Scorecard - Toronto Hydro-Electric System Limited

8/28/2026

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		99.86%	99.89%	99.91%	99.90%	99.82%		90.00%	
		Scheduled Appointments Met On Time		99.92%	99.92%	99.94%	99.93%	99.99%		90.00%	
		Telephone Calls Answered On Time		76.87%	79.08%	77.84%	75.99%	74.95%		65.00%	
	Customer Satisfaction	First Contact Resolution		91%	92%	92%	93%	92%			
		Billing Accuracy		99.00%	99.11%	99.20%	99.20%	99.03%		98.00%	
		Customer Satisfaction Survey Results		95%	94%	94%	95%	95%			
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		68.00%	68.00%	64.00%	64.00%	68.00%			
		Level of Compliance with Ontario Regulation 22/04 [1]		C	C	C	C	C			C
		Serious Electrical Incident Index	Number of General Public Incidents	22	29	43	34	61			21
			Rate per 10, 100, 1000 km of line	0.758	0.997	1.475	1.161	2.075			0.731
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted [2]		0.97	0.82	0.79	0.94	0.91			0.88
		Average Number of Times that Power to a Customer is Interrupted [2]		1.46	1.39	1.24	1.29	1.20			1.36
	Asset Management	Distribution System Plan Implementation Progress		36%	59%	81%	107%	22%			
	Cost Control	Efficiency Assessment		5	5	5	5	5			
		Total Cost per Customer [3]		$1,189	$1,312	$1,525	$1,630	$1,696			
		Total Cost per Km of Line [3]		$32,110	$35,577	$41,267	$44,101	$45,509			
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		92.31%	91.25%	98.44%	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)		0.95	0.68	1.07	1.00	1.09			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio		1.13	1.17	1.19	1.26	1.35			
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	8.52%	8.52%	8.52%	8.52%	9.25%			
			Achieved	7.08%	7.44%	6.80%	6.00%	8.85%			

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

The link below provides an Ontario Energy Board ("OEB") document titled "Scorecard - Performance Measure Descriptions" that contains technical definitions, plain language descriptions, and an explanation of the measures included in the Distributor Scorecard ("Scorecard"). These measures are examined through the related management discussion and analysis ("Scorecard MD&A") which may inform the reader about how the measures and results for the year ended December 31, 2025 may be compared:

http://www.ontarioenergyboard.ca/OEB/_Documents/scorecard/Scorecard_Performance_Measure_Descriptions.pdf

Scorecard MD&A – Overview

Toronto Hydro-Electric System Limited's ("Toronto Hydro" or "utility") Scorecard reflects its emphasis on three new corporate pillars: operational excellence; responsible growth; and enabling the future. As a mature utility serving a dense urban environment, Toronto Hydro continues to address the many challenges in rebuilding its deteriorating system to meet the needs of its customers during rapid growth.

For the 2025 reporting year, Toronto Hydro's Electricity Distributor Scorecard shows that Toronto Hydro continues to demonstrate strong performance in the areas of customer service quality, financial management, and capital plan implementation efforts. The utility's performance improved in numerous areas and remained consistent in respect of timely connections for new services, billing accuracy, and financial performance. These results were achieved in the context of a number of challenging business conditions, the scope and nature of which are largely unique in the Ontario context.

Important Note: The information disclosed in Toronto Hydro's Scorecard and discussed in the Scorecard MD&A is prescribed by, and determined in accordance with, the OEB's: *Report of the Board - Performance Measurement for Electricity Distributors: A Scorecard Approach* ("Scorecard Report"), *Electricity Reporting & Record Keeping Requirements* ("RRR"), *Accounting Procedures Handbook for Electricity Distributors* ("APH"), *Electricity Distribution Rate Handbook* ("EDR") and other related guidance documents (collectively, "OEB Documents"). In particular, the Scorecard's performance measures and the underlying financial figures are determined exclusively by reference to the calculation methods set out in the OEB Documents. Notably, unlike the financial statements that Toronto Hydro Corporation ("Corporation") is required to prepare and disclose, the Scorecard's performance measures are not prepared in accordance with International Financial Reporting Standards ("IFRS"). As a result, the performance measures presented in the Scorecard and Scorecard MD&A may differ from similarly-termed information disclosed in the Corporation's securities documents filed with the Ontario Securities Commission and available to the public. For an analysis of Toronto Hydro's financial performance as determined in accordance with IFRS, refer to the Corporation's audited consolidated financial statements for the year ended December 31, 2025 which may be read in conjunction with the *Management's Discussion and Analysis for the year ended December 31, 2025* ("Corporate MD&A") and the *Annual Information Form 2025*, all of which are available on Toronto Hydro's website at www.torontohydro.com/corporate-reports and System for Electronic Document Analysis and Retrieval ("SEDAR") website at www.sedarplus.ca.

