



NEWFOUNDLAND AND LABRADOR HYDRO  
**SUSTAINABILITY REPORT**

**2024**

# ABOUT THIS REPORT

At Newfoundland and Labrador Hydro (Hydro), we understand the impact our operations can have on people and the environment. That's why we're committed to acting responsibly and sustainably, always keeping the needs of our communities and the province at the forefront.

We're proud to share our 2024 Sustainability Report, which outlines the progress we've made toward the sustainability priorities outlined in our 2023-2025 Corporate Strategy. This report reflects our commitment to operate with sustainability top of mind — for our customers, the environment, and future generations.

Together with our stakeholders, including the Government of Newfoundland and Labrador, we're working toward a more sustainable future for the place we all call home.

READ MORE about our Sustainability Journey >>

# ABOUT US

Newfoundland and Labrador Hydro is the people's Crown utility that you can count on – providing safe, cost-conscious, reliable electricity while harnessing sustainable energy opportunities to benefit the people of Newfoundland and Labrador.

## KEY STATISTICS



**OVER 7,300 megawatts (MW) of installed capacity from renewable energy sources<sup>1</sup>**



**10,000 kilometres (KM) of transmission and distribution lines**



**1,535 employees<sup>2</sup>**

LEARN MORE about who we are and what we do >>

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## LAND ACKNOWLEDGEMENT

*We would like to acknowledge that Newfoundland and Labrador Hydro operates on the traditional lands of Indigenous Peoples in Newfoundland and Labrador.*

<sup>1</sup> This includes 5,428 MW through Hydro's partial (65.8%) ownership of Churchill Falls (Labrador) Corporation Limited.  
<sup>2</sup> Number of individual people that were employed at Hydro at December 31, 2024. Number of employees differs from Full Time Equivalents. Hydro had 1,514 Full Time Equivalents in 2024.

# OUR SUSTAINABILITY PRIORITIES

LEARN MORE about how we define our sustainability priorities »



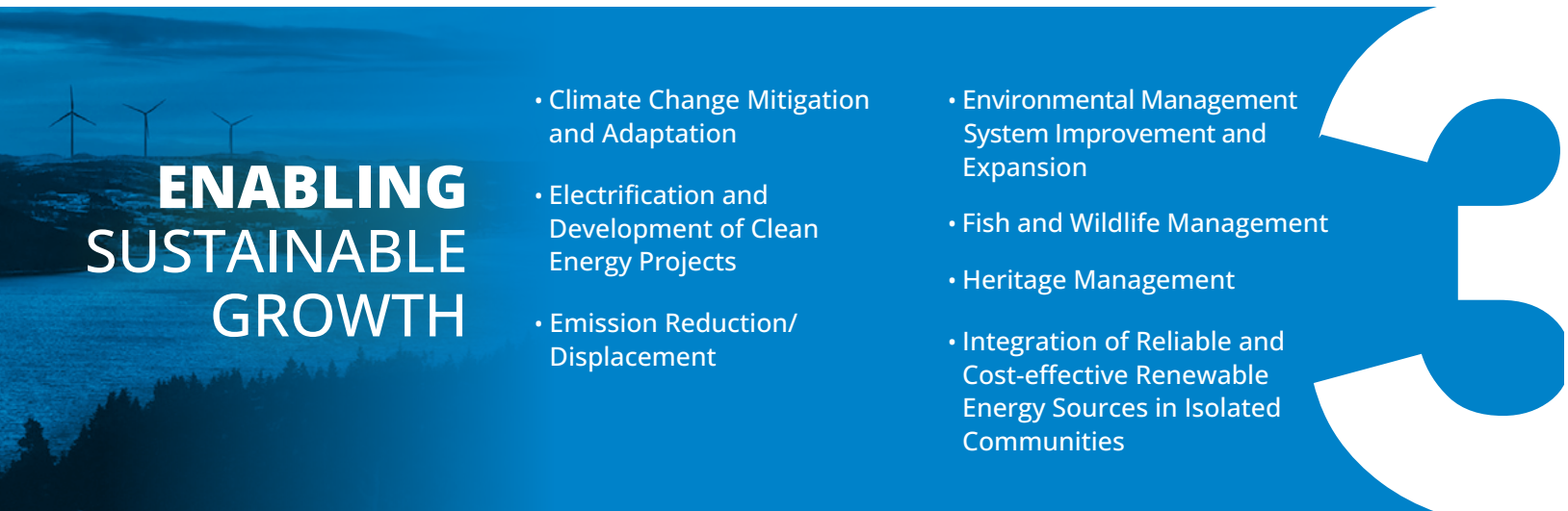
## SERVING OUR PROVINCE

- Minimizing Rate Impact for Customers
- Business Continuity and Cyber Security
- Customer Satisfaction
- Fiscal Responsibility, Transparency and Accountability
- Improving Asset Management Business Systems (Including Life Cycle Approach)
- Indigenous Partnerships and Stakeholder Engagement
- Reliable and Adequate Resources
- Responsible Procurement



