9/17/2026

Scorecard - Essex Powerlines Corporation

Performance Outcomes	Performance Categories	Measures		2021	2022	2023	2024	2025	Trend	Target: Industry	Target: Distributor
Customer Focus Services are provided in a manner that responds to identified customer preferences.	Service Quality	New Residential/Small Business Services Connected on Time		90.84%	91.45%	91.02%	90.64%	93.04%		90.00%	
		Scheduled Appointments Met On Time		93.15%	98.68%	97.06%	100.00%	100.00%		90.00%	
		Telephone Calls Answered On Time		76.62%	80.94%	81.05%	88.20%	87.70%		65.00%	
	Customer Satisfaction	First Contact Resolution		99.08%	99.6%	99.4%	99.39%	99.68			
		Billing Accuracy		99.95%	99.95%	99.90%	99.89%	99.94%		98.00%	
		Customer Satisfaction Survey Results		86%	86%	87%	91%	91			
Operational Effectiveness Continuous improvement in productivity and cost performance is achieved; and distributors deliver on system reliability and quality objectives.	Safety	Level of Public Awareness		85.00%	85.00%	85.00%	85.00%	85.00%			
		Level of Compliance with Ontario Regulation 22/04 [1]		C	C	C	C	C			C
		Serious Electrical Incident Index	Number of General Public Incidents	0	0	0	0	0			0
			Rate per 10, 100, 1000 km of line	0.000	0.000	0.000	0.000	0.000			0.000
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted [2]		2.02	1.82	2.48	1.14	1.16			1.73
		Average Number of Times that Power to a Customer is Interrupted [2]		0.89	0.84	1.07	1.39	1.47			1.03
	Asset Management	Distribution System Plan Implementation Progress		76.13%	97.65%	99.84%	100.75%	19.33			
	Cost Control	Efficiency Assessment		2	1	1	1	1			
		Total Cost per Customer [3]		$564	$625	$714	$734	$770			
		Total Cost per Km of Line [3]		$10,789	$12,005	$13,231	$14,030	$14,749			
Public Policy Responsiveness Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements imposed further to Ministerial directives to the Board).	Connection of Renewable Generation	New Micro-embedded Generation Facilities Connected On Time			100.00%	100.00%	100.00%			90.00%	
Financial Performance Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)		0.76	0.85	1.03	0.86	0.88			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio		1.25	1.27	1.21	1.26	1.27			
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	9.00%	9.00%	9.00%	9.00%	9.00%			
			Achieved	6.79%	6.09%	4.50%	4.70%	7.53%			

1. Compliance with Ontario Regulation 22/04 assessed: Compliant (C); Needs Improvement (NI); or Non-Compliant (NC).
2. An upward arrow indicates decreasing reliability while downward indicates improving reliability.
3. A benchmarking analysis determines the total cost figures from the distributor 's reported information.

Legend:

5-year trend: up, down, flat

Current year: target met, target not met

2025 Scorecard Management Discussion and Analysis (“2025 Scorecard MD&A”)

The link below provides information related to Electricity Distributor Scorecards that has technical definitions, plain language descriptions and how a measure may be compared for each of the Scorecard’s measures in the 2025 Scorecard MD&A:
https://www.oeb.ca/ontarios-energy-sector/performance-assessment/electricity-distributor-scorecards

Scorecard MD&A - General Overview

Essex Powerlines Corporation (“EPLC”) is dedicated to meeting and exceeding customer and community needs. It does so by providing services that put the needs of its customers first and are cost effective.

In 2025, EPLC continued to exceed performance targets set for the industry. EPLC saw improvement in many areas as compared to 2024 and falls within industry targets in all but one system reliability metric.

EPLC proactively oversees scorecard metrics using dashboards, in order to actively monitor and ensure compliance, while continuously investigating further opportunities to improve upon its performance. EPLC is committed to on-going year-over-year performance improvement for 2025 and beyond.

Service Quality

- **New Residential/Small Business Services Connected on Time**

In 2025, EPLC connected 93.04% of low voltage residential and small business customers within the five-day timeline prescribed by the Ontario Energy Board (OEB). This represents an improvement over the 2024 result of 90.64%. EPLC has consistently outperformed the industry target of 90% for the past five years, since 2021.

- **Scheduled Appointments Met On Time**

EPLC scheduled 188 customer-related appointments in 2025 and attended 100% of these appointments on time, maintaining the same level of performance as in 2024. EPLC continues to outperform the Ontario Energy Board's industry target of 90%.

- **Telephone Calls Answered On Time**

EPLC's customer service call centre received 21,536 calls and 87.70% of the time a Customer Service Representative answered the phone within 30 seconds or less. This represents a slight decrease from 2024 performance of 88.20%. EPLC has consistently outperformed the industry target of 65% for the five-year period from 2021 to 2025.

