INFORMATION CONTAINED IN THIS REPORT IS NEITHER AUDITED NOR WARRANTED, IS NOT SUBJECT TO PEER REVIEW & IS NOT INTENDED FOR USE IN REGULATORY OR FINANCIAL FILINGS.

NO GUARANTEES ARE MADE REGARDING REFLECTING HISTORICAL REVISIONS OR CORRECTIONS.
The Standing Committee on Operations & Safety (SCOS) Corporate Profile summarizes, for internal comparison and continuous improvement purposes only, various metrics of Canadian Gas Association distribution and transmission member organizations for use by senior executives.

This report provides a snapshot of overall industry activities and other select information. Data is collected from all CGA local distribution and transmission organizations across the country. Included in the list of organizations providing data are some combination distribution/transmission companies as well as combination gas/electric companies. CGA membership accounts for almost 100% of all Canadian natural gas distribution organizations and a significant portion of Canadian transmission organizations.

Where appropriate, some of the data has been aggregated into industry totals and some broken down by organization.

This report provides data first as a National Summary, and then broken down into the following categories: Company Dimensions, Plant Information, Financial Information, Fleet Information, Operational Information, Damage Prevention and Health and Safety.

The charts following are presented in ascending order. The statistical comparisons are primarily shown to compare relative sizes of organizations with respect to customers, employees and facilities.

Wherever practical, distribution and transmission statistics are separated for comparison and clarity.

The classification “Transmission” used in the Corporate Profile may not necessarily reflect the regulatory or technical definition of transmission pipelines (please see Definitions, page 37). For the purposes of this profile, the classification of assets and employees is left to each organization’s discretion, and may be based on corporate structure or operational alignment.

COVID-19

Well into the pandemic, the natural gas industry and delivery organizations continue to be recognized as providers of an essential service working closely with authorities & other stakeholders to protect the health and safety of customers and employees.
System Reliability for CGA Distribution Member Organizations

System reliability is a key measure for all energy delivery organizations as an indicator of supply continuity to its customers as well as potentially a key marketing tool. While not all CGA member organizations capture the data needed to have fully national numbers, there is value in using what data is available, prorated to suit, to be able to develop at least a rough indicator of natural gas delivery industry reliability.

Although CGA System reliability metrics are based on the electricity sector reliability metrics, CGA metrics represent a broader range of unplanned events, including large-scale and “non-blue sky” events which other reliability metrics typically exclude.

The measure of reliability for the natural gas delivery industry is a percentage based on the number of days natural gas distribution customers were without gas service due to unplanned outages (gas service not available to a customer due to LDC issues; unplanned outages including 1st, 2nd & 3rd party damages and all other unplanned distribution system and system component related issues) in a given year versus the number of days natural gas service was available to all distribution customers in the same year, i.e.:

\[
\frac{\text{(Total # of customers left without gas in one year due to unplanned outages)} \times \text{(Avg length of outage in days)}}{\text{(Number of days in a year)} \times \text{(Total number of CGA distribution customers in the same year)}}
\]

= Canadian natural gas customers were without gas service 0.0003% of the time in 2021

or

gas supply was available 99.9997% of the time.
NATIONAL SUMMARY

DISTRIBUTION
AND
TRANSMISSION
# NATIONAL SUMMARY

## 2020 / 2021

<table>
<thead>
<tr>
<th>Key Indicators</th>
<th>CGA Member National Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2020</td>
</tr>
<tr>
<td>Active Customers - Distribution</td>
<td>7,391,446</td>
</tr>
<tr>
<td>Net Increase in Active Customers (Year to Year) - Distribution</td>
<td>55,763</td>
</tr>
<tr>
<td>Employees - Distribution</td>
<td>10,247</td>
</tr>
<tr>
<td>Employees - Transmission</td>
<td>3,166</td>
</tr>
<tr>
<td>Throughput - Distribution (10⁶m³)</td>
<td>50,200</td>
</tr>
<tr>
<td>Throughput - Transmission (10⁶m³)</td>
<td>284,643</td>
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<tr>
<td>Main, Kilometers - Distribution</td>
<td>302,491</td>
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<tr>
<td>Service Lines, Kilometers - Distribution</td>
<td>193,547</td>
</tr>
<tr>
<td>Pipeline, Kilometers - Transmission</td>
<td>76,966</td>
</tr>
<tr>
<td>Third Party Damages - Distribution &amp; Transmission</td>
<td>4,641</td>
</tr>
<tr>
<td>Locate Requests - Distribution &amp; Transmission</td>
<td>1,969,966</td>
</tr>
<tr>
<td>O&amp;M Costs - Distribution</td>
<td>$1,964,691,719</td>
</tr>
<tr>
<td>O&amp;M Costs - Transmission</td>
<td>$1,059,751,000</td>
</tr>
<tr>
<td>System Improvement Capital Spend - Distribution</td>
<td>$546,613,000</td>
</tr>
<tr>
<td>System Improvement Capital Spend - Transmission</td>
<td>$793,808,000</td>
</tr>
<tr>
<td>Fleet Capital Spend - Distribution &amp; Transmission</td>
<td>$51,204,317</td>
</tr>
<tr>
<td>Reliability</td>
<td>99.9994%</td>
</tr>
</tbody>
</table>
DAMAGE PREVENTION