## WORKING TOGETHER

- Safety and Health Culture
- Code of Conduct and Business Ethics
- Community Investment
- Emergency Preparedness and Response
- Employee Engagement
- Equity, Diversity and Inclusion
- Organizational Effectiveness and Change Management
- Public Health and Safety
- Talent Attraction, Development and Retention



## ENABLING SUSTAINABLE GROWTH

- Climate Change Mitigation and Adaptation
- Electrification and Development of Clean Energy Projects
- Emission Reduction/ Displacement
- Environmental Management System Improvement and Expansion
- Fish and Wildlife Management
- Heritage Management
- Integration of Reliable and Cost-effective Renewable Energy Sources in Isolated Communities

# MESSAGE FROM THE PRESIDENT AND CEO

JENNIFER WILLIAMS

As I reflect on the progress achieved in 2024, I am filled with enormous pride. We achieved and surpassed various milestones in the second year of our 2023-2025 Strategic Plan and we remain true to our commitment to sustainability, supporting the province's continued transition to a renewable energy future, while further integrating sustainability practices throughout our operations.

As the province's Crown utility, and a leader in renewable energy generation, we have a key role in helping Canada achieve net zero by 2050. In 2024, we served homes and businesses across the province with electricity from over 90 per cent renewable energy sources. We remained diligent in providing safe, reliable, least-cost energy that considers the environment, while working hard to thoughtfully plan for unprecedented electricity demand over the next decade. Now more than ever, sustainable planning will be core to our success. We are wholeheartedly committed to carefully managing our abundant energy resources for the people of Newfoundland and Labrador, and for our children, grandchildren and great grandchildren to come.

We achieved a monumental agreement this past year, charting a new course for a more prosperous future for Newfoundland and Labrador, through the signing of a historic Memorandum of Understanding with Hydro-Québec. In addition, we came together to support and witness the unwavering resilience of our cherished company town, Churchill Falls, as it faced fast spreading wildfires and ultimately evacuation.

Alongside our energy resources, our greatest asset is our people. As we continue forward on our sustainability path, we remain committed to being an employer of choice, retaining and growing a workforce that is proud to come to work every day, serving our families, friends and communities.

Engagement with our stakeholders, including the people of our province, continues to be of utmost importance to us. On behalf of the entire organization and our Board of Directors, I'd like to thank our customers and the people of Newfoundland and Labrador for their continued trust in Hydro, and we look forward to continued service to you.



JENNIFER WILLIAMS  
President and CEO  
Newfoundland and Labrador Hydro



We achieved a monumental agreement this past year, charting a new course for a **MORE PROSPEROUS** future for Newfoundland and Labrador, through the signing of a historic Memorandum of Understanding with Hydro-Québec.



# WHY WE'RE HERE

The people of Newfoundland and Labrador depend on us each and every day. They're working hard to build the best possible lives for their families and communities, and we're proud to be a part of that.

They may not always see what we do, but we see them. In fact, they're why we're here.

We're thinking about their safety and well-being. We want our electricity to power their lives without a worry. We want to feel good about coming to work every day to serve them.

We are leading the way to a green, sustainable future for our province. We're looking at opportunities and carefully evaluating ideas before we make decisions – to ensure they're in the best interest of all of us.

We know what a privilege and responsibility we have so we never stop thinking about tomorrow.

**We are energy you can count on.**

**We are Hydro.**

# OUR SUSTAINABILITY COMMITMENT



At the heart of our business is our people. We know our friends, family, and neighbours are counting on us and we work hard every day to deliver on our commitments to them.

We live and work here because of all that our province has to offer so we take our responsibility seriously. We work each day to minimize our impact and ensure we develop Newfoundland and Labrador's resources in a sustainable way for the maximum benefit of the people of our province.

With this in mind, we are committed to providing a timely review of our sustainable business operating procedures and practices. We commit to measuring, monitoring and reporting on our performance and to strive for continual improvement.

We commit ourselves to serving our province and working together to enable a sustainable future for all.

