

Scorecard - Hydro One Networks Inc.												9/17/2026	
												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		99.98%	99.86%	99.97%	99.94%	99.95%	⬆️	90.00%			
		Scheduled Appointments Met On Time		100.00%	99.99%	100.00%	100.00%	96.62%	⬆️	90.00%			
		Telephone Calls Answered On Time		70.41%	72.65%	78.24%	78.01%	66.70%	⬆️	65.00%			
	Customer Satisfaction	First Contact Resolution		77%	74%	74%	76%	73%					
		Billing Accuracy		99.17%	99.01%	99.04%	98.94%	98.76%	⬆️	98.00%			
		Customer Satisfaction Survey Results		82.4%	82.4%	82.1%	85.7%	85%					
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		78.00%	81.00%	81.00%	82.00%	82.00%					
		Level of Compliance with Ontario Regulation 22/04 ¹		C	C	C	C	C	➡️		C		
		Serious Electrical Incident Index	Number of General Public Incidents	15	40	48	28	127	⬆️		23		
			Rate per 10, 100, 1000 km of line	0.120	0.321	0.385	0.223	1.009	➡️		0.183		
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted ²		6.50	6.95	7.50	7.66	8.21	⬆️		4.30		
		Average Number of Times that Power to a Customer is Interrupted ²		2.36	2.51	2.82	2.68	2.86	⬆️		1.90		
	Asset Management	Distribution System Plan Implementation Progress		100.9%	126.03%	101.17%	105.3%	111.8					
	Cost Control	Efficiency Assessment		4	4	4	4	4					
		Total Cost per Customer ³		\$1,033	\$1,172	\$1,369	\$1,384	\$1,399					
		Total Cost per Km of Line ³		\$11,940	\$13,537	\$15,970	\$16,326	\$16,558					
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		98.72%	96.63%	90.00%	90.67%	92.30%	⬆️	90.00%			
Financial Performance Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)		0.64	0.50	0.55	0.53	0.59					
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio		1.72	1.63	1.84	1.99	2.08					
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	9.00%	9.00%	9.36%	9.36%	9.36%					
			Achieved	10.99%	10.10%	10.88%	9.79%	11.38%					
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					

Fiscal 2025 Scorecard Management Discussion and Analysis (“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:

[https://www.oeb.ca/oeb/ Documents/scorecard/Scorecard Performance Measure Descriptions.pdf](https://www.oeb.ca/oeb/Documents/scorecard/Scorecard%20Performance%20Measure%20Descriptions.pdf)

Scorecard MD&A - General Overview

Hydro One Networks Inc.’s distribution business (referred to as “the Business” or “Hydro One”) Fiscal 2025 performance has met or outperformed the Targets noted in the OEB Distribution Scorecard in all areas except the “Serious Electrical Incident Index” (“Number of General Public Incidents” and “Rate per 10, 100, 1000 kilometers of line”) and System Reliability.

Service Quality

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

In 2025, Hydro One processed 13,923 new connection requests for residential and small business low-voltage customers (those with service less than 750 Volts) with 99.95% completed within five business days (or as otherwise agreed-to by the customer and the distributor), which met or was better than the industry target of 90%. The Business’ steady performance over the past five years has been mainly attributable to customer-focused business processes and improvements in scheduling practices.

- **Scheduled Appointments Met on Time**

Hydro One had 28,613 appointment requests in 2025. The Business recorded a 96.62% success rate in meeting these commitments, better than the industry target of 90%.

- **Telephone Calls Answered on Time**

The OEB’s Distribution System Code (DSC) requires call centre staff to answer calls within 30 seconds, 65% of the time, whenever the

customer reaches an agent either directly or by means of a transfer. In 2025, the Business answered 66.7% of calls within 30 seconds, which met the industry target of 65%. The Hydro One call centre handled 1,030,731 phone calls from customers in 2025 representing a 17% increase in calls handled year over year.

Customer Satisfaction

- **First Contact Resolution**

First Contact Resolution (FCR) reports the success of the distributor in resolving a customer's issue during the first contact with the customer. In 2025, 73% of issues were resolved during first contact, which is down from 76% in the previous year. Hydro One measures FCR based on transactional surveys performed within five days of a customer interaction. Survey feedback is used to identify improvement and training opportunities to help increase first contact resolution over time.

- **Billing Accuracy**

This measure includes customers who are eligible to be on time-of-use pricing but excludes any that are not eligible due to network connectivity reach. In 2025, the Business issued 15,185,857 bills or a 5% increase year-over-year. Hydro One achieved 98.76% billing accuracy, which met the industry target of 98%. The increase in the number of bills issued compared to last year was driven by customer growth.