Customer Satisfaction

- **First Contact Resolution**

EPLC measures this metric based on the number of calls received and how many of these calls required escalation to a supervisor. In 2025, 99.68% of calls received by EPLC were resolved without escalation to a supervisor. This represents a slight improvement over 2024 performance of 99.39% of calls that did not require escalation.

- **Billing Accuracy**

For 2025, EPLC issued 389,062 bills and achieved a billing accuracy of 99.94%. This represents a slight improvement compared to the 2024 result of 99.89%. EPLC has consistently outperformed the industry target of 98% for the five-year period from 2021 to 2025 and will continue to monitor its billing accuracy to ensure compliance with the standard established by the OEB.

- **Customer Satisfaction Survey Results**

Customer satisfaction surveys are required to be completed on a bi-annual basis and are meant to examine customer satisfaction levels in the following key areas: (a) power quality and reliability; (b) price; (c) billing and payment; (d) communications and; (e) the customer service experience. Distributors are expected to follow good survey practices and select samples that adequately represent the distributors' rate payer population.

In 2024, EPLC engaged an independent third-party service provider to conduct an online survey on its behalf. This survey is required to be completed on a bi-annual basis. A total of 608 random surveys were completed, with 569 residential customers and 39 general service (under 50kW) customers surveyed. Customers were polled on their levels of satisfaction with EPLC in the following areas:(a) overall satisfaction; (b) reliability and power quality; (c) billing and payment; (d) customer service experience; (e) communications; and (f) price.

The customer service survey results indicate that overall 91% of customers are satisfied with EPLC. EPLC uses feedback received from the survey results as a method of better understanding customer preferences and priorities in order to improve ongoing customer satisfaction.

Safety

- **Public Safety**

  - **Component A – Public Awareness of Electrical Safety**

    This survey is required to be completed on a bi-annual basis and was completed in 2025. EPLC engaged a third party to conduct this survey on its behalf. Random surveys were conducted on 443 general members, 18 years of age or older, residing within EPLC's service territory. The survey's focus was to measure the public's level of awareness regarding key electrical safety precautions. The results indicated that 85% of the public are aware of Electrical Safety, which is identical to the results of the last survey completed in 2023.

  - **Component B – Compliance with Ontario Regulation 22/04**

    O. Reg. 22/04 requires the "approval of equipment, plans, specifications and inspection of construction before putting systems into service" [1]. EPLC compliance with this regulation is audited annually by an independent consultant selected by the ESA. These audits will yield one of the following outcomes:

    - Not Compliant – indicates a failure to comply with a substantial part of O.Reg. 22/04 or continuing failure to comply with a previously identified NI item;

    - Needs Improvement – indicates continuing failure to comply with a previously identified NI item or a non-pervasive failure to comply with adequate, established procedures for complying with O.Reg. 22/04;

    - Compliance – indicates that the distributor substantially meets the requirements of O.Reg. 22/04

    In 2025, EPLC received an audit result of Compliant, which is consistent with the audit result in 2024. EPLC continues to ensure it is compliant with O.Reg. 22/04. Safety is a core value of EPLC and its importance is highlighted throughout EPLC's daily operations.

[1] "EDSR I Ontario Regulation 22/04." *ESA website*, https://esasafe.com/role/edsr/

- **Component C – Serious Electrical Incident Index**

  There have been no serious electrical contacts within EPLC’s distribution system during the five-year period from 2021 to 2025 as indicated on the scorecard.

System Reliability

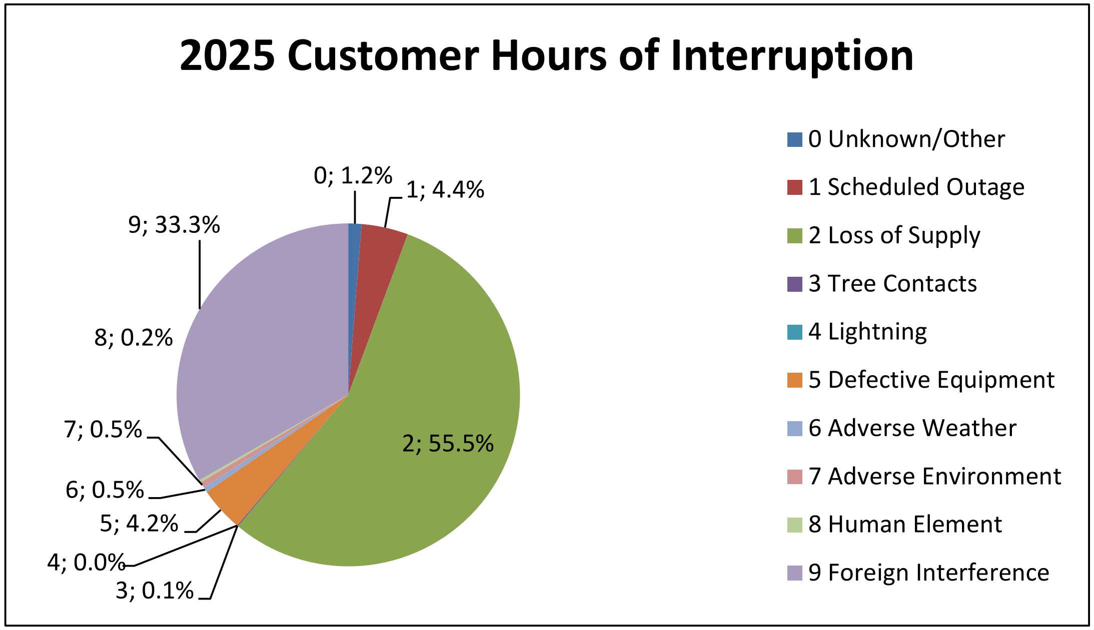
- **Average Number of Hours that Power to a Customer is Interrupted**