## To achieve this, we are committed to:

- Making sustainability a priority;
- Promoting a safe and healthy work environment;
- Reporting annually on progress to our Boards of Directors and all stakeholders;
- Actively encouraging economic efficiencies and sustainable practices in our operations;
- Developing and implementing our corporate strategy with specific sustainability goals and objectives;
- Establishing sustainability indicators to enable accountability, communicate specific goals and measure progress;
- Considering the life cycle of projects related to our business including their economic, environmental and social footprint; and
- Undertaking activities and operations in a way that strikes an appropriate balance between the needs of current and future generations.



PROGRESS ON OUR  
SUSTAINABLE PRIORITIES

# SERVING OUR PROVINCE

We are the people’s Crown utility, proudly producing the electricity that powers lives and businesses in every community across Newfoundland and Labrador, and beyond, every day.

We serve this province and bring value to our economy with energy that’s cost-conscious, safe and reliable. That is our purpose – regardless of geography, time or weather.

Responding to our province’s changing needs is our duty. Whether we’re working hard behind the scenes, or lending a hand in the community, we are energy you can count on.

## KEEPING OUR SYSTEM RELIABLE FOR OUR CUSTOMERS

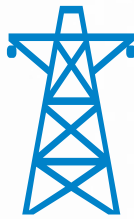
Planned maintenance is a critical part of keeping our electricity system reliable and safe. While this sometimes requires a temporary customer outage, this year our use of live line work expanded, and our crews used live line techniques to safely conduct maintenance while equipment was energized, eliminating the need for a 12-hour outage for Labrador City and Wabush customers in June.

LEARN MORE about live line work



Hydro also used “blitz techniques” for enhanced reliability, bringing together large numbers of highly trained staff from across the province, to complete maintenance upgrades as safely and quickly and as possible, including for customers on the Change Islands distribution system. This teamwork and commitment to customer reliability, is a core component of Hydro’s work culture, and is something we are all proud of.

Enhanced reliability was achieved for customers on the Labrador Island Link (LIL) – Muskrat Falls – Happy Valley-Goose Bay system, through the successful commissioning of the [frequency controller](#) at the Labrador end on the LIL. This frequency regulation enables Hydro to isolate the system, if and when necessary, as well as to help further secure power flows on the LIL for the island, Nova Scotia and beyond through the Maritime Link.



**70,000 hours**  
of customer outages **AVOIDED**  
in Labrador by use of live line  
techniques and import energy



To mitigate and adapt to climate change, various improvements were implemented to strengthen the grid’s responsiveness to extreme weather in both the winter and summer. During the winter, this included a focus on using specialized equipment to enhance reliability in areas with increased wind, ice and snow. In the summer, this included completing the first phase of widening transmission corridor right of ways in Gros Morne National Park to reduce the risk of trees falling on transmission lines and causing an outage. This widening work was facilitated through collaborative engagement with and approval from the Government of Canada.

## OUR FOCUS ON CUSTOMER RATES

In May, Hydro joined the Government of Newfoundland and Labrador as it announced the final details of the Rate Mitigation Plan. Through this plan Hydro is using its own revenues to reduce electricity costs for customers. Together, with actions taken to date, the Rate Mitigation Plan limits rate increases related to Hydro’s costs to 2.25% from now through 2030. After the July 2024 adjustment, we anticipate our customers paying the Island Interconnected rate will still pay among the lowest electricity rates in Atlantic Canada.

Understanding your rates





PLANNING FOR LOAD GROWTH

As our province strives for net zero, we are working to ensure we are ready to meet future electricity demand as our province further electrifies. In this time of growth, we are balancing cost, reliability, and the environment in all our decisions. This includes through progressing our long-term Reliability and Resource Adequacy (RRA) Study planning process, which included various regulatory filings in 2024, as well as stakeholder and public information sharing through the launching of a digital engagement tool, holding numerous technical conferences and responding to requests for information on the RRA Study and its reports. Through these efforts, we were able to provide the in-depth analysis and engagement to allow and encourage an open, transparent review of Hydro’s proposed path forward on future additional supply sources, to ensure they are right for the people of the province.

READ MORE on how we plan to Power the Province on our website

STRENGTHENING OUR INDIGENOUS PARTNERSHIPS

As the province’s Crown utility, Hydro has an important role in advancing Truth and Reconciliation. As such, Hydro is working to build respectful, sincere, and meaningful relationships with Indigenous Peoples, as well as prioritized employee education, respect for Indigenous history, and engagement with Indigenous governments, organizations, and communities. Over the past year, Hydro worked closely with Indigenous governments and organizations to support their renewable energy priorities, including through establishing relationship frameworks and working groups to explore and support renewable energy solutions, as well as entering into a number of agreements to purchase energy via solar, run-of-river hydroelectric and battery storage.

