The background of the slide features a blurred image of construction workers in orange safety vests and white hard hats. In the foreground, there are several bundles of metal cables or wires, some with yellow and blue tags, hanging from a structure. The overall scene suggests a construction or industrial setting.

# Introducing EPCOR

**Municipality of Kincardine**  
**October 2, 2023**



**As a company that operates across Turtle Island, also known as North America, EPCOR recognizes that its work takes place on the traditional territories of Indigenous Peoples.**

**We respectfully acknowledge the significance of the lands and waters our utilities are situated on and by, including the diverse histories, languages, and cultures of the many First Nations, Métis, and Inuit Peoples, whose presence reaches back to time immemorial and who continue to enrich our communities today.**

# Agenda

- **Introductions**
- **Safety Moment**
- **EPCOR Overview**
- **EPCOR in the Community**
  - **Safe Digging Campaigns**
  - **Community Investments Overview**
- **Connect with Us**

# Introductions

# SAFETY MOMENT

# SAFETY MATTERS

- Safety is our top priority
- Everyone must go home healthy at the end of the day, including contractors and the public
- We set targets, measure our results and are accountable for our actions
- We support everyone in being safe





# **EPCOR OVERVIEW**

## **Business Profile, Strategy and Value**



# EPCOR'S CORE BUSINESS

## OUR PURPOSE

Communities count on us. We count on each other.

## OUR MISSION

To provide clean water and safe, reliable energy.

## OUR VISION

To be a premier essential services company that attracts and retains the best employees, is trusted by our customers, and is valued by our stakeholders.

A close-up photograph of a woman with long dark hair, wearing a white lab coat and blue safety glasses. She is looking down and smelling the neck of a clear glass flask. The photo is framed by a white border and is positioned on the left side of the slide.

## OUR VALUES

**We put safety first in everything we do**

**We act with integrity**

**We work as a team**

**We are trusted by our customers**

**We create shareholder value**

**We are environmental leaders**

# EPCOR AT A GLANCE

**3,500+**  
employees

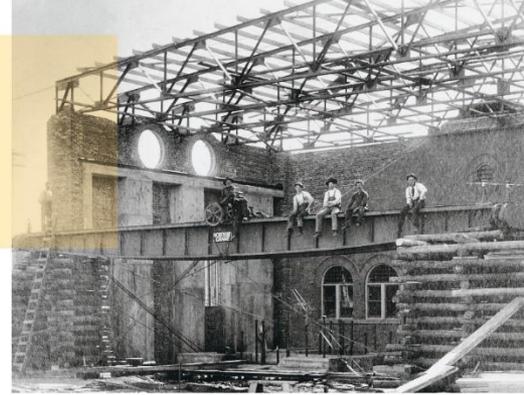
**Over \$2.5 billion**  
in dividends  
paid to the City of  
Edmonton since 1996

**2 MILLION CUSTOMERS  
SERVED ACROSS**

**2** countries, **4** provinces and **3** states.

**OVER \$12  
BILLION IN  
ASSETS (2020)**

**\$2 BILLION  
IN REVENUES  
(2020)**



We've kept our  
commitment to safe and  
reliable operations for  
130 years.

# Operations Snapshot

Most of our operations are in regulated businesses, diversified by sector and geography, and in strong competitive positions.



## ELECTRICITY

Distribution & transmission of electricity within Edmonton and distribution of electricity in Ontario



## NATURAL GAS

Natural gas delivery in Canada and U.S.  
Constructing greenfield natural gas distribution pipeline in rural Ontario



## WATER , WASTEWATER & DRAINAGE

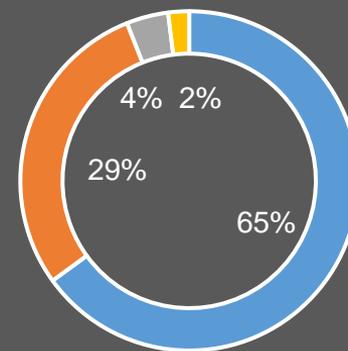
Treatment, transmission, distribution and sale of drinking water; collection and conveyance of wastewater and stormwater; drainage services and wastewater treatment



## ENERGY SERVICES

In Alberta, rate regulated electricity service to residential and small commercial customers; competitive retail electricity and natural gas through Encor brand; billing, collection and contact center services

## OPERATING INCOME BY PRODUCT



- Water, Wastewater and Drainage
- Electricity
- Energy Services

# Geographic Footprint



## EPCOR OPERATIONS

- Electricity
- Water
- Natural Gas
- Drainage
- Wastewater

Locations at a glance



# OUR STRATEGY



## OPERATIONAL EXCELLENCE

Sustain reliable utility service for growing communities, innovate to meet the needs of the future, and target industry-leading environmental performance.



