

CORPORATE PROFILE 2018

FINAL REPORT



CANADIAN GAS ASSOCIATION
ASSOCIATION CANADIENNE DU GAZ

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CORPORATE PROFILE 2018

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 38). 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.

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, pro-rated 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 hours 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 **0.0022%** of the time in 2018

or

gas supply was available **99.9978%** of the time.

NATIONAL SUMMARY

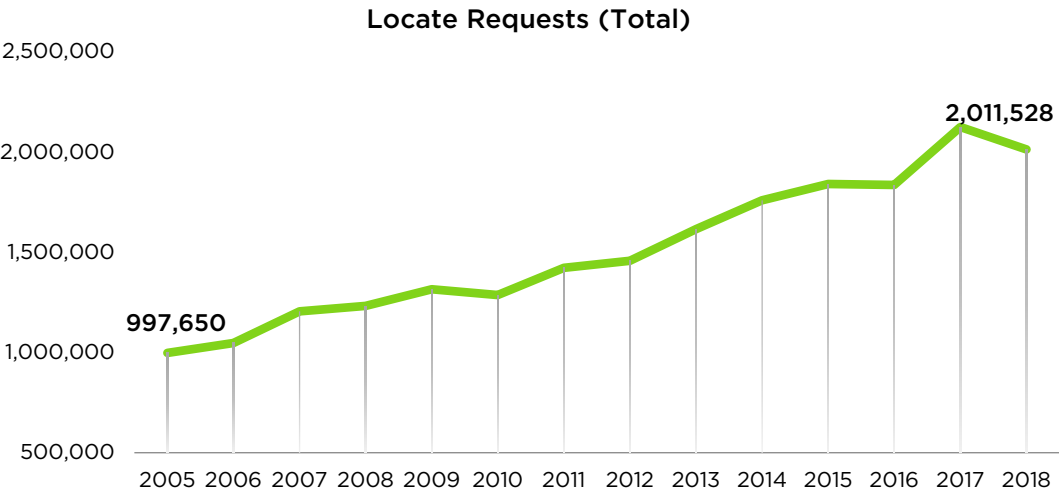
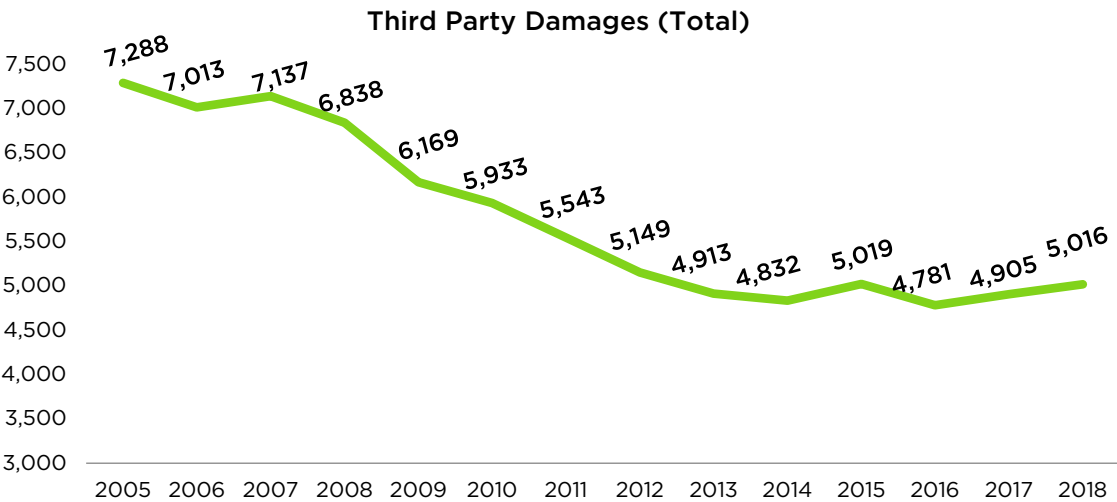
Key Indicators	2017 / 2018	
	CGA Member National Totals	
	2017	2018
Customers	7,053,679	7,178,593
Customer Additions	100,495	102,890
Employees - Distribution	10,661	10,575
Employees - Transmission	2,598	3,044
Throughput - Distribution (10 ⁶ m ³)	49,286	51,359
Throughput - Transmission (10 ⁶ m ³)	242,377	282,441
Distribution Main - Kilometers	296,492	298,540
Distribution Service Lines - Kilometers	186,742	195,241
Transmission Pipeline - Kilometers	67,218	76,860
Third Party Damages (Below Ground)	4,905	5,016
Locate Requests	2,124,033	2,011,528
O&M Costs - Distribution	\$ 1,761,248,675	\$ 1,798,719,228
O&M Costs - Transmission	\$ 866,144,735	\$ 1,139,456,120
System Improvement Capital Spend - Distribution	\$ 570,531,072	\$ 586,901,064
System Improvement Capital Spend - Transmission	\$ 706,730,000	\$ 801,090,299
Capital Spend - Fleet	\$ 40,339,385	\$ 44,609,201

NATIONAL SUMMARY

DISTRIBUTION AND TRANSMISSION

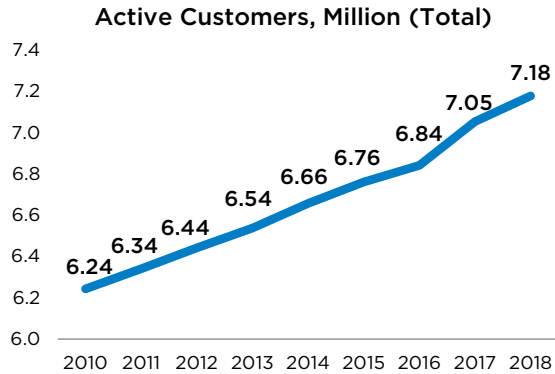
DAMAGE PREVENTION

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.