READ MORE on how Hydro is recognizing Indigenous history and strengthening relationships

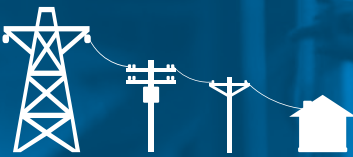


SERVING OUR PROVINCE HIGHLIGHTS

SAIDI  
System Average  
Interruption Duration Index



With an average of only 2.33 hours of outages per customer in 2024, Hydro continued its strong system reliability - on par with 2023, for the lowest SAIDI since 2012.

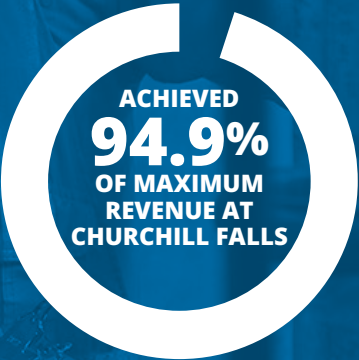


\$372 MILLION  
in capital  
expenditures



Overall  
CUSTOMER  
SERVICE

EXCEEDED the  
Guaranteed Winter  
Availability Contract<sup>3</sup> target



<sup>3</sup>Guaranteed Winter Availability Contract (GWAC) is an availability contract that exists between CF and HQ. Each year is runs from November 1 – March 31, demanding high plant availability during these months, and issuing financial penalties for outages. As such, a high GWAC ensures we meet contractual commitments and obtain high levels of associated revenue.



PROGRESS ON OUR  
SUSTAINABLE PRIORITIES

# WORKING TOGETHER

Bright minds and diverse perspectives make up our team of dedicated energy professionals. We keep each other safe, listen to one another, support new ideas and collaborate with respect.

Our collective energy allows us to confidently navigate change and passionately serve each other, the people of our province, and beyond, every day. Together, we are building a strong future.



## SUPPORTING EQUITY, DIVERSITY AND INCLUSION

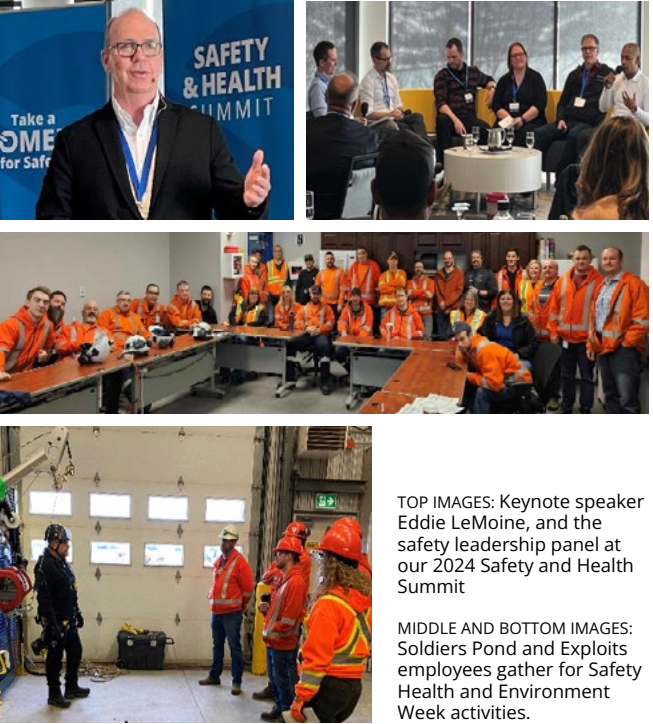
After over a decade on our equity, diversity and inclusion journey, Hydro remains steadfast in our pursuits of having a culture of inclusion and belonging. In 2024, Hydro advanced the first year of our Accessibility Plan and shared our success at InclusionNL's Employer Support Services Accessibility Symposium. Hydro also celebrated various equity diversity and inclusion (EDI) events, shared information, hosted speakers, held diversity and inclusion training for all employees, advanced gender equity targets and included an EDI lens through our recruitment process. In recognition of our ongoing efforts, Hydro was proud to receive [Atlantic Business Magazine's 2024 Employer of Diversity Award](#).



Amand McClafferty presenting Hydro's Accessibility Plan at InclusionNL's Employer Support Services Accessibility Symposium.

