

# Alectra Shareholder and Stakeholder Communications Plans

## DEFINITIONS

### 1. Shareholders as defined in the Unanimous Shareholder Agreement (USA)

Energizer Corporation, Markham Enterprises, Barrie Hydro, Vaughan Holdings, Hamilton Utilities and St. Catharines Hydro.

### 2. Principal (as defined in the USA)

“Principal” means, in respect of a Shareholder, (i) a Person listed as a principal of such Shareholder on Schedule A, namely BPC Energy corporation, City of Hamilton, The Corporation of the City of Barrie, The Corporation of the City of Mississauga, The Corporation of the City of St. Catharines, The Corporation of the City of Vaughan, The Corporation of the City of Markham.

### 3. Stakeholders

The municipalities in our service territory together with key agencies and organizations.

## A. Shareholders

Recognizing the requirement to provide Shareholders with quarterly financial reports and annual financial statements, and the need and value of effective written and verbal communications to our Shareholders, this plan has been developed to ensure that Alectra meets its reporting obligations.

Communications to Shareholders are subject to the oversight of the Board of Directors.

Communications to Principals about financial matters or matters likely to be of material interest to Principals should be coordinated through the Shareholders.

The Unanimous Shareholder Agreement provides that:

### Annual Financial Statements

The audited financial statements, along with accompanying Management Discussion and Analysis, shall be delivered to the Shareholders following their approval by the Board and shall include a Summary of Financial Results and a Financial Review of Modified IFRS Operating Results. In addition, a cover letter will be provided which will include the following information: Alectra Inc. Shared Financial Results; Final Dividend on Voting Shares; 5 Year Financial Plan; Quarterly Dividends for current fiscal year; and Notice to Shareholders Under Section 4.1(5) of the USA Governing Alectra Inc. Regarding Additional Capital, as necessary.

## **Quarterly Reports**

After the end of the first three fiscal quarters of each Fiscal Year, the Board will prepare (on a consistent basis with the previous fiscal quarter and the audited financial statements) and submit a quarterly report to the Shareholders. The quarterly report will include:

- (a) quarterly unaudited financial statements for the immediately preceding fiscal quarter and shall include a Summary of Financial Results and a Financial Review of Modified IFRS Operating Results; and
- (b) information that is likely to be of material concern to the Shareholders

## **Shareholder Communications**

### **1. Annual financial statements**

Annual audited financial statements will be forwarded to Shareholders.

Timing: April

### **2. Quarterly reports**

Shareholders will be provided with quarterly unaudited financial statements for the immediately preceding fiscal quarter, along with information that is likely to be of material concern.

Timing: June, September, December

### **3. Annual general meeting (AGM)**

An Annual General Meeting will be held and shall be open to Shareholders and Principals.

Timing: June

### **4. Participation at shareholder AGMs**

The Alectra Chief Executive Officer and other executives will present a summary of the Annual Financial Statements and other relevant information to each of the Shareholder Annual General Meetings, as requested.

Timing: May

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## **B. Principals**

Alectra's Municipal Stakeholder Communications Plan (Principal) will leverage the existing relations of the predecessor companies and will involve proactive two way communications relating to the day-to-day business operations of the company. Alectra's approach will be consistent to all Principals, while recognizing the specific needs and unique circumstances of each community.

### **To meet this requirement Alectra will:**

- track issues affecting each municipality
- identify opportunities to contribute to municipal goals (e.g., Net-Zero project in Markham, etc.)
- provide feedback and engage on Municipally-led consultation activities (e.g., growth plans, etc.); and
- Ensure coordination on key accounts and community stakeholders

Share timely and relevant information on matters such as:

- status update on billing information related to government policies
- system upgrades / construction / maintenance schedules
- update on strategic projects
- energy sector policy initiatives (e.g., Long-Term Energy Plan, etc.)
- regulatory matters of interest to customers
- Integrated Regional Energy Plans
- energy conservation programs
- opportunities for community engagement

Be responsive to ad hoc issues, by including:

- protocols for rapid response to any issues brought forward; and
- coordination with Alectra media relations, PR and customer care key accounts teams

## **Communications**

### **Briefing meetings**

Meetings with key staff about local operational issues, infrastructure projects, customer service initiatives, community involvement activities.

### **Quarterly newsletters**

In order to maintain effective communications a newsletter program will be distributed on a quarterly basis. The purpose of this will be to provide high level and general information on relevant matters tailored for the specific municipality. For example, this would include information on infrastructure upgrades, new development projects, benefits to the community, how and who to access during an outage, etc.

