

									Target	
Performance Outcomes	Performance Categories	Measures	2021	2022	2023	2024	2025	Trend	Industry	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	95.84%	97.05%	95.76%	95.11%	95.37%	📈	90.00%	
		Scheduled Appointments Met On Time	99.06%	100.00%	99.18%	99.53%	99.55%	📈	90.00%	
		Telephone Calls Answered On Time	95.02%	92.54%	93.49%	86.49%	88.03%	📉	65.00%	
	Customer Satisfaction	First Contact Resolution	99.26	99.43	99.66	99.91	100			
		Billing Accuracy	99.85%	99.62%	99.69%	97.01%	98.34%	📈	98.00%	
		Customer Satisfaction Survey Results	77 %	76 %	76	76	89			
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	84.40%	84.40%	83.90%	83.90%	83.90%			
		Level of Compliance with Ontario Regulation 22/04 ¹	C	C	C	C	C	➡️		C
		Serious Electrical Incident Index	1	0	0	0	0	➡️		0
			Rate per 10, 100, 1000 km of line	0.226	0.000	0.000	0.000	➡️		0.000
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted ²	2.17	0.93	1.31	1.51	0.61	📉		1.34
		Average Number of Times that Power to a Customer is Interrupted ²	0.87	0.47	0.38	0.76	0.18	📉		0.55
	Asset Management	Distribution System Plan Implementation Progress	104.5%	95.1%	100.7%	99.3%	100.9			
	Cost Control	Efficiency Assessment	3	3	3	3	3			
		Total Cost per Customer ³	\$676	\$720	\$813	\$846	\$887			
		Total Cost per Km of Line ³	\$35,797	\$38,366	\$44,313	\$46,498	\$15,155			
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%	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)	0.73	0.65	0.52	0.70	0.69			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	0.86	0.80	0.83	1.08	1.36			
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	9.00%	9.00%	9.00%	9.00%	9.00%		
			Achieved	9.06%	9.72%	9.32%	9.08%	8.33%		

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 a document titled “Scorecard - Performance Measure Descriptions” that has the technical definition, plain language description and how the measure may be compared for each of the Scorecard’s measures in the 2025 Scorecard MD&A:

<http://www.ontarioenergyboard.ca/OEB/ Documents/scorecard/Scorecard Performance Measure Descriptions.pdf>

Scorecard MD&A –General Overview

- ERTH Power Corporation (“ERTH Power”), launched in July 2000 in the heart of Southwestern Ontario, representing the amalgamation of seven Public Utilities Commissions (PUCs) within the municipalities of Port Stanley, Aylmer, Belmont, Ingersoll, Thamesford, Otterville, Norwich, Burgessville, Beachville, Embro and Tavistock. In 2011, Clinton, Mitchell and Dublin, Ontario and most recently in 2019, Goderich, Ontario were added to its service territory. We are a licensed distribution company (LDC) providing efficient delivery of electricity, billing and maintenance service to over 24,000 residential and commercial customers across 15 communities within its licensed boundaries.
- In 2025, ERTH Power exceeded performance targets and maintained its reliability stats over the previous year.
- ERTH Power performed well with respect to its targets and sustained its strong performance. ERTH Power monitors its results with respect to the measures reported on the scorecard and is continually seeking to improve its performance to improve the service provided to its customers.

Service Quality

• New Residential/Small Business Services Connected on Time

In 2025 ERTH Power connected 95.37% of its 410 new residential and small businesses to the distribution system within the required 5-day window that has been determined by the Ontario Energy Board. New connections have continued to increase annually since 2016 with 2025 achieving significant growth in new connections. ERTH Power has been able to maintain its strong level of performance even with the increases in new connections over the past few years. ERTH Power expects to continue to maintain the current level of performance in 2026.

- **Scheduled Appointments Met On Time**

ERTH Power scheduled 222 appointments with its customers in 2025 to complete work that required staff to attend the location. Consistent with prior years, ERTH Power met 99.55% of these appointments on time, which significantly exceeds the industry target of 90%. ERTH Power expects to continue this level of service in 2026.

- **Telephone Calls Answered On Time**

In 2025 ERTH Power customer service staff received 21,244 calls (a 7% decrease over 2024) and achieved a service level of 88.03% in answering those calls within 30 seconds which significantly exceeds the industry target of 65%. At the same time, only 2.91% of calls received were abandoned prior to customers speaking with an agent. ERTH Power will look to continue with its excellent call center performance in 2026.