## SAFETY AND HEALTH COMMITMENT

Ensuring the safety and health of our employees is Hydro's number one priority. Hydro undertook various activities in 2024 to [enhance and promote safety in the workplace](#). We held our 17<sup>th</sup> Safety and Health Summit in March, with hundreds of employees participating in-person and virtually. Hydro also celebrated its inaugural Safety, Health and Environment Week during May 5-11. After many years celebrating these weeks separately, the teams merged in 2023, given the synergy between safety, health and environment, and numerous corporate and local events took place to engage employees. In addition, we held an Annual Safety Pause for employees in October, providing time for awareness activities and launched our employee Safety Culture survey. With an impressive 80% completion rate, the results provide valuable insights and are being used to inform safety and health priorities moving forward. Mandatory training requirements for supervisory staff is a continued focus to ensure employees are properly equipped and aware of their safety and health duties while in a supervisory role.



TOP IMAGES: Keynote speaker Eddie LeMoine, and the safety leadership panel at our 2024 Safety and Health Summit

MIDDLE AND BOTTOM IMAGES: Soldiers Pond and Exploits employees gather for Safety Health and Environment Week activities.

## SUPPORTING OUR COMMUNITIES

Through our [Energy from the Heart Community Program](#), Hydro and our employees generously supported over 50 charitable groups and non-profit organizations through community partnerships, in-kind support, financial donations, volunteering, and scholarships. Under the Hydro Helps payroll deduction program, our employees gave more than \$10,000 to not-for-profits. Hydro's Energy to Give matching program provided more than \$16,000 to organizations where employees volunteered or fundraised. Hydro also provided more than \$16,700 to organizations that supported us during the Churchill Falls wildfires (e.g., Canadian Red Cross, Search and Rescue teams, etc.). Our employees also volunteered in community cleanups, preparing and serving meals to community members, and Red Shoe Crew Walks.



During Acts of Kindness Week, Hydro employees gave back to organizations around the province including: Top L-R: Habitat for Humanity, Salvation Army HV-GB, Ronald McDonald House Bottom L-R: Beagle Paws, French Shore Academy breakfast program





**CHURCHILL FALLS WILDFIRE**

On June 19, 2024, our employees and their families were evacuated from our company town of Churchill Falls due to a significant wildfire. For the following two weeks, our team of employees successfully managed the situation to keep people safe, continue plant operations, coordinate with forestry and emergency officials, and protect our community. In recognition of the bravery and innovation demonstrated by employees during this emergency, as well as our demonstrated commitment to safety while maintaining reliability, Hydro received awards from Electricity Canada and Public Safety Canada.



TOP IMAGE: Dean Brinson explains remote monitoring to the Honourable Premier Dr. Andrew Furey, Perry Trimper, MHA, Jennifer Williams, NL Hydro CEO, and Rick Kennedy, Senior Manager, TROL.

BOTTOM IMAGE: Celebrating The Power of Community event on October 2 acknowledged Churchill Falls’ resilience and community spirit and offered gratitude to those who worked the frontlines.

**READ MORE about  
Hydro’s Churchill Falls  
wildfire response.**



**WORKING TOGETHER HIGHLIGHTS**



- > Fewer and less severe injuries, with less lost days compared to 2023
- > Hydro’s rate of injuries decreased, from a Total Recordable Injury Frequency (TRIF<sup>4</sup>) rate of 21 in 2023, to 13 in 2024
- > 3.6 lost days/injury vs 40.48 in 2023



- > Hydro received Electricity Canada’s first ever Extraordinary Service Award for bravery and innovation in the face of a catastrophic wildfire



- > Donated more than \$50,000 through employee and corporate contributions in support of school breakfast programs



- > \$10,000 donated to the Community Food Sharing Association as a result of our Employee Cheer Challenge

<sup>4</sup>TRIF includes first aid with restrictions, medical treatment, lost time from work, and fatalities



PROGRESS ON OUR  
SUSTAINABLE PRIORITIES

# ENABLING SUSTAINABLE GROWTH

Hydro pursues innovative and efficient ways to power lives and enable responsible growth and development.

With abundant renewable energy, we make thoughtful and balanced decisions. We listen to who we serve, actively engage, draw on our experiences, and lean on deep knowledge and expertise.

People count on our energy, so we're determined to harness opportunities that promote a sustainable future for our province for generations to come.

As we move forward, collaboration and engagement are integral to working together efficiently, effectively and creatively to ensure the greatest long-term benefits for the people of this province.

## AMOUNT OF RENEWABLE ENERGY FOR CUSTOMERS

Hydro's high renewable energy mix is something we are very proud of—providing renewable electricity to our friends, families and neighbors, and supporting the provincial and federal strive to net zero. In 2024, Hydro was able to achieve over 90% of the energy generated for the people of the province, from renewable energy sources.