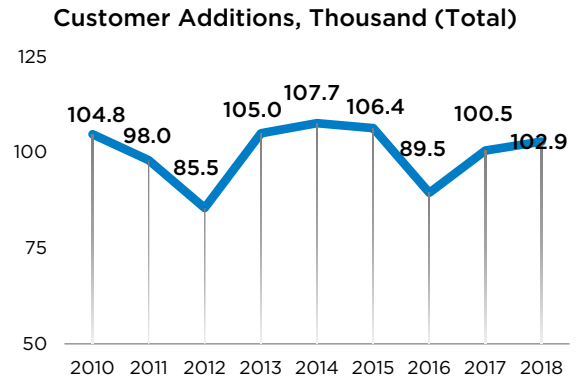


CUSTOMERS

Over half the population of Canada, in over **seven million** homes, businesses, hospitals, schools, industrial companies and power generators depend on natural gas.



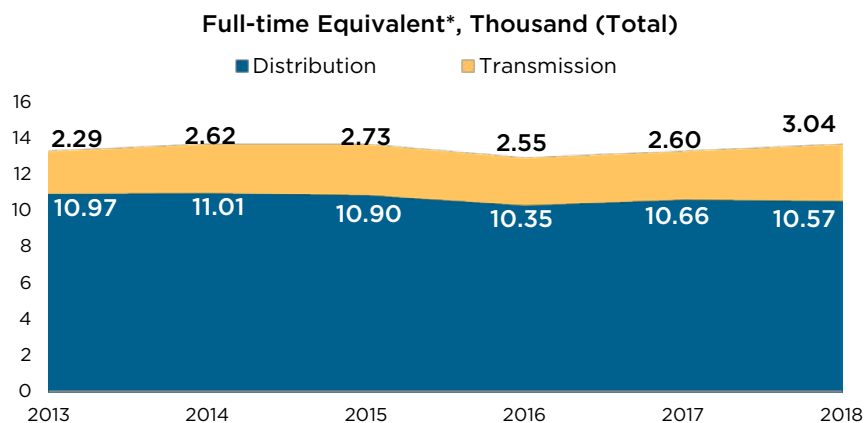
2% from 2017



2% from 2017

EMPLOYMENT

CGA distribution and transmission organizations directly employ over **13,500** people, invest over **\$2.9 billion** per year in operations and maintenance, and invest over **\$1.3 billion** in system improvements.



1% from 2017

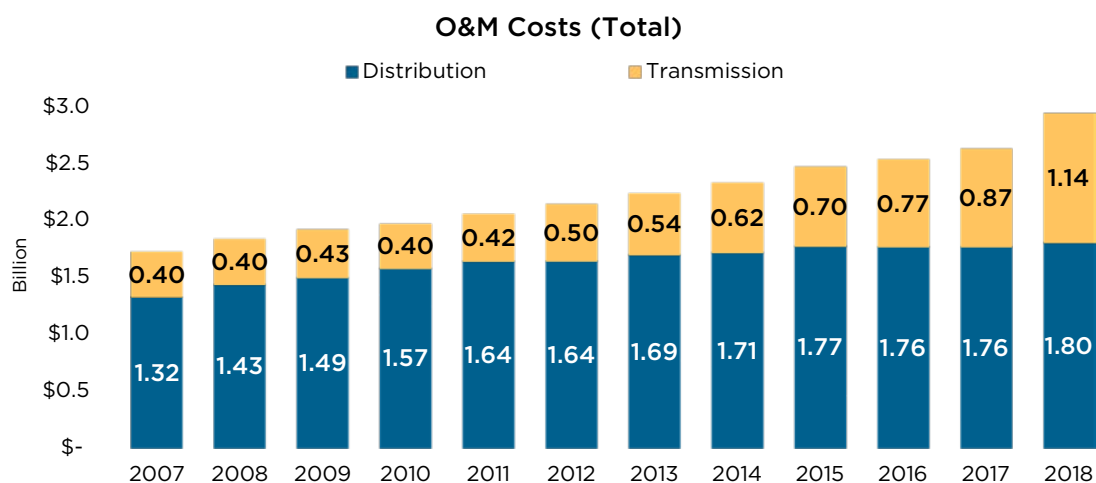
17% from 2017

* Excludes contractors

Total 13,619

*Significant increase to Transmission numbers partially due to ATCO (See Explanatory Note 2)

FINANCIALS



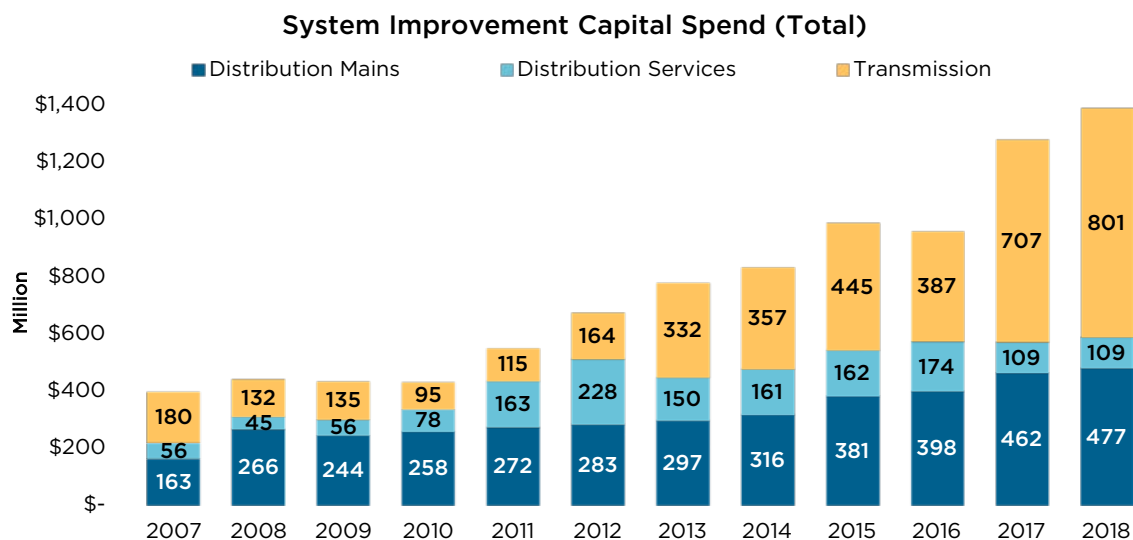
**Includes all O&M costs for the utility, including Operations, Marketing, Customer Care & Administration (separated by Distribution & Transmission if possible)*