- **Customer Satisfaction Survey Results (Customer Satisfaction Index Result)**

Customer satisfaction remained high at 85% in 2025, consistent with 85.7% in 2024. The Customer Satisfaction Index has demonstrated sustained positive performance, averaging 84% over the past five years. Hydro One utilizes an equally weighted composite index consisting of seven components measuring: (1) Customer Satisfaction with Outage Handling, (2) Agent Handled Calls, (3) Forestry Services, (4) New Connections and Upgrades, (5) myAccount CSAT (Customer Satisfaction), (6) Large Distribution Accounts and (7) Distribution Generator Percent of Milestones Met. Hydro One remains committed to delivering high-quality service to its customers through a variety of initiatives including: regular coaching and training of all Customer Service Representatives, a customer experience approach in identifying and reducing pain points for our customers and further enhancements to the myAccount portal.

Safety

- **Public Safety**

In April 2015, the Electrical Safety Authority (ESA) made recommendations to the OEB for a scorecard public safety measure that includes three main components: A) Public Awareness of Electrical Safety, B) Compliance with Ontario Regulation 22/04 made under the Electricity Act, 1998, and C) the Serious Electrical Incident Index.

- **Component A – Level of Public Awareness (Public Awareness of Electrical Safety)**

The Public Awareness survey is conducted every two years. The result of the 2024 survey was 82%, which was an increase from 81% conducted in the 2022 survey. Please refer to the Fiscal 2024 Scorecard MD&A for further information.

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

Ontario Regulation 22/04 was introduced in early 2004 following recommendations from the ESA to enhance electrical safety for the people of Ontario. The regulation sets the basis for the requirements for the safe operation of the distribution system in Ontario. Distributors are required to be audited annually on the design, construction, and maintenance of their distribution systems in accordance with the regulation. An external auditor performs the audit and prepares an audit report. The audit report, along with a Declaration of Compliance for those Regulation sections not covered by the audit, is signed by an Officer of the Distributor confirming compliance with the Regulation and is then provided to the ESA. The performance target for compliance with the regulation is for the distributor to be fully compliant, and is recorded as Compliant (C), Non-Compliant (NC), or Needs Improvement (NI). The Business met the performance target and received a Compliant (C) score from the ESA.

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

The Serious Electrical Incident Index was designed to track and help improve public electrical safety on the distribution network over time. A serious electrical incident is defined as any electrical contact or any fire or explosion that caused or has the potential to cause, critical injury or death in any part of the distribution system operating at greater than 750 Volts (except as caused by lightning strikes).

In 2025, based on advice from the ESA, Hydro One broadened the scope of how it identified a reportable incident to comply with the ESA's guideline on categorization of reportable incidents. Hydro One now includes instances where a potential safety concern could have materialized had a member of the public been present, including tree falling incidents resulting in downed power lines which were previously excluded because they were in remote areas with no or limited public presence.

For 2025, Hydro One reported 127 incidents to the ESA for the reporting window set by the ESA. Of the 127 incidents, 92 were tree falling incidents resulting in downed power lines as the primary contributor, which represents approximately 72% of the total incidents. The remaining 35 varied in nature and included: members of the public making unsafe contact with the distributor's system (3), motor vehicle accidents with the distributor's system (12), airplane damaged overhead line (1), and equipment failures that brought conductors to the ground (19). These incidents translated to a rate of 1.009 per 1,000 km of line.

System Reliability

- Average Number of Hours that Power to a Customer is Interrupted¹ (SAIDI)**

For 2025, Hydro One reported an average outage duration of 8.2 hours, which did not meet the target. The causes of outages are primarily due to tree contacts and equipment failure events impacted by a high number of storm days in 2025, including 47 storm days compared to the 10-year historical average of 36 storm days per year. The metric represents the average duration of customer interruptions in hours, calculated using total customer hours of interruption divided by the total number of customers served.

- Average Number of Times that Power to a Customer is Interrupted¹ (SAIFI)**

For 2025, Hydro One reported an average outage frequency of 2.9 outages per customer, which did not meet the target. The causes of outages are primarily due to tree contacts and equipment failure events impacted by a high number of storm days in 2025, including 47 storm days compared to the 10-year historical average of 36 storm days per year. The metric represents the average frequency of customer interruptions, calculated using the total number of customer interruptions divided by total number of customers served.