## HISTORIC AGREEMENT WITH QUEBEC

On December 12, Hydro signed a historic Memorandum of Understanding (MOU) with Hydro-Québec to terminate and replace CF(L)Co's existing power contracts, expand capacity of the Churchill Falls plant through upgrades to existing infrastructure and develop Gull Island, a second powerhouse at Churchill Falls and associated new development transmission. The non-binding MOU provides the basis for the negotiation of definitive agreements. This deal will transform our province with significant contributions to the provincial treasury starting in 2025 and growing to billions per year over the life of the agreement. The deal provides additional electricity that will enable additional significant economic development and associated benefits including thousands of jobs during the construction of the new projects as well as spin off projects.

### HISTORIC Memorandum of Understanding

to replace the 1969 Upper  
Churchill contract and pursue  
new projects on the Churchill River

**17** years before the existing  
contract is set to expire

READ MORE on the Memorandum  
of Understanding.



TOP IMAGE: MOU negotiating team left to right; Denis Mahoney (GNL), Éric Mongeau (Stikeman Elliott), Dominique Rolland (Stikeman Elliott), Grant Outerbridge, Erin McCormick, Maria Moran, Dawn Layden, Jennifer Williams, Pavan Purhait, Walter Parsons, Michael Ladha, Greg Connors and Lisa Hutchens

BOTTOM IMAGE: The Honourable Premier Dr. Andrew Furey, Honourable Andrew Parsons, MHA and Jennifer Williams, President and CEO of Newfoundland and Labrador Hydro, during the signing of the MOU on December 12



## SUPPORTING ISOLATED DIESEL SYSTEMS

In addition to Hydro's interconnected renewable grid, approximately 1.5% of the province's population receives electricity through an isolated diesel system. Hydro is reducing diesel use in these communities through a variety of options, including through the use of renewable energy and energy efficiency measures. In 2024, Hydro worked with its Indigenous partners to energize an Indigenous-owned solar project to reduce diesel generated electricity in the isolated diesel community of Port Hope Simpson. This latest addition resulted in renewable energy being used to displace diesel-generated electricity in 11 of Hydro's 20 isolated diesel systems.

The Isolated Community Energy Efficiency Program (ICEEP) provided outreach, education, residential and commercial direct installations of energy efficient technologies, along with other energy efficiency and demand management opportunities. This resulted in ICEEP providing residential and commercial customers in 11 isolated diesel communities with

energy audits, energy savings kits, thermostats, energy smart controllers, heat pumps, commercial lighting upgrades or commercial building upgrades.

## ENVIRONMENT

Hydro received a request for upgrades to a line providing power to the Coast Guard lighthouse (operated by Fisheries and Oceans Canada) on [Saddle Island](#). As this location has archaeologically significant sites on/near the island and rare, protected plants, Hydro engaged with relevant stakeholders to plan how to best perform this upgrade work. Following extensive planning and preparation, a joint decision was made for Hydro to decommission the transmission line and install a solar panel to provide power for the navigational aid light. During this work, Hydro worked diligently to follow precautions and minimize impact on the historic site, including through using vegetable oil to lubricate the chainsaws – an extra environmental protection measure, as part of our permitting requirements from Parks Canada.





LEFT IMAGE: As part of Parks Canada permitting requirements, vegetable oil replaced machine oil, for chain lubrication, to ensure the ground wasn't introduced to hydrocarbons. Refueling of the chainsaws was done offsite for the same reasons.

TOP RIGHT IMAGE: The ground crew completes dismantling work on Saddle Island

BOTTOM RIGHT IMAGE: The navigational aid on Saddle Island with it's newly installed solar panel and light.



## ENABLING SUSTAINABLE GROWTH HIGHLIGHTS



- > Over 730 Electric Vehicle (EV) rebates issued
- > 21 EVs in Hydro's fleet



- > 23 Hydro public EV fast charging sites in NL, with over 18,100 charging sessions – an increase of 81% from 2023, enough energy to drive an average EV 2.3 million kilometres
- > 68 Federal Commercial EV Charger Rebates issued (118 since 2012)



- > Over 2,500 homes converted from oil to electric
- > 1,019 MWh of energy savings achieved for residential and commercial customers



- > Achieved year-end target of 95% completion of Environmental Management System (EMS) targets



- > Recognized the 10<sup>th</sup> anniversary of our Energy Marketing division. It's success is driven primarily by clean, renewable hydroelectric power sales. This included 4 TWh of energy delivered and the sale of over 1.8 million Renewable Energy Certificates (RECs)\*\*

\* Partnership with Newfoundland Power and Government of Newfoundland and Labrador.