Natural gas utilities and transmission organizations are promoters of the “Click Before You Dig” and “Call Before You Dig” messages and are leaders in the effort to encourage citizens and excavators to call for the location of underground utilities before starting a project involving excavation and to dig safely while working.

LOWEST THIRD-PARTY DAMAGES NUMBER TO DATE

Down 3% from 2020

Up 6% from 2020
CUSTOMERS

Over half the population of Canada, in close to 7.5 million homes, businesses, hospitals, schools, industrial companies and power generators depend on natural gas.

EMPLOYMENT

CGA distribution and transmission organizations directly employ over 13,000 people.
FINANCIALS

CGA distribution and transmission organizations invest over $3 billion per year in operations and maintenance and over $1.4 billion in system improvements.

O&M Costs* (Total)

<table>
<thead>
<tr>
<th>Year</th>
<th>Distribution</th>
<th>Transmission</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>0.42 Billion</td>
<td>1.64 Billion</td>
</tr>
<tr>
<td>2012</td>
<td>0.50 Billion</td>
<td>1.64 Billion</td>
</tr>
<tr>
<td>2013</td>
<td>0.54 Billion</td>
<td>1.69 Billion</td>
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<tr>
<td>2014</td>
<td>0.62 Billion</td>
<td>1.71 Billion</td>
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<tr>
<td>2015</td>
<td>0.70 Billion</td>
<td>1.77 Billion</td>
</tr>
<tr>
<td>2016</td>
<td>0.77 Billion</td>
<td>1.76 Billion</td>
</tr>
<tr>
<td>2017</td>
<td>0.87 Billion</td>
<td>1.76 Billion</td>
</tr>
<tr>
<td>2018</td>
<td>1.00 Billion</td>
<td>2.04 Billion</td>
</tr>
<tr>
<td>2019</td>
<td>0.92 Billion</td>
<td>1.96 Billion</td>
</tr>
<tr>
<td>2020</td>
<td>1.06 Billion</td>
<td>1.98 Billion</td>
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<tr>
<td>2021</td>
<td>1.03 Billion</td>
<td></td>
</tr>
</tbody>
</table>

*Includes all O&M costs for the utility, including Operations, Marketing, Customer Care & Administration (separated by Distribution & Transmission if possible).

System Improvement Capital Spend (Total)

<table>
<thead>
<tr>
<th>Year</th>
<th>Distribution Mains</th>
<th>Distribution Services</th>
<th>Transmission</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>117 Million</td>
<td>163 Million</td>
<td>272 Million</td>
</tr>
<tr>
<td>2012</td>
<td>166 Million</td>
<td>228 Million</td>
<td>283 Million</td>
</tr>
<tr>
<td>2013</td>
<td>332 Million</td>
<td>150 Million</td>
<td>297 Million</td>
</tr>
<tr>
<td>2014</td>
<td>357 Million</td>
<td>161 Million</td>
<td>316 Million</td>
</tr>
<tr>
<td>2015</td>
<td>445 Million</td>
<td>162 Million</td>
<td>381 Million</td>
</tr>
<tr>
<td>2016</td>
<td>387 Million</td>
<td>174 Million</td>
<td>398 Million</td>
</tr>
<tr>
<td>2017</td>
<td>707 Million</td>
<td>109 Million</td>
<td>462 Million</td>
</tr>
<tr>
<td>2018</td>
<td>1,051 Million</td>
<td>109 Million</td>
<td>477 Million</td>
</tr>
<tr>
<td>2019</td>
<td>868 Million</td>
<td>110 Million</td>
<td>473 Million</td>
</tr>
<tr>
<td>2020</td>
<td>794 Million</td>
<td>117 Million</td>
<td>430 Million</td>
</tr>
<tr>
<td>2021</td>
<td>871 Million</td>
<td>134 Million</td>
<td></td>
</tr>
</tbody>
</table>

Up 1% from 2020

Down 2% from 2020

Up 11% from 2020
 OPERATIONAL

An underground continent-wide natural gas transmission and delivery and storage infrastructure brings natural gas from the wellhead to consumer. In Canada, over 577,000 kilometers of CGA member pipelines are backstopped by storage facilities that can hold 948 bcf or ~27 bcm. These extensive pipeline and storage systems mean Canadians can count on highly reliable service levels.