For the above two metrics, force majeure and loss of supply events are excluded from the calculations.

¹ Note: The distributor specific target for Hydro One is located on the OEB Scorecard and is based on the currently approved Distribution System Plan.

Asset Management

- **Distribution System Plan Implementation Progress**

The Distribution System Plan (DSP) implementation progress is a distributor-defined performance metric. Hydro One's DSP outlines the Business' forecast capital expenditures over the next five years, required to maintain and expand the electricity system to serve current and future customers. Progress is measured as the ratio of actual total in-service capital expenditures made in a calendar year to the total amount of planned in-service capital expenditures for the same year. For 2025, the DSP implementation progress was 111.78%. This result is primarily due to the increased investment in demand driven work, including the March 2025 Ice Storm restoration and higher than planned expenditures on new customer connections and upgrades, partially offset by the reprioritization of planned system renewal and system service work.

Cost Control

- **Efficiency Assessment**

Cost control metrics are evaluated on behalf of the OEB by an independent party, the Pacific Economics Group LLC (PEG). The PEG study segments electrical distributors into five groups based on actual costs vs. predicted costs according to PEG's econometric model. Group 1 distributors are considered the most efficient, with actual costs 25% or more below predicted costs. Group 5 distributors are considered the least efficient, with actual costs 25% or more above predicted costs. For 2025, Hydro One was evaluated by PEG and remained in Group 4. Group 4 consists of utilities with actual costs between 10 and 25% above predicted costs.

- **Total Cost per Customer**

Total Cost per Customer is defined as the total Capital and Operations Maintenance & Administration (OM&A) costs, divided by the total number of customers served. This includes certain adjustments prescribed by the PEG methodology. In 2025, the Business's annual Total Cost per Customer equaled \$1,399, an increase of \$15 per customer or +1.1% from 2024.

- **Total Cost per Kilometre of Line**

The Total Cost per Kilometre of Line is defined as the total Capital and OM&A costs, divided by the total number of kilometres of line

operated to serve customers, along with certain PEG prescribed adjustments. In 2025, the Business's Total Cost per Kilometre of Line equaled \$16,558, an increase of \$232 per kilometer or +1.4% from 2024.

Connection of Renewable Generation

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

This metric measures the Business success in connecting micro-embedded generation facilities (name-plate rated capacity of 10kW or less prior to May 2026, or 12kW from May 2026 on) 92.3% of the time within a five-business day window from the generator informing the distributor that it has satisfied all applicable service conditions and received all necessary approvals, as per sections 6.2.7 and 6.2.7A of the DSC, or at such later date as agreed to by a micro-embedded generator and the distributor. For 2025, the Business has met the industry target of 90% for the thirteenth consecutive year for the on-time connection of new micro-embedded generation facilities.

Financial Ratios

The basis for these financial ratios is Hydro One's Financial Statements for the year ended December 31, 2025, and filed with the OEB under the Electricity Recording & Record-Keeping Requirements submission.

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

As at December 31, 2025, the Current Ratio is reported as 0.59, which is largely consistent with the 0.53 reported as at December 31, 2024. The result indicates that for every dollar of debt due within the year, the Business had \$0.59 in cash or cash equivalents on-hand to cover the obligations.

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

The Total Debt-to-Equity Ratio is a measure of the Business's financial leverage and serves to identify the ability to finance assets and fulfill obligations to creditors. As at December 31, 2025, the Business's Total Debt-to-Equity Ratio was 2.08.

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

Hydro One's Distribution Business deemed regulatory return on equity (ROE) for 2025 is 9.36%, as approved by the OEB.

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

For 2025, the Business achieved a regulatory return on equity (ROE) of 11.38%.

The 2025 ROE was 2.02% higher than the deemed ROE of 9.36%. The achieved ROE was higher than deemed in 2025 primarily due to increased revenues associated with higher energy consumption, and the increased number of customer connections.

Note to Readers of Fiscal 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.

Words such as “expect,” “anticipate,” “intend,” “attempt,” “may,” “plan,” “will”, “can”, “believe,” “seek,” “estimate,” and variations of such words and similar expressions are intended to identify such forward-looking statements and information. Such statements include, but are not limited to, references to customer service and related initiatives, and targets. These statements are not guarantees of future performance and involve assumptions and risks and uncertainties that are difficult to predict. Some of the factors that could cause such differences include legislative or regulatory developments, government policy and program 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 performance scorecard and could be markedly different in the future. We do not intend, and we disclaim any obligation to update any forward-looking statements, except as required by law.