Customer Satisfaction

- **First Contact Resolution**

Specific customer satisfaction measurements were introduced by the Ontario Energy Board on July 1, 2015. The OEB plans to review the information provided by electricity distributors over the next few years and implement a commonly defined measure for these areas in the future. As a result, each electricity distributor may have different measurements of performance until such time as the OEB provides specific direction regarding a commonly defined measure.

First Contact Resolution can be measured in a variety of ways and further regulatory guidance is necessary to achieve meaningful comparable information across electricity distributors.

For ERTH Power, First Contact Resolution was measured based upon actual calls received from customers with respect to the same or similar issue and calculated this number as a percentage of all customer contacts received that resulted in the generation of an issue and for which a service order was created. The result was that 100% of customers' issues were dealt with on first contact. ERTH Power has maintained a level well above 96% since the target has been measured in 2016.

- **Billing Accuracy**

For the year 2025, ERTH Power issued 308,205 bills and achieved a billing accuracy of 98.30%, compared to a five-year average of 98.90%. A single billing calculation issue that impacted 4,227 bills in 2025, significantly decreased this year's billing accuracy statistic. This system issue affected bills issued in December 2024 and January 2025. ERTH Power identified and corrected the system issue in January 2025 and does not anticipate further issues of a similar nature to occur. ERTH Power continues to monitor its billing accuracy results and processes to maintain its historical high level of service.

- **Customer Satisfaction Survey Results**

At a minimum, electricity distributors are required to measure and report a customer satisfaction result at least every other year. Currently, the Ontario Energy Board is allowing electricity distributors to use their own discretion as to how they implement this measure. As a result, this measure may differ from other utilities in the Province. Surveys need to be completed every other year. In 2025, ERTH Power contracted UtilityPULSE Inc. to conduct the Ontario Energy Board regulated Customer Satisfaction Survey and scored an 89% satisfaction rate, demonstrating a 12% increase from the previous survey conducted. ERTH Power continues to review the results and will work diligently to address areas of concern and improve its customer satisfaction level.

Safety

- **Public Safety**

This measure looks at safety from a customers' point of view as safety of the distribution system is a high priority. The Safety measure is generated by the Electrical Safety Authority (ESA) and includes three components: Public Awareness of Electrical Safety, Compliance with Ontario Regulation 22/04, and the Serious Electrical Incident Index.

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

In 2024 ERTH Power completed its survey of its customers (for the entire merged service territory) with respect to public awareness of Electrical Safety. ERTH Power utilized a third-party agency to survey its customers and ensure that an accurate sampling of its population was achieved. The results of this survey found that 83.9% of ERTH Power customers have strong awareness of electrical safety. The survey in 2024 resulted in a small decrease of less than 1% in awareness from the survey completed in 2022. ERTH Power will continue to work within its communities to ensure that this metric continues to improve in the future. This survey is required to be completed at a minimum every 2 years.

ERTH Power provides an Electrical Safety Awareness school program that targets grade one to eight throughout the schools in its service territory on a rotating basis. This program works to instill awareness of electrical safety at an early age and is an effort to ensure that all residents within the province are aware of and safe around electrical equipment.

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

In 2025, ERTH Power was found to be compliant with Ontario Regulation 22/04 (Electrical Distribution Safety). This was achieved by its strong commitment to safety, and adherence to company procedures & policies. Ontario Regulation 22/04 - *Electrical Distribution Safety* establishes objective based electrical safety requirements for the design, construction, and maintenance of electrical distribution systems owned by licensed distributors. Specifically, the regulation requires the approval of equipment, plans, specifications and inspection of construction before they are put into service.

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

ERTH Power reported no serious incidents on its scorecard for 2025. We will continue to value both public and employee safety as its top priority moving forward to ensure its track record remains positive

System Reliability

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

ERTH Power's average interruption duration improved significantly in 2025, decreasing to **0.61 hours from 1.51 hours in 2024**. The 2025 result was also well below the five-year average of **1.34 hours** and represents the lowest interruption duration over the 2021–2025 period. This result reflects strong system reliability and ERTH Power's continued focus on effective system maintenance, asset management and timely outage restoration.