Distribution - Throughput, Billion Cubic Meters

Transmission - Throughput, Billion Cubic Meters

Up 2% from 2020

Up 9% from 2020
NATIONAL SUMMARY

Total Kilometers Distribution 500,132
Total Kilometers Distribution & Transmission 577,464

Up 1% from 2020
Up 0.5% from 2020
# TABLE OF CONTENTS

## 1 COMPANY DIMENSIONS

**Customers – Active, Distribution**
- Per Company (3-Year Trend)
- CGA Total Count
- Per Company, Residential vs Commercial/Industrial
- Total Per Province

**Customers – Net Increase In Active Customers, Distribution**
- Per Company (3-Year Trend)
- CGA Total Count
- Total Per Province

**Customers Being Billed Via AMR, Distribution**
- CGA Total

**Communities Served, Distribution**
- Total Per Province

**Employment, Distribution & Transmission**
- CGA Total, Full Time Equivalent

## 8 PLANT INFORMATION

**Main – Kilometers, Distribution**
- Per Company, Material Breakdown
- CGA Total
- CGA Total, Material Breakdown

**Service Lines - Kilometers, Distribution**
- Per Company, Material Breakdown
- CGA Total
- CGA Total, Material Breakdown

**Pipeline – Kilometers, Transmission**
- Per Company (3-Year Trend)
- CGA Total

**Main, Service Lines, Pipeline – Kilometers, Distribution & Transmission**
- CGA Total

## 15 FINANCIAL INFORMATION

**O&M Costs, Distribution & Transmission**
- CGA Total

**New Business Capital Spend, Distribution & Transmission**
- CGA Total

**System Improvement Capital Spend, Distribution & Transmission**
- CGA Total: Distribution Main, Services & Transmission, Million

## 19 FLEET INFORMATION

**Vehicles by Fuel Type, Distribution & Transmission**
- CGA Total

**Fleet Capital Spend, Distribution & Transmission**
- CGA Total
## OPERATIONAL INFORMATION

**Gas Throughput, Distribution**
- Per Company (3-Year Trend)
- CGA Total
- CGA Total Per Province

**Gas Throughput, Transmission**
- Per Company (3-Year Trend)
- CGA Total

**Peak Day Throughput**
- Per Company

**Annual Residential Use**
- Per Company

## DAMAGE PREVENTION

**Third-Party Damages, Distribution & Transmission**
- CGA Total
- CGA Rate Per Thousand Kilometers
- Provincial Rate Per Thousand Kilometers
- CGA Rate Per Thousand Locate Requests
- Provincial Rate Per Thousand Locates
- CGA Total: Other Causes vs. No Locate

**Locate Requests, Distribution & Transmission**
- CGA Total
- Provincial Rate Per Thousand Kilometers
- Per Company (3-Year Trend)

## HEALTH & SAFETY

**Lost Time Injuries, Distribution & Transmission**
- CGA Frequency Rate
- CGA Severity Rate

**Recordable Injuries, Distribution & Transmission**
- CGA Rate

**Preventable Fleet Motor Vehicle Incidents, Distribution & Transmission**
- CGA Rate

**Reportable Fleet Motor Vehicle Incidents, Distribution & Transmission**
- CGA Rate

## CORPORATE PROFILE DEFINITIONS

## CGA CONTINUOUS IMPROVEMENT; PARTICIPATING ORGANIZATIONS
EXPLANATORY NOTES - 2021 DATA

1. **FEDERATION OF ALBERTA GAS CO-OPS (FedGas)**
   Provincial reporting requirements do not make a distinction between distribution mains and services. Therefore, for the purposes of the CGA Corporate Profile, an assumption of a 50/50 ratio between distribution mains and services has been made.
   An assumption of 100% plastic was made for Service Lines, Pipe Material Breakdown (%) as in previous years.
   Data not submitted for O&M Costs, Fleet Capital Spend and Annual Residential Use.

2. **ATCO**
   Data not submitted for Service Lines, Pipe Material Breakdown (%).

3. **ÉNERGIR**
   Data not submitted for Annual Residential Use, Unplanned Outages.

4. **SASKENERGY**
   For Employment, a distinction between Distribution and Transmission - Total FTE’s (Excluding Contractors) is not made; for the purposes of the CGA Corporate Profile, an assumption of a 80/20 ratio was made (as in 2020).