2% from 2017

**Total O&M Costs
\$2.93 Billion**

32% from 2017

**Significant increase to Transmission numbers in both charts due to ATCO (See Explanatory Note 2)*



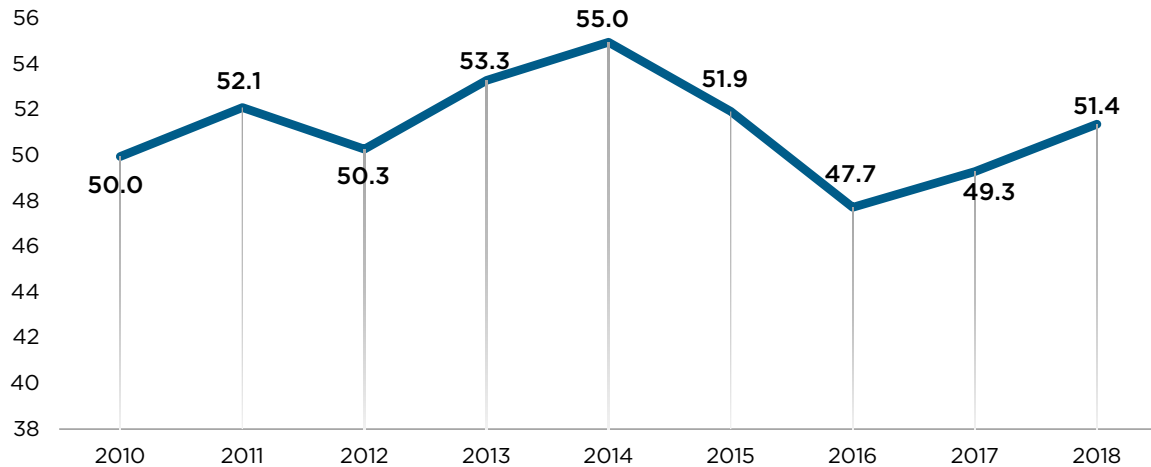
9% from 2017

**Total System Improvement Capital Spend
\$1.38 Billion**

OPERATIONAL

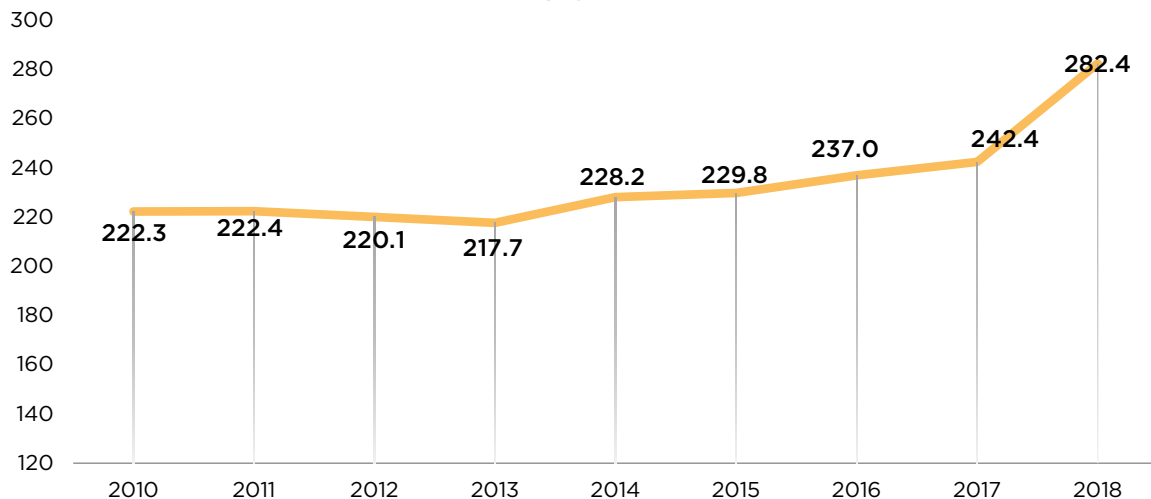
An underground continent-wide natural gas transmission and delivery and storage infrastructure brings natural gas from the wellhead to consumer. In Canada, over **570,000 kilometers** of CGA member pipelines are backstopped by storage facilities that can hold **850 bcf**. These extensive pipeline and storage systems mean Canadians can count on highly reliable service levels.

Distribution - Throughput, Billion Cubic Meters



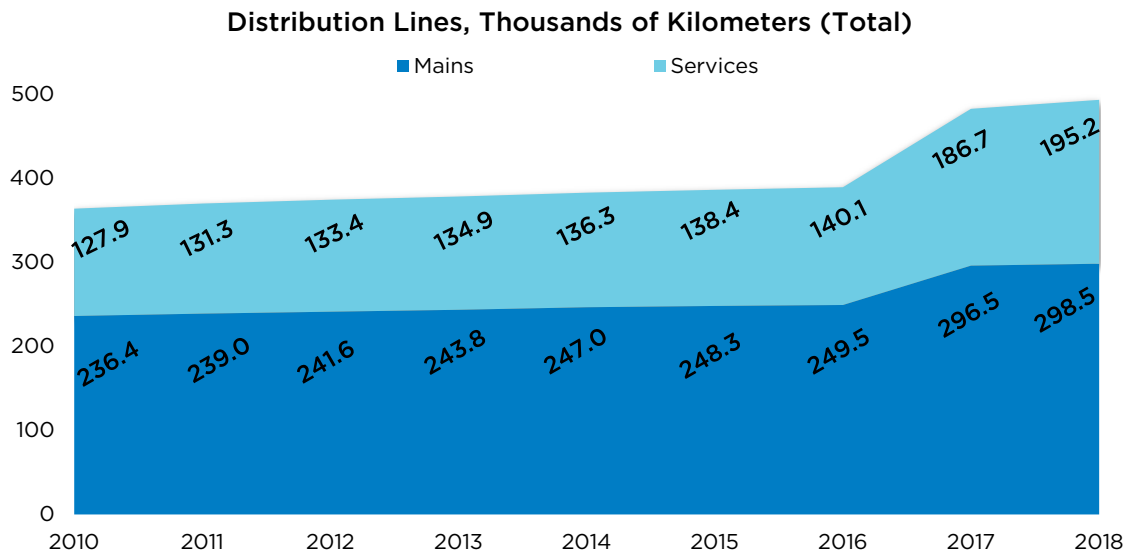
4% from 2017

Transmission - Throughput, Billion Cubic Meters



*Significant increase due to ATCO (See Explanatory Note 2)