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

ERTH Power's average interruption frequency also improved significantly in 2025, decreasing to **0.18 interruptions per customer from 0.76 in 2024**. The 2025 result was well below the five-year average of **0.55** and was the lowest interruption frequency recorded during the 2021–2025 period. The improvement demonstrates continued strong reliability performance and the effectiveness of ERTH Power's ongoing efforts to maintain and operate the distribution system.

Asset Management

- **Distribution System Plan Implementation Progress**

ERTH Power has completed its DSP and filed it with the OEB in September of 2017. The DSP has become the guiding document for tracking capital spending. ERTH Power has detailed its 5 year spend and projects and has measured itself on an annual basis with respect to the actual spending level versus its plan. In 2025 ERTH Power spent approximately 100.9% of the dollars planned to be invested into its distribution system.

Cost Control

- **Efficiency Assessment**

The total costs for Ontario local electricity distribution companies are evaluated by the Pacific Economics Group LLC on behalf of the OEB to produce a single efficiency ranking. The electricity distributors are divided into five groups based on the magnitude of the difference between their respective individual actual and predicted costs. In 2025, for the sixth year in a row, ERTH Power was placed in Group 3, where a Group 3 distributor is defined as having actual costs within +/- 10 percent of predicted costs, with its operating costs being 8.9% less than predicted. Group 3 is considered “average efficiency” – in other words, ERTH Power costs are within the average cost range for distributors in the Province of Ontario. In 2025, 23% (12 distributors) of the Ontario distributors were ranked as “average efficiency”; 66% were ranked as “more efficient”; 11% were ranked as “least efficient. ERTH Power’s forward-looking goal is to advance to the “more efficient” group and management’s expectation is that efficiency performance will not decline.

- **Total Cost per Customer**

Total cost per customer is calculated as the sum of ERTH Power’s capital and operating costs and dividing this cost figure by the total number of customers that ERTH Power serves. The cost performance result for 2025 is \$887/customer which is an increase of 5% over 2024 driven by increased interest rate expenses coupled by a period of significant increased costs due to inflation. ERTH Power is focused on cost containment to ensure value for its customers.

Like most distributors in the province, ERTH Power has experienced increases in its total costs required to deliver quality and reliable services to customers due to increases in inflation affecting its costs. Despite this inflation of costs and interest rates, ERTH Power has worked diligently to keep its cost of operations relatively flat and in doing so has been able to maintain its efficiency ranking of cohort 3 while merging with a utility that was ranked in cohort 5 prior to the merger. ERTH Power will continue to replace distribution assets proactively along a carefully managed timeframe in a manner that balances system risks and customer rate impacts.

- **Total Cost per Km of Line**

This measure uses the same total cost that is used in the Cost per Customer calculation above. The total cost is divided by the kilometers of line that ERTH Power operates to serve its customers. ERTH Power’s 2025 rate is \$15,155 per Km of line, a 67% decrease over the cost reported from 2024. This decrease is due to ERTH Power reporting secondary Km’s of line rather than reporting primary Kms of line exclusively.

ERTH Power staff have been diligent in ensuring that its costs are controlled and those efforts have resulted in these positive changes in cost changes year over year both by kilometers of line and cost per customer growth being less than inflation.

Connection of Renewable Generation

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

ERTH Power received 3 renewable generation CIA's and all were completed on time in 2025.

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

Electricity Distributors are required to connect new micro-embedded generation facilities within 5 business days. ERTH Power connected 100% of the Micro-embedded Generation Facilities on time in 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 good as it indicates that the company can pay its short-term debts and financial obligations. Companies with a ratio of greater than 1 are often 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. ERTH Power current ratio remains stable at 0.69 for 2025 as compared to 0.70 in 2024.

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

The OEB uses a deemed capital structure of 60% debt, 40% equity for electricity distributors when establishing rates. A debt-to-equity ratio of 1.5 indicates that a distributor is structured appropriately in line with 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. ERTH Power maintains a debt-to-equity structure that is in line with the deemed 60% to 40% capital mix as set out by the OEB.

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

ERTH Power current distribution rates were approved by the OEB and include an expected (deemed) regulatory return on equity of 9.00%. The OEB allows a distributor to earn within +/- 3% of the expected return on equity. 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**

ERTH Power's return achieved in 2025 was 8.33%, which is well within the +/-3% range allowed by the OEB. The average return over the past 5 years was 9.10%, which is also well within return included in ERTH Power approved rates. ERTH Power has been extremely successful at driving efficiencies through its merger, while balancing its incremental costs.

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 markedly different in the future.