5. **MANITOBA HYDRO**
   Data not submitted for Peak Day Throughput, Annual Residential Use and Fleet Capital Spend.

6. **TC ENERGY**
   Data not submitted for Peak Day Throughput and Annual Residential Use (N/A).

7. **KITCHENER UTILITIES**
   Data collection improvements to be made year by year.
   Data not submitted for Service Lines, Pipe Material Breakdown (%), Annual Residential Use, O&M Costs, New Business/Growth Capital and System Improvement Capital Spend.

GENERAL NOTES

1. **CORRECTIONS TO HISTORICAL DATA**
   Organizations may make corrections to historical data at any time but CGA needs to be informed of those changes. This means that data reflected in the current year’s Corporate Profile may be different than data reflected in previous Corporate Profile reports.

2. **ENBRIDGE GAS INC.**
   3-Year Trend Charts use combined data (Enbridge Gas Distribution and Union Gas.) (2019, 2020, 2021)
COMPANY DIMENSIONS
Active Customers = number of all active meters as of the end of the most recent calendar year, locked or unlocked, that are subject to meter readings and billing count.
Active Customers = number of all active meters as of the end of the most recent calendar year, locked or unlocked, that are subject to meter readings and billing count.
Net Increase in Active Customers

Net Increase in Active Customers (Year to Year) = the gross number of customers added in a given year minus the number of customers that have left the natural gas delivery system during that same year.

<table>
<thead>
<tr>
<th>Year</th>
<th>CGA Total Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>93,566</td>
</tr>
<tr>
<td>2020</td>
<td>55,763</td>
</tr>
<tr>
<td>2019</td>
<td>114,102</td>
</tr>
<tr>
<td>2018</td>
<td>81,177</td>
</tr>
<tr>
<td>2017</td>
<td>102,858</td>
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<tr>
<td>2016</td>
<td>119,499</td>
</tr>
<tr>
<td>2015</td>
<td>96,481</td>
</tr>
<tr>
<td>2014</td>
<td>101,106</td>
</tr>
<tr>
<td>2013</td>
<td>95,024</td>
</tr>
</tbody>
</table>

DISTRIBUTION: COMPANY DIMENSIONS, Net Increase in Active Customers
Net Increase in Active Customers:

Net Increase in Active Customers (Year to Year) = the gross number of customers added in a given year minus the number of customers that have left the natural gas delivery system during that same year.
Customers Being Billed Via AMR

### Total Communities Served Across Canada 2,249

Communities Served = Number of communities being served by a local utility; the term “community” used by each organization when describing the smallest category of geographic area that they serve.
Employment

Total 13,592

Employment = All distribution & transmission employees (FTE basis) excluding contractors

*Excludes contractors
Service Lines - Kilometers

**DISTRIBUTION**

Per Company, Material Breakdown

<table>
<thead>
<tr>
<th>Company</th>
<th>Plastic</th>
<th>Steel</th>
<th>Copper</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enbridge</td>
<td></td>
<td>46,369</td>
<td>67,962</td>
</tr>
<tr>
<td>FedGas</td>
<td>8,181</td>
<td></td>
<td></td>
</tr>
<tr>
<td>FortisBC</td>
<td></td>
<td>23,327</td>
<td></td>
</tr>
<tr>
<td>SaskEnergy</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>MB Hydro</td>
<td>8,109</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apex</td>
<td>6,592</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Énergir</td>
<td>4,204</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PNG</td>
<td>1,339</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gazifera</td>
<td>732</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medicine Hat</td>
<td>485</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Liberty</td>
<td>386</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kingston</td>
<td>224</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Heritage</td>
<td>213</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Material Breakdown for Service Lines data not submitted by ATCO (Explanatory Note 2), FedGas (Explanatory Note 1) and Kitchener (Explanatory Note 7).

**Service Lines - Kilometers**

**DISTRIBUTION**

<table>
<thead>
<tr>
<th>Year</th>
<th>CGA Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>195,599</td>
</tr>
<tr>
<td>2020</td>
<td>193,547</td>
</tr>
<tr>
<td>2019</td>
<td>191,545</td>
</tr>
<tr>
<td>2018</td>
<td>190,188</td>
</tr>
<tr>
<td>2017</td>
<td>187,827</td>
</tr>
<tr>
<td>2016</td>
<td>141,137</td>
</tr>
<tr>
<td>2015</td>
<td>139,431</td>
</tr>
<tr>
<td>2014</td>
<td>137,382</td>
</tr>
<tr>
<td>2013</td>
<td>135,892</td>
</tr>
<tr>
<td>2012</td>
<td>134,462</td>
</tr>
<tr>
<td>2011</td>
<td>131,295</td>
</tr>
<tr>
<td></td>
<td>100,000</td>
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<td></td>
<td>120,000</td>
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<td></td>
<td>160,000</td>
</tr>
<tr>
<td></td>
<td>180,000</td>
</tr>
<tr>
<td></td>
<td>200,000</td>
</tr>
</tbody>
</table>