17% from 2017

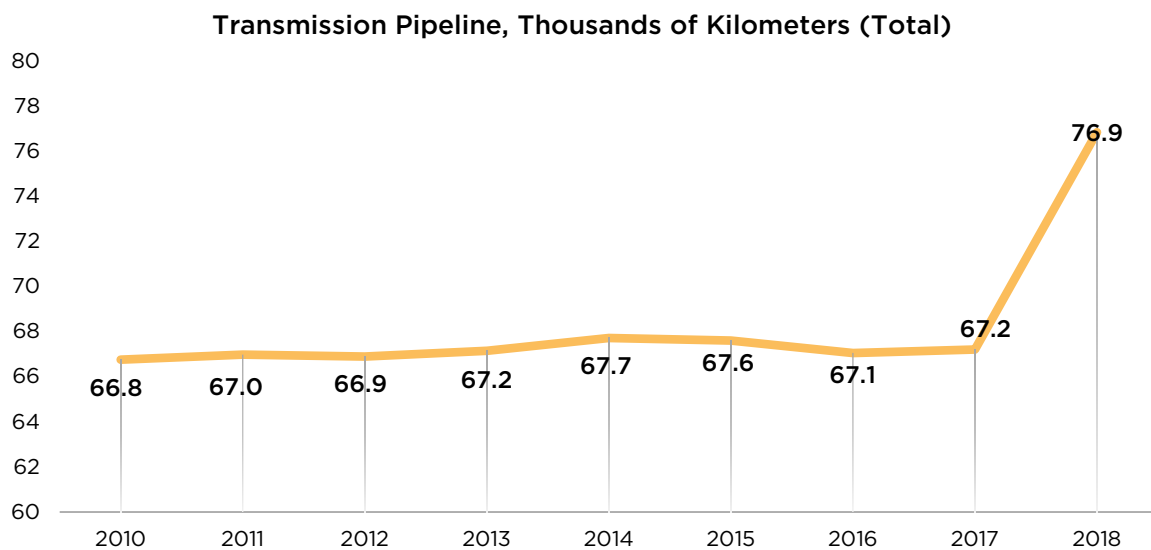


1% from 2017

5% from 2017

Total Kilometers Distribution 493,781

Total Kilometers Distribution & Transmission 570,642



**Significant increase due to ATCO (See Explanatory Note 2)*

14% from 2017

TABLE OF CONTENTS

1	COMPANY DIMENSIONS
	Customers – Active, Distribution
2	Per Company Count (3-Year Trend)
2	Industry Total Count
3	Per Company, Residential vs Commercial/Industrial
3	Total Per Province
	Customers – Additions, Distribution
4	Per Company Count (3-Year Trend)
4	Industry Total Count
5	Per Company, Residential vs Commercial/Industrial
5	Total Per Province
6	Regional Rate
	Customers Being Billed Via AMR, Distribution
7	Industry Total
	Communities Served, Distribution
7	Total Per Province
	Employment, Distribution & Transmission
8	Industry Total, Full Time Equivalent (Excluding Contractors)
9	PLANT INFORMATION
	Main – Kilometers, Distribution
10	Per Company, Material Breakdown
10	Industry Total
11	Per Company, Material Breakdown (3-Year Trend)
12	Industry Total, Material Breakdown
	Service Lines - Kilometers, Distribution
13	Per Company, Material Breakdown
13	Industry Total
14	Per Company, Material Breakdown (3-Year Trend)
15	Industry Total, Material Breakdown
	Pipeline – Kilometers, Transmission
16	Per Company (3-Year Trend)
16	Industry Total
	Main, Service Lines, Pipeline – Kilometers, Distribution & Transmission
17	Totals
18	FINANCIAL INFORMATION
	O&M Costs, Distribution & Transmission
19	Industry Total
	New Business Capital Spend, Distribution & Transmission
20	Industry Total
	System Improvement Capital Spend, Distribution & Transmission
21	Industry Total: Distribution Main, Services & Transmission, Million

22	FLEET INFORMATION
	Vehicles by Fuel Type, Distribution & Transmission
23	Industry Total
	Fleet Capital Spend, Distribution & Transmission
23	Industry Total
24	OPERATIONAL INFORMATION
	Gas Throughput, Distribution
25	Per Company (3-Year Trend), Billion Cubic Meters
25	Industry Total
26	Industry Total Per Province
	Gas Throughput, Transmission
27	Per Company (3-Year Trend)
27	Industry Total
	Peak Day Throughput
28	Per Company
	Average Annual Residential Usage
29	Per Company
30	DAMAGE PREVENTION
	Third Party Damages, Distribution & Transmission
31	Industry Total
32	Industry Rate Per Thousand Kilometers
32	Provincial Rate Per Thousand Kilometers
33	Industry Rate Per Thousand Locate Requests
33	Provincial Rate Per Thousand Locates
34	Industry Total: Causal - No Locate vs. Other Causes
	Locate Requests, Distribution & Transmission
35	Industry Total
35	Provincial Rate Per Thousand Kilometers
36	Per Company (3-Year Trend)
37	HEALTH & SAFETY
	Lost Time Injuries, Distribution & Transmission
38	Industry Frequency Rate
38	Industry Severity Rate
	Reportable Injuries, Distribution & Transmission
39	Industry Rate
	Preventable Vehicle Accidents, Distribution & Transmission
40	Industry Rate
	Reportable Vehicle Accidents, Distribution & Transmission
40	Industry Rate
41	CORPORATE PROFILE DEFINITIONS

EXPLANATORY NOTES

1. FEDERATION OF AB 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. FedGas did not provide a material breakdown for services therefore an assumption of 100% plastic was carried over from 2017 reporting.