Note to Readers

The information provided by the utility regarding 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 utility regarding its 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 judgment on the reporting date of the Scorecard and could be markedly different in the future. Toronto Hydro undertakes no obligation to update or revise any forward-looking information, whether as a result of new information, future events, or otherwise after the date hereof, except as required by law or by the OEB for the purposes of the Scorecard MD&A.

Service Quality

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

  As the distributor serving one of the fastest growing cities in North America, Toronto Hydro receives a significant volume of requests to connect new residential developments and businesses each year. In 2025, Toronto Hydro connected 99.82% of new residential and small business services requested within the prescribed five business day standard, once all conditions were met (or as otherwise agreed to by the customer and Toronto Hydro). This result is aligned with last year's performance and the utility's trend of surpassing the industry target of 90% since 2011.

- **Scheduled Appointments Met on Time:**

  In 2025, Toronto Hydro scheduled approximately 34,442 appointments with its customers and successfully met 99.99% of these appointments as scheduled. This is consistent with past performance, as the utility has continually surpassed the industry target of 90% since 2011.

- **Telephone Calls Answered on Time:**

  In 2025, Toronto Hydro received more than 386,000 calls (over 1,500 calls per business day) from its customers. The utility's call centre agents answered 74.95% of these calls within 30 seconds of customers being directed to speak to a representative, surpassing the industry target of 65%. Although telephone calls are still the preferred communication channel, over the past few years more customers are opting for the convenience and efficiency of e-mail communication. As part of its commitment to continuous improvement, Toronto Hydro has implemented a strategy to expand self-service options for customers, enhancing the overall customer experience while supporting the effective management of call and email volumes.

Customer Satisfaction

- **First Contact Resolution:**

  First Contact Resolution measures a utility's success in resolving customer inquiries the first time they contact the utility. This metric tracks the proportion of telephone and email customer inquiries that were resolved within the first contact. Toronto Hydro deems the matter to be resolved within the first contact if the customer did not call or email back regarding the same account inquiry within 21 days of the initial contact. A broad range of topics are covered by this metric including billing, moves, payment, online tools, and financial assistance programs. In 2025, Toronto Hydro resolved 92% of customer inquiries within the first contact, sustaining the utility’s steady performance of this metric since 2013. The result is attributed to ongoing continuous improvement efforts to identify and mitigate process issues, improve staff training and optimize technology, all aimed at creating positive customer experiences.

- **Billing Accuracy:**

  Billing inaccuracies may be caused by a variety of reasons, including incomplete or inaccurate meter data and account information. In 2025, Toronto Hydro issued approximately 9.6 million bills, 99.03% of which were accurate, surpassing the industry target of 98%. Success in this area was primarily achieved through continuous improvement efforts, such as replacement of defective meters, enhanced engagement with vendors, and process enhancements that have been implemented to manage billing exceptions and mitigate errors.

- **Customer Satisfaction Survey Results:**

  Distributors are required to report customer satisfaction results at least once every two years. Toronto Hydro has adopted a survey methodology by Innovative Research Group to meet evolving OEB performance requirements.

  Toronto Hydro’s overall customer satisfaction for 2024/2025 is 95%, an improvement when compared to the 2022/2023 customer satisfaction score of 94%. This year, communication showed the greatest improvement, followed by customer service. All other metrics also saw slight increases.

Safety

- **Public Safety:**

  Toronto Hydro takes public safety very seriously and regularly carries out activities to maintain and promote public safety in the vicinity of its distribution equipment. These activities include inspecting lines; testing and maintaining equipment; proactive contact voltage scans of street-level assets; taking prompt corrective action where potential safety issues are identified by staff, customers, or members of the public; and fostering a robust corporate safety culture.

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

  Distributors are required to report the results of a standard safety awareness survey of the general public residing within their service territory at least once every two years. The survey, as designed by the Electrical Safety Authority ("ESA"), tests the respondents' electrical safety awareness across several topics, including power line clearance distances, emergency procedures related to vehicular collisions with utility equipment, and safety precautions related to excavation work.