## COMMUNITY

Sustain EPCOR's reputation as Edmonton's most trusted utility by meeting stakeholder expectations for how we conduct our work and engage communities, and making an impact through our community partnerships.



## CAPITAL INVESTMENT & GROWTH

Prioritize investments in existing regulated assets; and grow our existing hub footprint in North America



## PEOPLE & TALENT

Attract and retain the best employees, create a zero injury culture, achieve top-quartile employee engagement, and build a workforce reflective of the communities we serve.

# EPCOR's Reconciliation Journey

- EPCOR is implementing a multi-year program to achieve certification under the Canadian Council for Aboriginal Business's Progressive Aboriginal Relations (PAR) program
- EPCOR operates an Indigenous Monitoring Program that provides Indigenous Nations and communities with access to sites where project-related excavations are taking place
- EPCOR has formed an Indigenous Relations Steering Committee and an Indigenous Employee Resource Group



The **EPCOR and Enoch Cree Nation (Edm Memorandum Of Understanding)** formalizes a commitment to work together in the spirit of reconciliation and collaboration

# Awards and recognition

EPCOR's operations and people are regionally and nationally recognized for operational excellence and sustainability





# **EPCOR IN THE COMMUNITY**

**Safe Digging Campaigns**

# Safety in your neighborhood

- We are dedicated to the elimination of damages to facilities and to the promotion of safe working environments for everyone.
- Reducing damage to buried facilities positively benefits:
  - Workers safety, public safety, protection of the environment, and preservation of the integrity society's essential services
- Damage prevention requires the efforts of all stakeholders involved. It is the responsibility shared among:
  - The digging community, the owner of buried facilities, utility locators and regulatory agencies



When digging within one metre of a utility line in your yard, the safest tool to use is a shovel with a curved blade.

# Why utility locating is important

## Safety content

- We respond to incidents every year where homeowners or their contractors have contacted underground utility lines. Hitting an underground utility line, like power or natural gas, is dangerous. It can even be fatal.
- If a utility line is damaged you will likely experience an outage to your service and repairs can be time consuming and expensive, and under Ontario regulations, you could be held liable for all of it.
- If no one is hurt, call EPCOR. Report even minor damage to EPCOR as it could cause service outages in the future. We will do an assessment and determine if repairs are needed.

# **EPCOR IN THE COMMUNITY**

## **Community Investment Overview**

- Contribute \$1M annually to charitable, educational, and environmental initiatives
- \$7M to United Way to date

*“We are coaches, Rotarians, pet rescuers, charity fundraisers...”*



# 2020-2022 Community Investments

Sponsorship/Event	Investment
Lighthouse Blues Festival	\$8,000
Kincardine Pride	\$3,000
Community Living Kincardine District	\$500
Big Brothers Big Sisters of Kincardine & District	\$6,000

# Connecting **with residents**

## Educational Content

### **Safety content: line strikes, cross bores, carbon monoxide**

- Update website regarding outage information and emergency preparedness
- Use EPCOR's Facebook account and other social media to share safety information.
- Continue to build relationships with industry and agricultural associations, as well as municipalities and emergency services, to share educational material.

# Connecting **with residents**

- Participate in emergency preparedness and emergency response activities e.g. Fire Prevention Week, Emergency Preparedness Week
- Support and participate in the:
  - Kincardine Pride
  - Lighthouse Blues Festival
  - Kincardine Chamber of Commerce



# We welcome new partners

- Ontario
- First Nations
- Alberta
- British Columbia
- Saskatchewan
- Texas

# Connect with EPCOR

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**Thank you**

**Questions?**

