customer Appreciation Day, which included our Golf Classic. Through this annual event, along with our employee contributions over the last 10 years, we have raised just over **\$78,000** and for 2017 our charity of choice was the Ronald McDonald Charities Southwestern Ontario. It is now time to focus all efforts externally and gain traction in the market. The goals of building the Utilismart brand and gaining recognition in the market have been accomplished, but the shift for 2018 will be on becoming entrenched in the U.S. market. With the new digital utility platform hitting the market, which is coupled with the mature Market Settlement and Key Account manager products, we are working tightly with utilities allowing for better focus and targeted growth versus a blanket approach.

#### UTILITY SETTLEMENT MANAGER

Some highlights on the new platform:



HTML5 version offers a fresh new look with all the same tools plus additional features.

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×
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New security feature offering 2 factor authentication.



#### 2017 WATTSWORTH ANALYSIS INC. HIGHLIGHTS

WattsWorth ("WW") has thrived as a business by helping both energy consumers and energy producers navigate the complexities of Ontario's energy markets.

In 2017, the province instituted new measures such as the **Fair Hydro Plan**, the expansion of the **Industrial Conservation Initiative ("ICI")**, a Market Renewal project and many others, thus adding to the market complexity and creating opportunity for WW.

WW's "energy consumer" clients consist largely of municipalities, educational institutions and industrial manufacturing facilities, while its "energy producer" clients consist of wind, solar, natural gas and hydro generation facilities.

Notably, most of WW's growth in 2017 was related to the onboarding of new wind farms, municipalities, and large electricity users that recently qualified to participate in the expansion of ICI, which is simply a provincial program designed to incent manufacturers to remain in Ontario. The value that WW's employees provide to their new and existing clients is evident in the strong retention the company earns and enjoys.



RSVA Dashboard

In 2017, WW completed construction of a software product aimed at helping utilities settle provincial charges that are eventually passed through to enduse electricity consumers. Settling these charges between the province and the end-use customers is accomplished by utilities using **Retail Settlement Variance Accounts ("RSVA")**.



WW's new product is able to streamline the process of managing and verifying RSVAs – a process that is often described by utilities as being an arduous regulatory/accounting task, where errors result in significant financial risk. WW will offer this product to the Ontario market in partnership with its affiliate, Utilismart Corporation. Together, Utilismart and WattsWorth stand to gain solid market share in this niche offering.

WattsWorth has become well known in the industry as "the choice" for energy consumers and producers with complex needs. This can be credited to the expertise and professionalism of its staff. As Ontario's energy markets evolve through "Market Renewal" and other province-lead mechanisms, WW will continue to seek out opportunity to expand.

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#### GLOBAL REPORTING INITIATIVE

**The Global Reporting Initiative (GRI)** is an internationally recognized standardized framework for disclosing an organizations environmental, social and economic performance. The GRI is a commonly used tool by many organizations in Ontario, Canada, as well as around the world.



EPC's report focus is on its operations which lead to the process of defining the report content and topic boundaries. The organization used past reports and several meetings between employees to define the report content. Material topics were decided on by a team who consulted previous reports, current company documents and operations, and future trends. Designated staff members are GRI Certified who are responsible for yearly completion.

In the past, Essex Power used a different version of GRI reporting. 2017 is the first year it has reported using the **new GRI standards required to be adopted by July 2018**. Essex Power Corporation has reported Core option in accordance, and therefore reported on the required disclosures from GRI 102. In 2016, EPC used the GRI G3 and GRI Electric Utility Supplement as a framework for reporting.



#### Report Scope and Boundaries

Our regulated electricity distribution company, Essex Powerlines, is accountable for providing a safe, reliable and cost effective supply of electricity to the municipalities of all our stakeholders and communities. The scope of this report and GRI submission includes all of the Essex Power Group of Companies.

To measure our success and progress in sustainability, we have defined key areas that we see of great importance to achieving success. Essex Power has made sustainability a core foundation for all decision making and has initiated best practices for managing operational and environmental risk. This report will analyze and measure Essex Power's performance within the three pillars of sustainability.

Environmental stewardship is evaluated by our success in energy conservation, renewable energy investment, waste management, and environmental risk mitigation of our operations.

Social responsibility is evaluated by how we ensure the safety and wellness of people including our employees, our contractors, and our communities. We are committed to providing a safe and respectful workplace where employees are highly valued, treated fairly, provided with challenging and meaningful work and benefit from opportunities for knowledge growth and career development.