Material Breakdown for Service Lines data not submitted by ATCO (Explanatory Note 2), FedGas (Explanatory Note 1) and Kitchener (Explanatory Note 7).
Material Breakdown for Service Lines data not submitted by ATCO (Explanatory Note 2), FedGas (Explanatory Note 1) and Kitchener (Explanatory Note 7).
# Main, Service Lines, Pipeline - Kilometers

## DISTRIBUTION - TRANSMISSION

<table>
<thead>
<tr>
<th>Year</th>
<th>Distribution Main</th>
<th>Service Lines</th>
<th>Transmission Pipeline</th>
<th>CGA Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>304,533</td>
<td>195,599</td>
<td>77,332</td>
<td>577,464</td>
</tr>
<tr>
<td>2020</td>
<td>302,491</td>
<td>193,547</td>
<td>76,966</td>
<td>573,004</td>
</tr>
<tr>
<td>2019</td>
<td>300,027</td>
<td>191,546</td>
<td>77,588</td>
<td>569,162</td>
</tr>
<tr>
<td>2018</td>
<td>299,594</td>
<td>190,188</td>
<td>76,869</td>
<td>566,651</td>
</tr>
<tr>
<td>2017</td>
<td>297,537</td>
<td>187,827</td>
<td>67,227</td>
<td>552,591</td>
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<td>2016</td>
<td>250,563</td>
<td>141,137</td>
<td>67,073</td>
<td>458,773</td>
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<td>2015</td>
<td>249,287</td>
<td>139,431</td>
<td>67,621</td>
<td>456,348</td>
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<td>2014</td>
<td>247,969</td>
<td>137,382</td>
<td>67,740</td>
<td>453,091</td>
</tr>
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<td>2013</td>
<td>244,816</td>
<td>135,892</td>
<td>67,169</td>
<td>447,877</td>
</tr>
<tr>
<td>2012</td>
<td>242,556</td>
<td>134,462</td>
<td>66,914</td>
<td>443,932</td>
</tr>
<tr>
<td>2011</td>
<td>239,976</td>
<td>131,295</td>
<td>66,995</td>
<td>438,267</td>
</tr>
</tbody>
</table>

- **Distribution Main**
- **Service Lines**
- **Transmission Pipeline**

14

PLANT INFORMATION, Main, Service Lines, Pipeline - Kilometers
FINANCIAL INFORMATION
O&M Costs*

*Distributon - Transmission*

$1.03 million for transmission O&M costs

$1.98 billion for distribution O&M costs

$3.01 billion in total

*Includes all O&M costs for the utility, including Operations, Marketing, Customer Care & Administration and is separated by Distribution & Transmission if possible.*
New Business Capital Spend*

FINANCIAL INFORMATION, New Business Capital Spend

*$Gross capital spend including overhead spent on new business for core growth, i.e. the cost to add new customers.

$737 million spent on new business
$871 million spent on system improvement for transmission pipeline
$134 million spent on system improvement for distribution services
$481 million spent on system improvement for distribution main

$1.48 billion in total
FLEET INFORMATION
Vehicle - A motor vehicle with a gross vehicle mass (GVM) not greater than 4.5 tonnes and constructed or equipped to seat no more than twelve (12) adults (including the driver).
OPERATIONAL INFORMATION
Gas Throughput

**OPERATIONAL INFORMATION, Gas Throughput - Distribution**

**DISTRIBUTION**

Throughput is Sales Volume + Transportation Service* + Unaccounted for Gas**

*Transportation Service includes all gas transported for Energy Marketer Agencies.