  EPLC experienced a slight increase in the number of hours where power to a customer was interrupted, to 1.16 in 2025 from 1.14 in 2024. Specifically, two independent vehicle interference events impacted large numbers of customer outages which caused the year-over-year increase in this metric. EPLC’s current five-year average is 1.72 hours, which is slightly below last year’s five-year average of 1.74 hours, and within target of 1.73. Loss of supply (outside of EPLC’s service territories) has historically been, and continues to be, the largest contributor to this metric. In 2025, 55.5% of the total number of hours power was interrupted was the result of a loss of supply event (an increase from 20.4% in 2024). EPLC experienced a higher level of interruptions due to foreign interference (animal, vehicle, dig-ins) in 2025 at 33.3% (27.3% in 2024). All other sources of customer interruptions are noted in Figure 1 below.

  Scheduled outages, foreign interference and adverse weather are some of the various incidents that can affect this metric. EPLC’s Distribution System Plan (“DSP”), Reliability Centered Maintenance (“RCM”) and Asset Management Programs are designed to reduce these occurrences. In addition, EPLC uses Best-In-Class Asset Investment Strategy tools and processes to improve this metric. Examples of these tools and processes include:

  - Using risk assessments and strategic objectives to reduce risk and optimize investment;
  - Maintain RCM statistics within acceptable severity and importance indices;
  - Perform inspections, preventative maintenance and remediate findings;
  - “Global Information System” (GIS) provides full customer connectivity and asset information;
  - SmartMAP software provides:
    - Full integration of alerts of out of range distribution system data (i.e. voltage, loading, fault current and outages),
    - Engineering – modelling, design and analysis tools