\*\*Refer to '12. Other Revenue' in Notes to the Financial Statements in the Energy Marketing Audited Financial Statements; this value may include renewable energy certificates generated during 2024 or previous generation periods



KEY PERFORMANCE INDICATORS

Serving Our Province	2024	2023	2022
Electricity Reliability Performance			
SAIDI under normal operations (customer hours of interruption per customer served)	2.33	2.33	2.44
SAIDI including major events <sup>1</sup> (customer hours of interruption per customer served)	2.57	2.33	3.31
SAIFI under normal operations (number of times that a customer experiences an outage)	1.65	1.32	1.08
SAIFI during major events (number of times that a customer experiences an outage)	1.67	1.32	1.14
CAIDI under normal operations (amount of time required, in hours, to restore service once an outage has occurred)	1.41	1.77	2.26
CAIDI during major events (amount of time required, in hours, to restore service once an outage has occurred)	1.54	1.77	2.90
<sup>1</sup> An outage is considered a major event if the total number of customer outage hours exceeds a fixed percentage of customer outage hours based on the last five years of data.			
Operations Indicators			
Financial Indicators			
Total assets (\$M)	22,827	21,684	21,291
Revenue (\$M)	1,417	1,524	1,359
Capital expenditures (\$M)	372	362	456
Transmission and Distribution			
Approximate total kilometres of transmission and distribution lines	10,000	10,000	10,000
Percentage of transmission lines	69%	69%	68%
Percentage of distribution lines	31%	31%	32%
Electricity Generation			
Electricity Generation Capacity (MW)			
Total electricity generation capacity	8,129	8,129	8,128
Hydroelectric	7,326	7,326	7,326
Diesel/oil	765	765	765
Isolated Diesel Generation	38	38	37
Electricity Generated (GWh)			
Total electricity generated	41,213	45,104	43,033
Hydroelectric	40,447	44,327	42,180
Diesel/oil	715	721	804
Isolated diesel generation	50	56	48
Customer Information			
Residential customers	34,068	33,911	33,787
Commercial customers	5,306	5,310	5,314
Industrial and utility <sup>2</sup> customers	9	8	8
Total number of customers	39,383	39,229	39,109
Customer general satisfaction score <sup>3</sup>	89%	86%	86%

<sup>2</sup> Hydro's only utility customer, Newfoundland Power, reported having 277,000 customers in 2024.(<https://www.newfoundlandpower.com/-/media/PDFs/About-Us/Financial-Reports/Report-On-Operations/2024-Management-Discussion--Analysis.pdf>)

<sup>3</sup> Customer general satisfaction score numbers are based on Residential and Commercial customers only.

Cybersecurity			
Number of reportable security breaches	0	0	0
Number of reportable information security breaches involving customers' personally identifiable information	0	0	0
Number of customers affected by company's data breaches	0	0	0
Total amount of fines/penalties paid in relation to information security breaches	0	0	0
Working Together			
Safety			
Total Recordable Injury Frequency (TRIF) Rate	0.96	1.58	1.40
Lost Time Injury Frequency (LTIF) Rate	0.37	0.68	0.54
Employee and Social Indicators			
Total number of employees <sup>4</sup>	1,535	1,507	1,511
<sup>4</sup> Number of employees refers to how many individual people were employed at Hydro, for example some employees work a part year only. Number of employees differs from Full Time Equivalents.			
Diversity			
Percentage of employees who identify as female	28%	29%	28%
Percentage of employees who identify as male	72%	71%	72%
Percentage of employees who identify as another gender identity <sup>5</sup>	N/A	N/A	N/A
Percentage of employees with disabilities <sup>6, 7</sup>	N/A	N/A	N/A
Percentage of employees with Indigenous/Aboriginal ancestry <sup>8, 9</sup>	N/A	N/A	N/A
Percentage of employees who are racialized persons <sup>10, 11</sup>	N/A	N/A	N/A
<sup>5</sup> Information is not available at this time.			
<sup>6</sup> A director or employee is considered to have a disability if they have self-identified with a long-term or recurring physical, mental, sensory, psychiatric or learning impairment.			
<sup>7</sup> Information is not available at this time.			
<sup>8</sup> Indigenous is a term used to describe the original inhabitants (or Aboriginal people) of Canada and their descendants. Indigenous people in Canada include First Nations, Inuit and Métis people.			
<sup>9</sup> Information is not available at this time.			
<sup>10</sup> Racialized persons represents an aggregate of respondents who self-identified as Asian, Black, Latin/Hispanic, Middle Eastern and Mixed Race. Racialized persons are a designated group under Canada's Employment Equity Act.			
<sup>11</sup> Information is not available at this time.			
Demographics			
Percentage of employees under the age of 30	8%	9%	9%
Percentage of employees aged 30 - 50	59%	59%	59%
Percentage of employees over the age of 50	32%	32%	32%