#### **How It Works**

How we measure our success and progress:

#### - Economic -

 Catalyzing Growth
Achieving Fiscal Stability

#### - Social -

 Building Livable Communities
Developing Workforce

#### - Environmental -

Advanced Stewardship
Footprint Reducing

# CONSERVATION & DEMAND MANAGEMENT

**8,547,540** kWh conserved.

\$1,515,805

in incentives paid out.

# 1,083 Participants

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In the programs (not including coupons and instant savings programs at retailers).

#### THE CORPORATION OF THE TOWN OF LASALLE Street Light Conversion

2,281,487 kWh Total Savings

\$341,459 Incentives

1,698 Tonnes of CO<sup>2</sup> emissions prevented/year

**364** Passenger vehicles driven for 1 year

183 Homes' energy use for 1 year

254 Homes' electricity use for 1 year

4,004 Tree seedling grown for 10 years



Street light conversion in LaSalle, ON.



# <sup>\$10,000</sup> EPL Youth in Community Fund

Each of our Shareholders was provided \$10,000 in funding to be used towards youth oriented programing and initiatives. To date, \$160,00 has been donated.

#### SOCIAL PERFORMANCE Heart & Stroke Foundation Essex Power and its **Bia Bike** employees are proud to be a supportive corporate neighbour. Here is a sample of some of the worthy causes we joined forces with in 2017 to help build strong, supportive 0 TECUMSEH Tecumseh communities in which Travel $\diamond$ we serve. Soccer Club General Amherst High School 0 Tecumseh ٥ Cornfest **Co-Operative Education** Villanova We participated in Wiredcats Partners For Li the co-operative education programs RMł with universities and colleges and offered Southwestern Ontario a bursary to local high schools. **Ronald McDonald House** Southwestern Ontario. "Partners for Life" With the Canadian

Red Cross; and exceeded our pledged amount of 20 units per year!

PAGE Fourteen

2017





PAGE Sixteen Marie Campagna, Chair Ray Tracey Gary McNamara Joe Graziano John Avdoulos, President















Essex Power Corporation is a dynamic energy company that provides safe, reliable and economical energy supply and services to our customers. Our commitment to innovation, performance management and leading by example has built the foundation for Essex Power and our affiliates to establish a diverse set of energy products and services that are valued by our customers.

Essex Powerlines Corporation, a regulated company, provides reliable and safe power to over 30,000 residents and businesses in Amherstburg, LaSalle, Learnington and Tecumseh. Essex Powerlines provides safe, reliable and economical electrical distribution and service to 30,000 customers within four municipalities of Essex County, and has a system voltage of 27.6 kV. At Essex Powerlines, our corporate vision is to provide the communities of Amherstburg, LaSalle, Learnington, and Tecumseh with safe, reliable, and economical energy supply and service. The foundation to empower our vision is based on a dynamic and progressive workforce that will be industry leaders in providing 'best of class' business solutions in the delivery of service to our customers.

Since 2000, Essex Power Services has been a key streetlight service provider for our communities. Being ISO 9001:2008 certified, our Quality Management System ensures proper business operation utilizing best practices. Essex Power Services was registered with IESO as a MSP (Metering Service Provider) in 2012 and currently maintains a total of 23 wholesale metering installations.

Essex Energy Corporation is a dynamic group of more than 20 engineers, business professionals, certified energy managers and LEED accredited individuals ready to provide your organization with a suite of energy management services. Among a wide array of other energy sector related activities, Essex Energy is directly responsible for the reduction of more than 252,000,000 lifecycle kWh through our conservation initiatives and has built some of Canada's largest solar photovoltaic rooftop systems. Essex Energy is uniquely positioned to assist you in realizing your own triple bottom line.

Since 2002, Utilismart has been the industry leader in providing settlement services to utilities throughout Ontario. Our services are built on industry expertise and an in-depth understanding of both the settlement processes in the marketplace and the needs of the customer. Our hosted solutions offer customers an economical, efficient settlement service that has build-in reporting and analysis tools. Our knowledge in this area allows for seamless integration into CIS, Financial, and other customer systems requiring settlement data.

As a Canadian company based in Ontario, WattsWorth offers a variety of energy management services to participants in the Ontario market. Our clients include large industrial/commercial companies, electric utilities, electricity generators and municipalities. WattsWorth has over 1-billon kWh consumed annually. In addition to technical expertise and a highly specialized and robust infrastructure, WattsWorth makes a commitment to listen to our clients' requirements and tailor solutions that respect their objectives. WattsWorth has a business manner that reflects high standards of professionalism, attention to detail, and a logical approach to problem solving.





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