2. ATCO

In 2019, ATCO integrated its distribution and transmission companies; transmission data was reported for 2018 for the first time (or for the first time in years). The inclusion of this data causes some significant increases from 2017 to 2018.

Service Lines - No data reported for 2018

Transmission Throughput - Data reported for first time for 2018

Km of Transmission Pipeline - Data reported for first time since 2012 for 2018

O&M Costs - Transmission - Data reported for first time for 2018

System Improvement Capital Spend - Transmission - Data reported for first time for 2018

3. ÉNERGIR

Customer Additions - Residential / Customer Additions - Commercial

A significant increase in 2018 for Residential Customer Additions and a significant decrease for Commercial Customer Additions is likely due to a portion of commercial customers being converted to residential customers.

6. SASKENERGY

SaskEnergy no longer makes a distinction between distribution and transmission employees. Therefore for the purposes of the CGA Corporate Profile, an assumption of an 80/20 ratio (as per historical data) has been made for the combined number reported for 2018.

Distribution - Total FTE (Excluding Contractors) - Combined number reported for 2018

Transmission - Total FTE (Excluding Contractors) - Combined number reported for 2018

GENERAL NOTES

1. ENBRIDGE GAS INC.

2018 data is presented separately as Enbridge Gas Distribution and by Union Gas. As the official merger with Enbridge Gas Inc. was in January 2019, going forward data will be provided by Enbridge Gas Inc. only.

2. NEW MEMBERS

As we incorporate the two new members, Utilities Kingston and Federation of Alberta Gas Co-ops, into the corporate profile, their contributions which began as partial datasets are moving closer to being more complete. We anticipate that discontinuities will be smoothed out over time.

3. CORRECTIONS TO HISTORICAL DATA

Organizations may make corrections to historical data at any time. This means that the historical data/numbers reflected in the current year's Corporate Profile may be different than the Corporate Profile reports distributed in past years.

4. NEW DATA POINTS

Two new data points were included in the request for 2018 data - Peak Daily Throughput and Average Annual Residential Usage - note that data was not reported by all organizations.