Figure 1

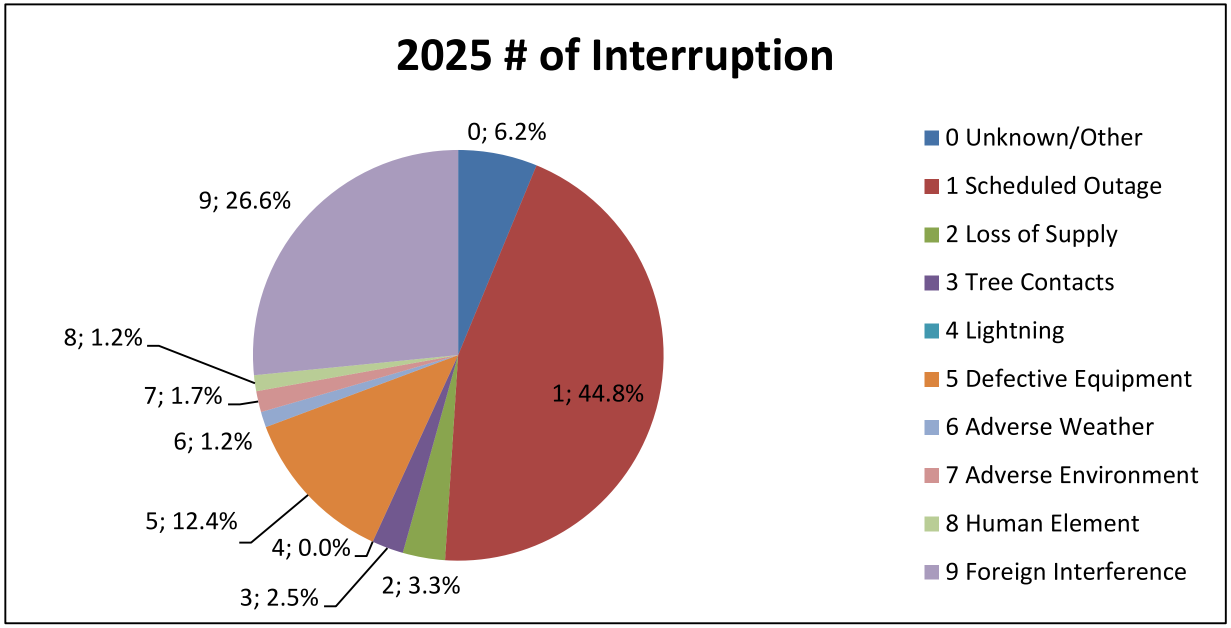


- **Average Number of Times that Power to a Customer is Interrupted**

EPLC experienced an increase in the number of times that power to a customer was interrupted, which is 1.47 in 2025 compared to 1.39 in 2024. EPLC's five-year average is 1.13 times, which has increased slightly compared to the previous five-year average of 1.03, and is above the target of 1.03. Scheduled outages and foreign interference account for 44.8% and 26.6% of the 2025 metric respectively. All other sources of power interruption are noted in Figure 2 below.

Consistent with above, several incidents can affect this metric. EPLC's "DSP", "RCM", Asset Management Programs and Best-In-Class Asset Investment Strategy tools and processes help to reduce these occurrences.

Figure 2



Asset Management

- **Distribution System Plan Implementation Progress**

EPLC filed its latest DSP as part of its Cost-of-Service Application submitted on April 30, 2024, which was effective January 1, 2025 and implemented May 1, 2025. The DSP outlines the forecasted capital expenditures over the next five years required to maintain, improve and expand EPLC's distribution system.

EPLC measures the progress of its DSP implementation as a ratio of actual total capital expenditures and system O&M over the total amount of planned capital expenditures and system O&M for the five-year DSP forecast. The 2025 measure indicates that EPLC has completed 19.33% of its planned projected spend in its five-year plan.

Connection of Renewable Generation

- **Renewable Generation Connection Impact Assessments Completed on Time**

  Electricity distributors are required to conduct Connection Impact Assessments (CIAs) within 60 days of the receipt of a complete application. In 2025, EPLC had no requests for CIAs.

- **New Micro-embedded Generation Facilities Connected On Time**

  Electricity distributors are required to connect new micro-embedded generation facilities within five business days. In 2025, EPLC had no new connections of micro-embedded generation facilities. EPLC has consistently performed above the industry target of 90% for the five-year period from 2021 to 2025.

Financial Ratios

- **Liquidity: Current Ratio (Current Assets/Current Liabilities)**

  As an indicator of financial health, a current ratio that is greater than 1 is considered strong as it indicates that the company can pay its short-term debts and financial obligations. Companies with a ratio of greater than 1 are referred to as being "liquid". The higher the number, the more liquid and the larger the margin of safety to cover the company's short-term debts and financial obligations.

  EPLC's current ratio for 2025 is 0.88, increased from 0.86 in 2024. Reclassification of debt from long-term to current results in slight year-over-year fluctuations of this metric.

- **Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio**

  The OEB uses a deemed capital structure of 60% debt and 40% equity for electricity distributors when establishing rates. This deemed capital mix is equal to a debt to equity ratio of 1.5 (60/40). A debt to equity ratio of more than 1.5 indicates that a distributor is more highly leveraged than the deemed capital structure. A high debt to equity ratio may indicate that an electricity distributor may have difficulty generating sufficient cash flows to make its debt payments. A debt to equity ratio of less than 1.5 indicates that the distributor is less leveraged than the deemed capital structure.

  EPLC's Total Debt to Equity ratio has experienced slight fluctuations over the past five years and is 1.27 for 2025.

- **Profitability: Regulatory Return on Equity – Deemed (included in rates)**

  The OEB allows a distributor to earn within +/- 3% of the expected rate of ROE. When a distributor performs outside of this range, the actual performance may trigger a regulatory review of the distributor's revenues and costs structure by the OEB.

- **Profitability: Regulatory Return on Equity – Achieved**

  EPLC's regulatory ROE achieved in 2025 was 7.53%, which falls within the +/-3% range of the deemed ROE of 9.00%. EPLC's regulatory average ROE is 5.92% for the five-year period from 2021 to 2025. EPLC's current year ROE is significantly higher than the 5-year average due to rate rebasing which occurred in 2025.

Note to Readers of 2025 Scorecard MD&A

The information provided by distributors on their future performance (or what can be construed as forward-looking information) may be subject to a number of risks, uncertainties and other factors that may cause actual events, conditions or results to differ materially from historical results or those contemplated by the distributor regarding their future performance. Some of the factors that could cause such differences include legislative or regulatory developments, financial market conditions, general economic conditions and the weather. For these reasons, the information on future performance is intended to be management's best judgement on the reporting date of the performance scorecard and could be marked differently in the future.