**Unaccounted for Gas = System gas volumes received – System gas volumes sent out (metered company use, purge, blow-off, third party damage volumes are accounted for).
Gas Throughput

DISTRIBUTION

Throughput is Sales Volume + Transportation Service* + Unaccounted for Gas**

*Transportation Service includes all gas transported for Energy Marketer Agencies.
**Unaccounted for Gas = System gas volumes received – System gas volumes sent out (metered company use, purge, blow-off, third party damage volumes are accounted for).
**Gas Throughput**

**OPERATIONAL INFORMATION, Gas Throughput - Transmission**

Throughput is Sales Volume + Transportation Service* + Unaccounted for Gas**

*Transportation Service includes all gas transported for Energy Marketer Agencies.
**Unaccounted for Gas = System gas volumes received – System gas volumes sent out (metered company use, purge, blow-off, third party damage volumes are accounted for).
Peak Day Throughput

DISTRIBUTION

*Peak Day Throughput data not submitted by Manitoba Hydro (Explanatory Note 5) and TC Energy (Explanatory Note 6).
Annual Residential Use

DISTRIBUTION

*Annual Residential Use data not submitted by FedGas (Explanatory Note 1), Énergir (Explanatory Note 3), Manitoba Hydro (Explanatory Note 5), TC Energy (Explanatory Note 6), Kitchener Utilities (Explanatory Note 7).
DAMAGE PREVENTION
**Third-Party Damages**

**DISTRIBUTION - TRANSMISSION**

<table>
<thead>
<tr>
<th>Year</th>
<th>CGA Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>5,543</td>
</tr>
<tr>
<td>2012</td>
<td>5,149</td>
</tr>
<tr>
<td>2013</td>
<td>4,913</td>
</tr>
<tr>
<td>2014</td>
<td>4,832</td>
</tr>
<tr>
<td>2015</td>
<td>5,019</td>
</tr>
<tr>
<td>2016</td>
<td>4,781</td>
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<td>4,905</td>
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<tr>
<td>2018</td>
<td>5,027</td>
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<tr>
<td>2019</td>
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<tr>
<td>2020</td>
<td>4,641</td>
</tr>
<tr>
<td>2021</td>
<td>4,507</td>
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</tbody>
</table>

*lowest number of third-party damages*

**Third-Party Damages**

**DISTRIBUTION - TRANSMISSION**

<table>
<thead>
<tr>
<th>Year</th>
<th>CGA Rate Per Thousand Kilometers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>18.1</td>
</tr>
<tr>
<td>2012</td>
<td>16.6</td>
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<tr>
<td>2013</td>
<td>15.7</td>
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<tr>
<td>2014</td>
<td>15.3</td>
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<td>15.8</td>
</tr>
<tr>
<td>2016</td>
<td>15.1</td>
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</tr>
<tr>
<td>2018</td>
<td>13.4</td>
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<tr>
<td>2019</td>
<td>12.6</td>
</tr>
<tr>
<td>2020</td>
<td>12.2</td>
</tr>
<tr>
<td>2021</td>
<td>11.8</td>
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</table>
Third-Party Damages

**DISTRIBUTION - TRANSMISSION**

Provincial Rate Per Thousand Locates

<table>
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<tr>
<th>Province</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
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</thead>
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<tr>
<td>BC</td>
<td>6.1</td>
<td>7.2</td>
<td>6.4</td>
<td>5.8</td>
<td>6.1</td>
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<tr>
<td>AB</td>
<td>1.4</td>
<td>2.0</td>
<td>1.8</td>
<td>1.2</td>
<td>2.0</td>
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<tr>
<td>SK</td>
<td>1.8</td>
<td>1.2</td>
<td>1.0</td>
<td>1.0</td>
<td>1.0</td>
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<tr>
<td>MB</td>
<td>1.2</td>
<td>1.0</td>
<td>1.0</td>
<td>1.0</td>
<td>1.0</td>
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<tr>
<td>ON</td>
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<td>3.0</td>
<td>3.0</td>
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<tr>
<td>QC</td>
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<td>0.2</td>
<td>0.2</td>
</tr>
<tr>
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<td>0.05</td>
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</tr>
</tbody>
</table>

**Third-Party Damages**

**DISTRIBUTION - TRANSMISSION**

CGA Total: Other Causes vs. No Locate*

<table>
<thead>
<tr>
<th></th>
<th></th>
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<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
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<td>49</td>
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<td>59</td>
<td>61</td>
<td>58</td>
<td>59</td>
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<td>58</td>
</tr>
</tbody>
</table>

*Other causes include: improper hand exposure, locate error, excavation prior to locate, excavation outside of limits of locate, imprudent excavation, records error, etc.