### **Monitoring program and delegations to council**

Alectra's day-to-day business operations can be impacted by by-law changes, regulations etc. A municipal issues monitoring program of committees and council agendas / meetings in each municipality in our service territory will enable Alectra to become aware of any issues as they make their way through the municipal legislative process. Should an item be before a committee or council for consideration, the following steps may be necessary and subject to municipal lobbyist registration requirements, where applicable:

- Arrange for appropriate representatives from Alectra to attend meetings with staff, Councillors and the Mayor prior to the committee / council meeting to gain an understanding of their position on the issue.
- Prepare for public depositions at committee and/or council, only as required (deputation preparations vary according to issue and can be submitted in writing or in person).
- Coordinate with Alectra's communications team for any media relations required.

## C. Stakeholders (Other Municipalities and Key Business Organizations)

Alectra's Stakeholders Plan for other municipalities and key business organizations across our service territory and will also build on existing relationships and seek opportunities to expand our presence and brand awareness.

### **Alectra will:**

- build and enhance visibility of Alectra in the community
- provide stakeholders opportunities to raise issues directly with Alectra

### **Share timely and relevant information on matters such as:**

- status updates on customer service billing information
- system upgrades / construction / maintenance schedules
- updates on strategic projects
- energy sector policy initiatives (e.g., Long-Term Energy Plan, etc.).
- regulatory matters of interest to customers
- Integrated Regional Energy Plans
- energy conservation programs
- opportunities for community engagement

### **Be responsive to ad hoc issues, by including:**

- protocols for rapid response to any issues brought forward; and
- coordination with Alectra media, PR, communications and customer care key accounts team

## **Communications**

### **Quarterly newsletters**

In order to maintain frequent communications a newsletter program will be distributed on a quarterly basis. The purpose will be to provide high level and general information on relevant matters tailored to specific municipalities. For example, this would include information on infrastructure upgrades, new development projects, benefits to the community, power outage communications.

### **Monitoring program and deputations to council**

Alectra's day-to-day business operations can be impacted by by-laws, regulations, requests from City Councils etc. A municipal issues monitoring program of committees and council agendas / meetings in each municipality in our service territory will enable Alectra to become aware of any issues as they make their way through the municipal legislative process. Should an item be before a committee or council for consideration, the following steps may be necessary and subject to municipal lobbyist registration requirements, where applicable:

- Arrange for appropriate representatives from Alectra to attend meetings with staff, Councillors and the Mayor prior to the committee / council meeting to gain an understanding of their position on the issue.

- Prepare for public deputations at committee and/or council, only as required (deputation preparations vary according to issue and can be submitted in writing or in person).
- Coordinate with Alectra's communications team for any media relations required.

#### Board of trade/chamber of commerce involvement

Alectra will maintain its existing memberships in Boards of Trade/Chambers of Commerce across our territory, and look for additional opportunities to engage with business groups.

Alectra will:

- Actively support local business associations in Principal Municipalities through memberships and attendance at business events.
- Encourage its executives to seek nominations for Board of Director positions at the local associations.
- Encourage staff to participate on local association planning and events committees.

Shareholder Outreach			
Activity	Content	Recipients	Timing
Quarterly financial statements	Unaudited quarterly financial statements;	Shareholders	May, August, November
Annual financial statements	Audited year-end financial statements	Shareholders	March
Shareholder annual general meetings	As requested, CEO will provide an overview of the business and summary of financial summary to Shareholder AGMs	Shareholders	May
Alectra annual general meeting	CEO overview of the business; Year-end results Appointment of Auditor	Shareholders, Principals, including councilors and senior staff	June

## Principals Outreach

Briefing meetings	Local operational issues, customer service initiatives, infrastructure investment, community involvement opportunities	Local Councillors and senior staff	As necessary
Quarterly newsletters	Merger updates; Customer service news; CDM programs for business and residents; Local community involvement; Capital investments/construction news	City Councillors and senior staff in Principal Municipalities;	March, June, September, November
Council monitoring program; deputations	Monitor city service territory council agendas to track items that relate to utility or energy solutions operations	Alectra management; Board of Directors as necessary	Ongoing

## Stakeholder Outreach

(Other municipalities and key organizations)

Quarterly newsletters	Merger updates; Customer service news; CDM programs for business and residents; Local community involvement; Capital investments/construction	City Councillors in municipalities across our territory, including Principals; Senior municipal staff; Local Boards of Trade/Chambers of Commerce across our service territory	March, June, September, November
Council monitoring program, deputations	Monitor city service territory council agendas to track items that relate to utility or energy solutions operations	Alectra management; Board of Directors as necessary	Ongoing
Board of trade/chamber of commerce	Memberships in local BoT and CoC organizations	Alectra executives and Board of Directors	Ongoing