  For 2025, the overall Public Safety Awareness Index for Toronto Hydro was 68, an improvement of four points from the previous period across various categories. Since 2024, the survey methodology has been updated from telephone to online format. This may, in part, explain the fluctuation in Toronto Hydro's score for this metric compared to the historical period as respondents were more likely to select the "don't know" option when completing an online survey.

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

  In 2025, and for the thirteenth consecutive year, the ESA deemed Toronto Hydro to be compliant with Ontario Regulation 22/04, which establishes the requirements for electrical distribution safety related to the design, construction, and maintenance of electrical distribution assets owned by the utility. These results were achieved through the successful completion of and responsiveness to due diligence inspections, public safety concerns, compliance investigations, and annual compliance audits.

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

  Serious electrical incidents are defined in Ontario Regulation 22/04. The OEB measures the total number of general public incidents and calculates the ratio of total eligible incidents per kilometer of line comprising a distributor's distribution system. The OEB set a target of 21 serious electrical incidents for Toronto Hydro in 2025, which yields a ratio of 0.731 incidents per 1,000 km of line. The 2025 results reflect incidents from 2024 due to a standard reporting timeline followed by the ESA.

  In 2025, Toronto Hydro reported 61 incidents in total, compared to the 2024 result of 34. This yielded a ratio of 2.075 incidents per 1,000 km of line. Thirty-seven (37) incidents were due to external factors (e.g., motor vehicle collision, external objects) which are beyond the utility's control. Of the remaining twenty-four (24) incidents, sixteen (16) of these involved overhead lines down, four (4) involved a lid ejection due to underground cable failure, and four (4) were other equipment failures. In recent years, the number of serious electrical incidents has increased, exceeding the targets set by the Ontario Energy Board (OEB). This can be primarily attributed to modifications in the guidelines established by the Electrical Safety Authority (ESA), which have broadened the scope of events qualifying under this measure. Toronto Hydro is conforming to the modifications by enhancing its incident reporting processes and safety training practices. The increase in the number of reported incidents resulting from these enhancements reflects more accurate and comprehensive reporting and safety systems based on the modified ESA guidelines.

Toronto Hydro continues to invest in a number of capital and maintenance programs that aim to prevent incidents relating to equipment failures, such as its Overhead and Underground System Renewal Program, Tree Trimming Program, Insulator Washing Program, Overhead Infrared Scan Program/Overhead Line Patrol and Cable Chamber Inspection and Infrared Scan.

System Reliability

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

  In 2025, the average customer experienced 0.91 hours without power. This result is an improvement compared to 2024, though remains slightly above the OEB's distributor-specific performance standard of 0.88 hours. Toronto Hydro attributes this primarily to an increase in outages caused by tree contacts. In 2025, Toronto Hydro continued renewing and modernizing its aging grid with the objective of sustaining recent reliability improvements over the longer-term, and managing other risks posed by aging and deteriorating assets.

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

  In 2025, the average annual number of electricity supply interruptions that a customer experienced was 1.20. This result is a large improvement compared to 2024 and surpassed the OEB's distributor-specific performance standard of 1.36 outages. Toronto Hydro attributes this primarily to a reduction in outages caused by defective equipment. In 2025, Toronto Hydro continued renewing and modernizing its aging grid with the objective of sustaining recent reliability improvements over the longer-term, and managing other risks posed by aging and deteriorating assets.

Asset Management

- **Distribution System Plan ("DSP") Implementation Progress:**

  This metric tracks the progress of Toronto Hydro's 2025-2029 Distribution System Plan. Expressed as a percentage to completion, this metric calculates the actual cumulative annual capital expenditure relative to the aggregate approved five-year amounts accepted by the OEB in the utility's last major rate application, the 2025-2029 CIR Application. In accordance with this methodology, 22% of the Distribution System Plan was implemented as of the end of 2025.

Cost Control

- **Efficiency Assessment:**

  The OEB assesses distributor efficiency using an econometric benchmarking model that compares each Ontario utility's actual total costs to total costs predicted by the model. While Toronto Hydro recognizes the importance of a sophisticated quantitative assessment of distributor efficiency, in its respectful view the methodology underlying the reported results does not optimally assess the efficiency performance of a utility of Toronto Hydro's size, operating conditions, and asset base, conducting business in one of North America's most dense urban cores. In 2025, the utility maintained its efficiency ranking according to the reported methodology.