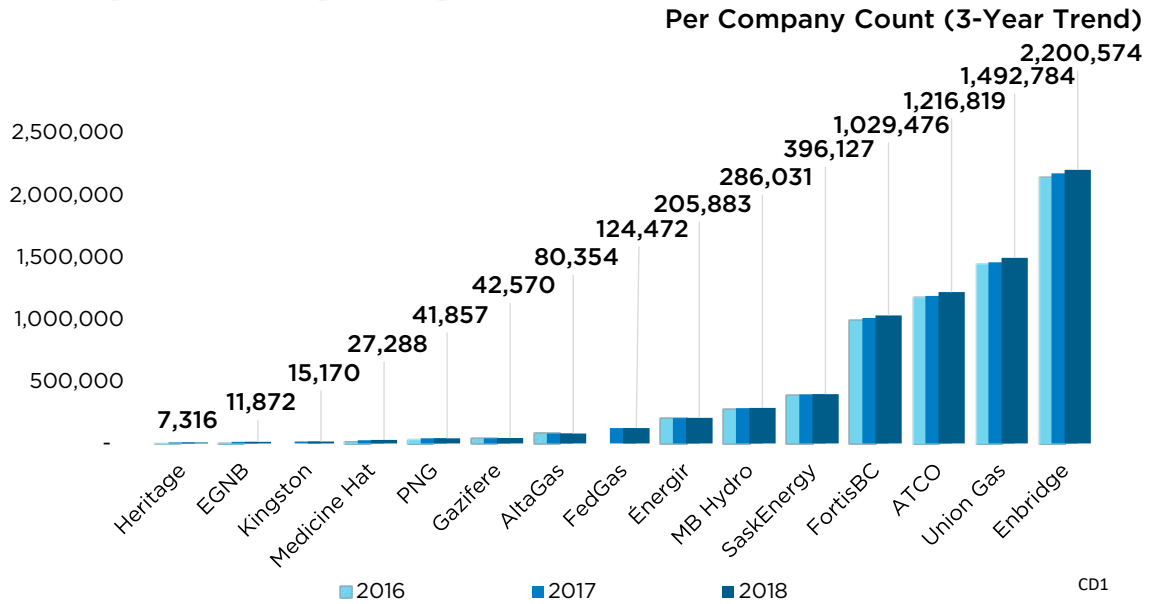
Peak Day Throughput

Average Annual Residential Usage

COMPANY DIMENSIONS

Active Customers

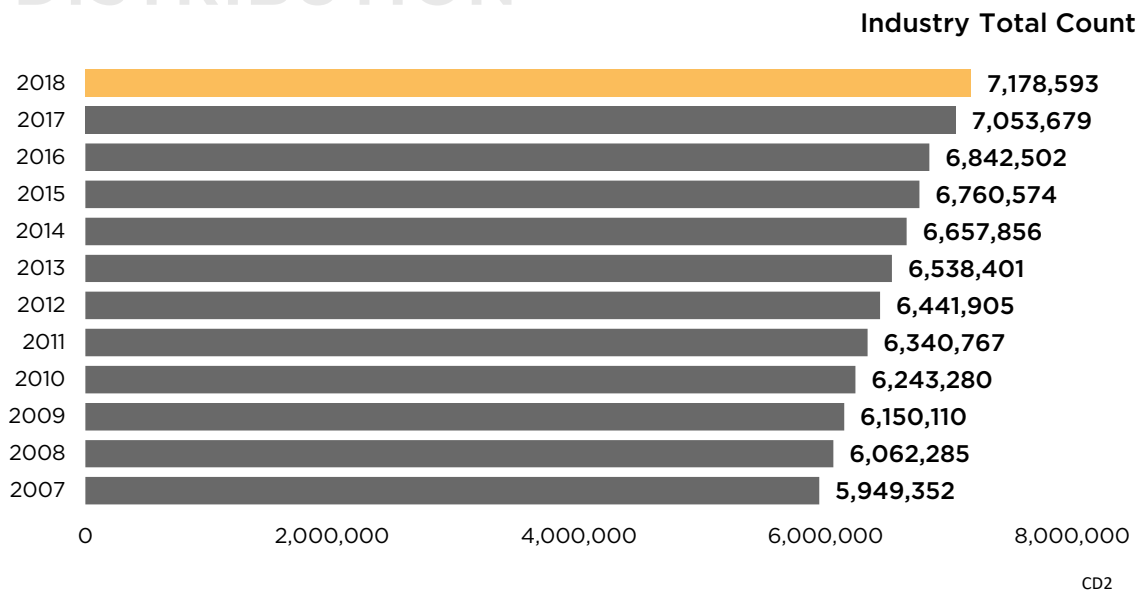
DISTRIBUTION



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

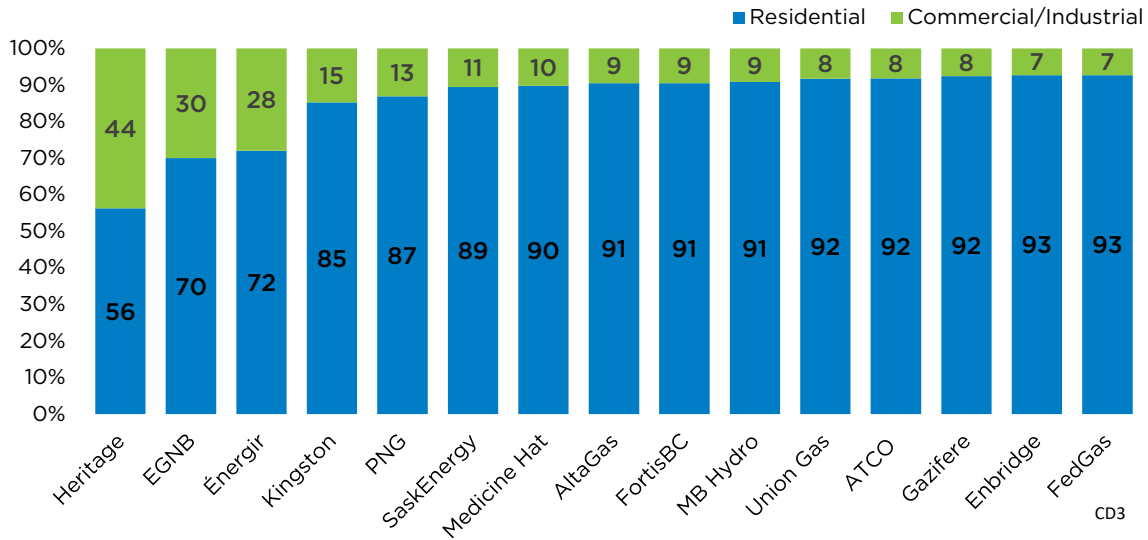
DISTRIBUTION



Active Customers

DISTRIBUTION

Per Company, Percent Residential vs Commercial/Industrial

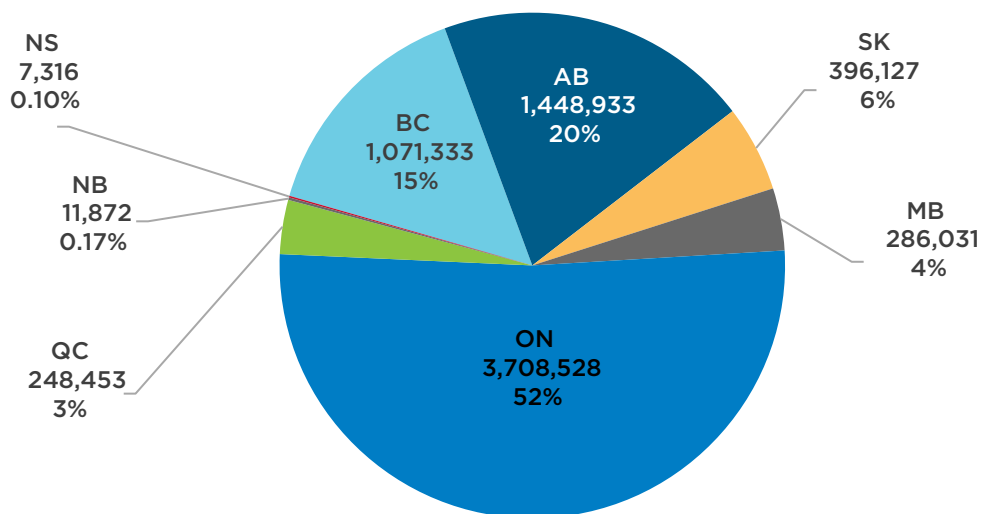


Active Customers = number of all active meters as of the end of the most recent calendar year, locked or unlocked, that are subject to meter readings and billing count