DAMAGE PREVENTION, Third-Party Damages
DAMAGE PREVENTION, Locate Requests

DISTRIBUTION - TRANSMISSION

Locate Requests

CGA Total

Provincial Rate Per Thousand Kilometers

2017  2018  2019  2020  2021
Locate Requests

DISTRIBUTION - TRANSMISSION

Per Company (3-Year Trend)

2019  2020  2021

Medicine Hat  Kingston  PNG  Gazifere  Heritage  Apex  Liberty  TC Energy  FedGas  MB Hydro  Enegir  Sas/Energy  FortisBC  ATCO  Enbridge

1,068,953  163,584  327,392
Lost Time Injuries - Frequency Rate (LTI-FR) = total number of lost time injuries or illnesses which occurred in the calendar year × 200,000/Exposure Hours
*Calculated by averaging rate provided by each organization and weighting by employee count

Lost Time Injuries - Severity Rate (LTI-SR) = total number of lost days × 200,000/Exposure Hours
*Calculated by averaging rate provided by each organization and weighting by employee count
Recordable Injuries

DISTRIBUTION - TRANSMISSION

CGA Rate*

<table>
<thead>
<tr>
<th>Year</th>
<th>Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011</td>
<td>2.54</td>
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<tr>
<td>2012</td>
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<tr>
<td>2013</td>
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<td>2015</td>
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<td>2016</td>
<td>1.78</td>
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<tr>
<td>2017</td>
<td>1.84</td>
</tr>
<tr>
<td>2018</td>
<td>1.60</td>
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<tr>
<td>2019</td>
<td>1.57</td>
</tr>
<tr>
<td>2020</td>
<td>1.32</td>
</tr>
<tr>
<td>2021</td>
<td>1.46</td>
</tr>
</tbody>
</table>

Recordable Injury includes any incident resulting in a fatality, lost time injury medical treatment/medical aid injury or restricted work injury.
A first aid injury is not considered a recordable injury.
*Calculated by averaging rate provided by each organization and weighting by employee count.
Preventable Fleet Motor Vehicle Incidents

**Preventable Fleet Motor Vehicle Incident** is any occurrence resulting in death, injury and/or property damage involving a fleet motor vehicle which the driver could have avoided by application of reasonable defensive driving practices (for every 1 million km driven).

*Calculated by averaging rate provided by each organization and weighting by employee count (Preventable Fleet Motor Vehicle Incidents are not reported by all organizations)*

Reportable Fleet Motor Vehicle Incidents

**Reportable Fleet Motor Vehicle Incident** is any occurrence involving a fleet motor vehicle which is not properly parked, resulting in death, injury and/or property damage (for every 1 million km driven). Collisions where a vehicle is properly parked are considered non-reportable. Reportable fleet motor vehicle incidents include preventable and non-preventable fleet motor vehicle incidents.

*Calculated by averaging rate provided by each organization and weighting by employee count

For every one (1) million kilometers driven
CORPORATE PROFILE - DEFINITIONS

Following is a summary of the definitions used in the CGA Corporate Profile to maximize consistency of data and effectiveness of comparisons across member organizations.

Transmission
Transmission generally refers to pipelines that transport natural gas from gathering or storage facilities to distribution facilities.

Distribution
Distribution generally refers to piping systems that deliver natural gas from transmission facilities to end-users. Only CGA members’ data is reported for both Transmission & Distribution totals.

COMPANY DIMENSIONS

Active Customers
Based on total active meter count as of the end of the most recent calendar year, locked or unlocked, that are subject to meter readings and billing.
Collected in three (3) categories - Residential, Commercial and Industrial.

Net Increase in Active Customers (Year to Year)
Net increase in Active Customers is the gross number of customers added in a given year minus the number of customers that have left the natural gas delivery system during that same year. The figures used for the CGA Corporate Profile are obtained by subtracting the gross number of customers reported by our members in the previous year from the gross number of customers reported by our members for the year that this report has been compiled for, i.e. in this case: 
the gross total number customers reported for one year - the gross total number of customers reported in the previous year = the Net Increase in Active Customers.

Customers Being Billed Via AMR (Automated Meter Reading)
Total number of active customers with AMR devices (i.e., does not require a meter reader to visit the site to obtain meter readings).

Employment (FTEs)
All Distribution employees (FTE basis) excluding contractors.
All Transmission employees (FTE basis) including storage and LNG excluding contractors.

Communities Served
Communities Served refers to the number of communities receiving natural gas distributed by a local utility. For the purposes of the Corporate Profile, the term “community” should take on the meaning of the term properly used by each organization when describing the smallest category of geographic area that they serve (“serve” meaning that there should exist at least one customer). Separate areas should not be overlapping.

PLANT INFORMATION

Kilometers of Main
Total length of Distribution main. Where possible, a breakdown by pipe material (%) is also requested. Percentage of Steel, Plastic & Other (e.g., Aluminium, PVC, FPLP*, etc.). *FlexPipe Linepipe

Kilometers of Transmission Pipeline
Total length of Transmission pipeline.