Working Together	2024	2023	2022
Freedom of Association			
Percentage of total workforce unionized	50%	51%	53%
Senior Management Diversity <sup>12</sup>			
Percentage of senior management who identify as female	45%	44%	42%
Percentage of senior management who identify as male	55%	56%	58%
Percentage of senior management who identify as another gender identity <sup>13</sup>	N/A	N/A	N/A
Percentage of senior management aged 30 - 50	58%	60%	62%
Percentage of senior management over the age of 50	42%	40%	38%
<sup>12</sup> Defined as per Employment Equity Occupational Groups (EEOGs). Does not include Executive			
<sup>13</sup> Information is not available at this time..			
Turnover and Retention			
Annual voluntary full-time employee turnover (as % of total workforce)	2.52%	3.80%	4.30%
Average years of employment for full-time employees	9.95	10.52	10.39
Hiring			
Percentage of job vacancies filled by persons who identify as female	46%	38%	37%
Percentage of job vacancies filled by persons who identify as male	54%	62%	63%
Governance Indicators			
Board of Directors Composition <sup>14</sup>			
Number of directors	16	18	16
Percentage of independent directors	94%	94%	N/A
Percentage of directors who identify as female	31%	22%	26%
Percentage of directors with disabilities	13%	13%	N/A
Percentage of directors of Indigenous/Aboriginal ancestry <sup>9</sup>	0%	0%	N/A
Percentage of directors who are racialized persons	0%	0%	N/A
Percentage of directors with sustainability skills and experience	75%	75%	N/A
Percentage of directors under the age of 60	21%	19%	20%
Percentage of directors aged 60 - 64	7%	13%	20%
Percentage of directors aged 65 and over	71%	56%	60%

<sup>14</sup> 2023 Board of 2023 Board of Directors Composition statistics are based on 89% survey completion rate.

Enabling Sustainable Growth	2024	2023	2022
Environmental Indicators			
Greenhouse Gas (GHG) Emissions - From Electricity Generation (tonnes of CO <sub>2</sub> equivalent)			
Diesel generating stations	42,848	47,407	40,954
Gas turbines	14,566	21,004	4,381
Thermal	593,469	600,315 <sup>15</sup>	655,805
<sup>15</sup> This number is lower than that noted in Hydro's 2023 Sustainability Report ( <a href="https://nlhydro.com/wp-content/uploads/2024/08/Sustainability-Report-2023.pdf">https://nlhydro.com/wp-content/uploads/2024/08/Sustainability-Report-2023.pdf</a> ), based upon external verification of emissions, as required under the Government) of Newfoundland and Labrador's Management of Greenhouse Gas Reporting Regulations, 2017. Specifically, based upon the verifier's review of how the density of heavy fuel was calculated.			
Avoided Emissions (Tonnes of CO <sub>2</sub> equivalent)			
Avoided emissions from Hydro's Electric Vehicle Charging Network	499	335	169
Environmental Compliance			
Non-Compliance Fines			
Did your company receive any notices, violations or convictions related to suspected or actual non-compliance? (Y/N)	N	N	N
Spills			
Total number of spills	147	120	129
Total number of reportable spills	8	9	16
Number of spills or releases with an associated fine	0	0	0
ISO Environmental Management System 14001:2015			
Environmental management system registered with ISO 14001:2015 (Y/N)	Y	Y	Y
Customer Energy Efficiency and Demand Reduction Programs			
Total spending on energy efficiency customer programs (\$M)	\$1.4	\$1.4	\$1.1
Energy savings in the year (MWh)	1,019	1,810	1,724
Electric Vehicle Statistics			
Public electric vehicle charging - sessions	18,111	13,350	8,600
Public electric vehicle charging - energy delivered (MWh)	476	320	162
Electric fleet vehicles	21	12	11
Renewable Energy			
Total renewables (purchased) (GWh)	328	227	255
Renewable energy certificates sold to third parties <sup>16</sup> (MWh)	2,024,529	946,992	665,146

<sup>16</sup> Renewable energy certificates sold to third parties represent completed transactions during a given calendar year; this value may include renewable energy certificates generated during 2023 or previous generation periods.



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