Active Customers

DISTRIBUTION

Total Per Province

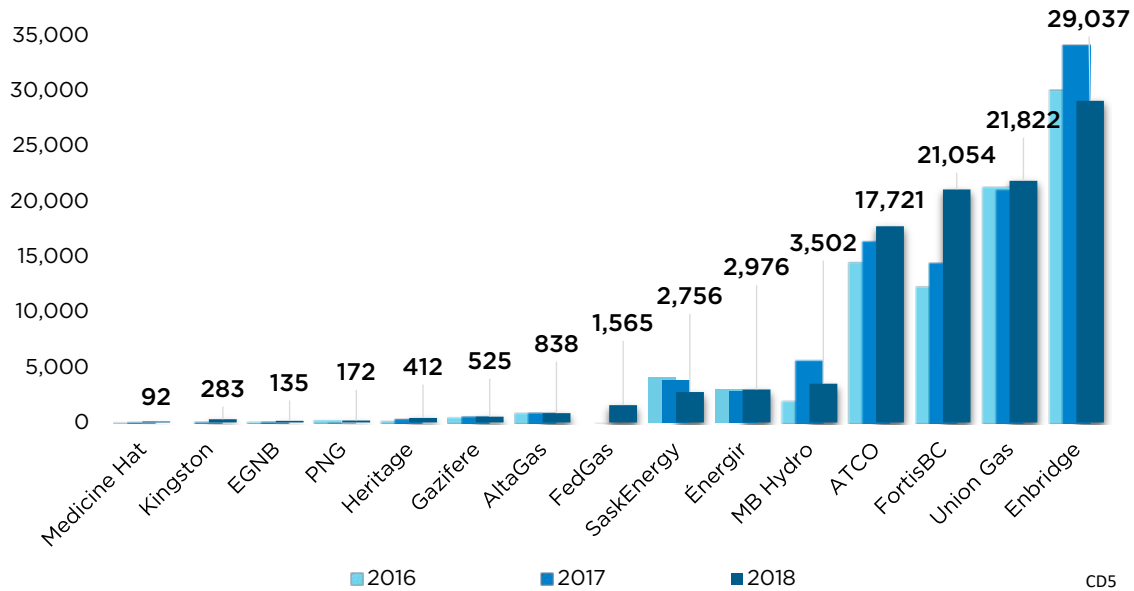


CD4

Customer Additions

DISTRIBUTION

Per Company Count (3-Year Trend)

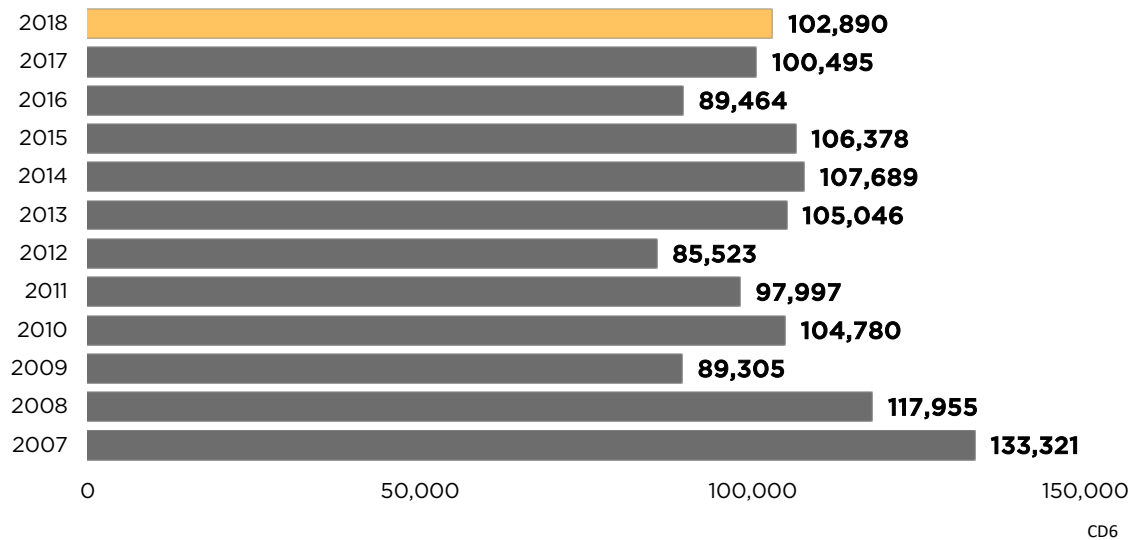


Customer Additions = Net customer additions in a given year, including all new meters installed that year minus customers that have left the system (physically removed/meter removed)