Kilometers of Service Lines
Total length of service lines (typically only for Distribution). "Service line" includes active and inactive pipelines. Percentage of Steel, Plastic & Copper.
*Active (Live Active): Gas in the pipe, feeding customers
*Inactive (Live Inactive): Gas in the pipe, not feeding customers, i.e., meter turned off or removed
*Abandoned (in place): Pipe segmented away and no longer part of gas system
**FINANCIAL INFORMATION**

**O&M Costs (billions)**
Includes all O&M costs for the utility, including Operations, Marketing, Customer Care, and Administration, separated for Distribution & Transmission where possible.

**New Business/Growth Capital (Core Business) (millions)**
Gross capital spend including overhead spent on new business for core growth, i.e., the cost to add new customers.

**System Improvement Capital Spend (millions)**
Gross capital spend including overheads for system improvements for pipelines and services, including things like AMI/AMR dollars, pipeline replacement programs, reinforcement, in-to-out programs, meter exchanges/GI’s, etc.

**FLEET INFORMATION**

**Vehicle**
A motor vehicle with a gross vehicle mass (GVM) not greater than 4.5 tonnes and constructed or equipped to seat no more than twelve (12) adults (including the driver).

*Trailers and ATV's are not considered vehicles by most CGA member organizations (considered more as equipment).*

**OPERATIONAL INFORMATION**

**Throughput (10⁹ m3/billion cubic meters)**
Throughput is Sales Volume + Transportation Service* + Unaccounted for Gas**
*Transportation Service includes all gas transported for Energy Marketer Agencies.
**Unaccounted for Gas = System gas volumes received – System gas volumes sent out (metered company use, purge, blow-off, third party damage volumes are accounted for).

**Peak Day Throughput (10⁶ m³/million cubic meters)**
Volume of gas that was actually, physically delivered by a distribution system on peak day in a given year.
*In future years, the classifications of the type of delivery may be distinguished.

**Annual Residential Use (Gigajoules)**
Average annual usage per existing residential customer.

**DAMAGE PREVENTION**

**Total Locate Requests**
Number of Locate Requests (Tickets) issued by either a One-Call Center or an organization’s own locate request Call Center.

**Third Party Damages**
Third Party Damages are all damages caused by parties other than utility or transmission company personnel or their contractors/agents.

**Third Party Damages - No Locate vs. Other Causes**
The number of Third-Party Damages where no locate was requested by the excavator compared to incidents where a locate was requested by the excavator as a percentage of total third-party damage incidents.
*Other causes include: improper hand exposure, locate error, excavation prior to locates being provided, excavation outside of limits of locate, imprudent excavation, records error, etc.

**Third Party Damages per Thousand Locate Requests**
The total number of Third-Party Damages divided by the total number of Locate Requests.
HEALTH & SAFETY

**Lost-Time Injury Frequency Rate (LTI-FR)**
This frequency rate is based on the total number of lost-time injuries or illnesses which occurred in the calendar year, using the following formula:
Lost-Time Injury Frequency Rate = Number of Lost-Time Injuries x 200,000/Exposure Hours

**Lost-Time Injury Severity Rate (LTI-SR)**
Calculation of the lost-time injury severity rate is accomplished using the following formula:
Lost-Time Injury Severity Rate = Number of Lost Days x 200,000/Exposure Hours

**Recordable Injury**
Includes any incident resulting in a fatality, lost time injury medical treatment/medical aid injury or restricted work injury. A first aid injury is not considered a recordable injury.

**Preventable Fleet Motor Vehicle Incident**
Any occurrence resulting in death, injury and/or property damage (for every one (1) million kilometers driven) involving a fleet motor vehicle which the driver could have avoided by application of reasonable defensive driving practices
*Preventable Fleet Motor Vehicle Incidents are not reported by all organizations.*

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CGA CONTINUOUS IMPROVEMENT 2022

SCOS Sponsor

Chris MacAulay, Vice President, Engineering, Construction & Operations
Eastward Energy

Participating Organizations

- Apex Utilities
- ATCO
- City of Medicine Hat
- Eastward Energy (formerly Heritage Gas)
- Enbridge Gas Inc.
- Énergir
- Federation of Alberta Gas Co-ops
- FortisBC Energy
- Gazifère
- Kitchener Utilities
- Liberty Utilities New Brunswick
- Manitoba Hydro
- Pacific Northern Gas
- SaskEnergy Inc.
- TC Energy Corporation
- Utilities Kingston

Canadian Gas Association

David McConkey, Senior Director, Operations, Safety & Security
Derek Chan, Manager, Data Analytics & Operations
Deborah Pfeil, Senior Coordinator, Standing Committees