- **Total Cost per Customer:**

  This measure is defined as the sum of the utility's operations, maintenance and administration ("OM&A") and capital costs (including certain adjustments applied by the econometric benchmarking model) divided by the number of customers served by the utility. In 2025, Toronto Hydro's total cost per customer increased by $66 over the previous year. Toronto Hydro notes that the results of this measure do not account for an estimated 520,000 dwelling units occupying buildings that are metered by single "bulk" meters. Adding these residents to the calculation would significantly reduce Toronto Hydro's unitized total cost result.

- **Total Cost per Km of Line:**

  This measure is defined as the sum of the utility's OM&A and capital costs (including certain adjustments applied by the econometric benchmarking model) divided by the number of kilometers of distribution line operated by the utility to serve its customers. In 2025, Toronto Hydro's total cost per kilometer of line increased by $1,408.

Connection of Renewable Generation

- **New Micro-embedded Generation Facilities Connected on Time:**

  In 2025, Toronto Hydro successfully connected 146 new micro-embedded generation facilities within the five-business day standard, once all conditions were met (or as otherwise agreed to by the customer and Toronto Hydro). The utility completed 100% of the connections on time, matching last year's result of 100% and the industry target of 90% for the thirteenth consecutive year.

Financial Ratios

Toronto Hydro strives to maintain its financial health and viability for the benefit of its customers, shareholder and other stakeholders. Consistent with the OEB's Renewed Regulatory Framework for Electricity ("RRFE"), which places Financial Performance among the four key outcomes for regulated utilities.

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

  Toronto Hydro notes that the OEB's "Liquidity Ratio" is calculated by dividing the sum of a distributor's "Current Assets" by the sum of the distributor's "Current Liabilities" (see the OEB's Scorecard Report). Toronto Hydro's "Current Assets" and "Current Liabilities" are determined in accordance with the requirements of the OEB's RRR and APH, and not by reference to IFRS. As a result, the "Liquidity Ratio" expressed in the Scorecard and this Scorecard MD&A may differ from similarly-termed financial ratios or information presented in documents that the Corporation is required to file under securities laws and which are available on SEDAR (sedarplus.ca).

  For analysis of the financial performance of the Corporation, including that of the utility, please refer to its Corporate MD&A available on Toronto Hydro's website (torontohydro.com/corporate-reports) and SEDAR (sedarplus.ca).

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

  Toronto Hydro notes that the OEB's "Leverage Ratio" is calculated by dividing a distributor's "Total Debt" by the aggregate "Shareholders' Equity" in the distributor (see the OEB's Scorecard Report). Toronto Hydro's "Total Debt" and "Shareholders' Equity" are determined in accordance with the requirements of the OEB's RRR and APH, and not by reference to IFRS. As a result, the "Leverage Ratio" expressed in the Scorecard and this Scorecard MD&A may differ from similarly-termed financial ratios or information presented in documents that the Corporation is required to file under securities laws and which are available on SEDAR (sedarplus.ca).

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

  Toronto Hydro notes that the OEB Documents prescribe the form and manner in which a distributor is required to report on its "Regulatory Return on Equity" ("Regulatory ROE") (see the OEB's Scorecard Report and RRR). The Regulatory ROE is calculated on the same basis that Toronto Hydro uses to establish its "base rates" for a year, which is prescribed by the EDR. The Regulatory ROE is not determined in accordance with IFRS. As such, the Scorecard's "Profitability" performance measures ("Deemed" and "Achieved" Regulatory ROE) may differ from similarly-termed expressions of profitability and return on equity presented in documents that the Corporation is required to file under securities laws and which are available on SEDAR (sedarplus.ca).

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

  Toronto Hydro notes that the OEB prescribe the form and manner in which a distributor is required to report on its Regulatory ROE (see the OEB's Scorecard Report and RRR). The Regulatory ROE is calculated on the same basis that Toronto Hydro uses to establish its "base rates" for a year, which is prescribed by the EDR. The Regulatory ROE is not determined in accordance with IFRS. As such, the Scorecard's "Profitability" performance measures ("Deemed" and "Achieved" Regulatory ROE) may differ from similarly-termed expressions of profitability and return on equity presented in documents that the Corporation is required to file under securities laws and which are available on SEDAR (sedarplus.ca).

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