Customer Additions

DISTRIBUTION

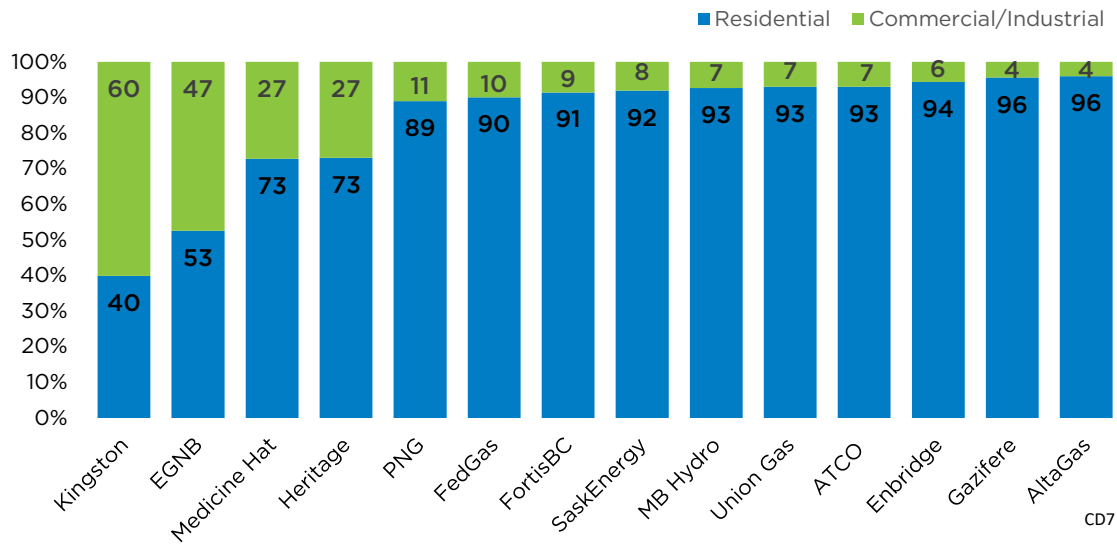
Industry Total Count



Customer Additions

DISTRIBUTION

Per Company, Residential vs Commercial/Industrial



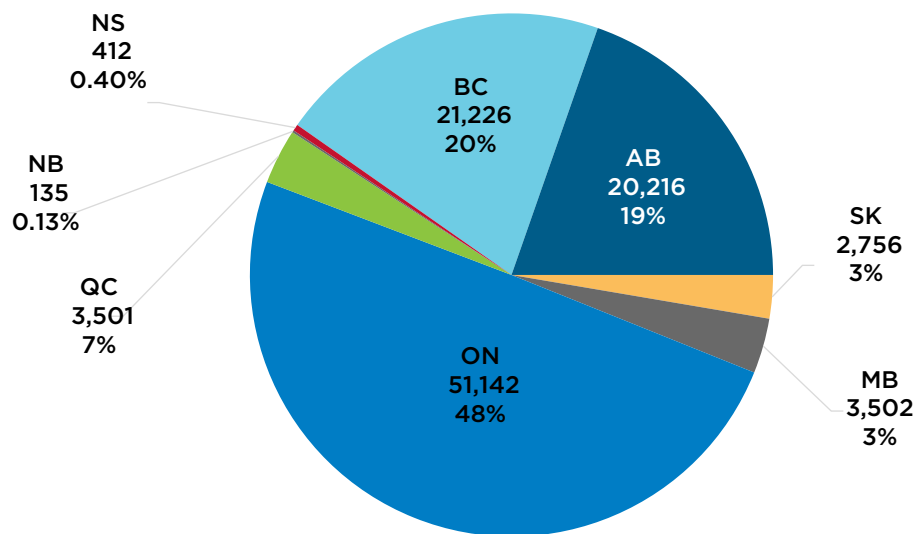
*Énergir is not included in this chart; negative number cannot be reflected (See Explanatory Note 3)

Customer Additions = Net customer additions in a given year, including all new meters installed that year minus customers that have left the system (physically removed/meter removed)

Customer Additions

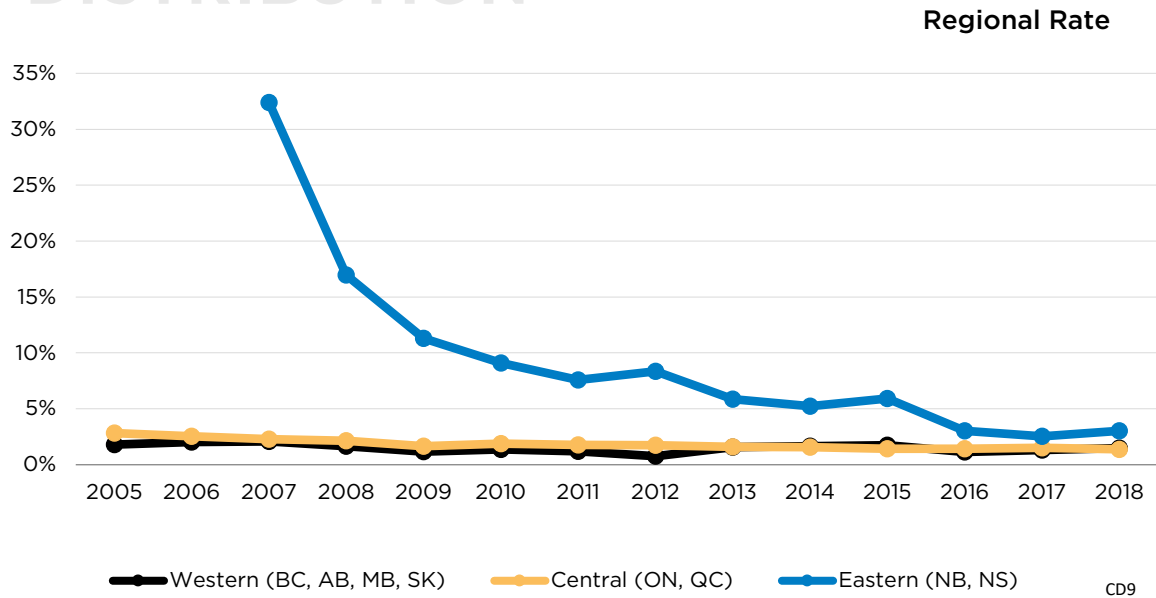
DISTRIBUTION

Total Per Province



Customer Additions

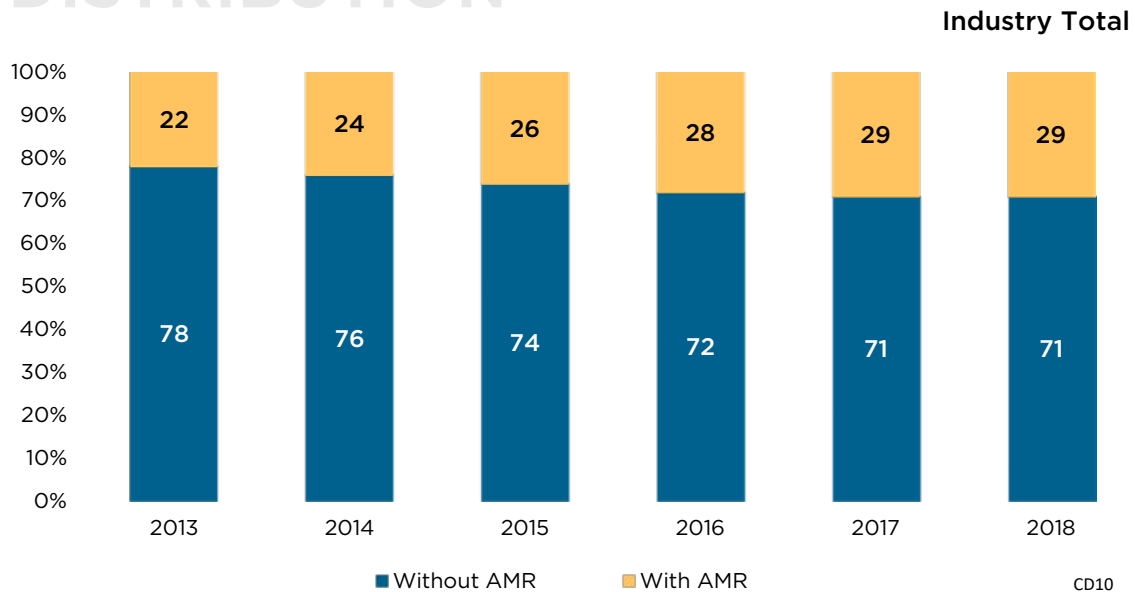
DISTRIBUTION



*This chart represents a measure of system maturity or stability.
A lower rate of change (i.e. a flat line) implies greater system maturity.*

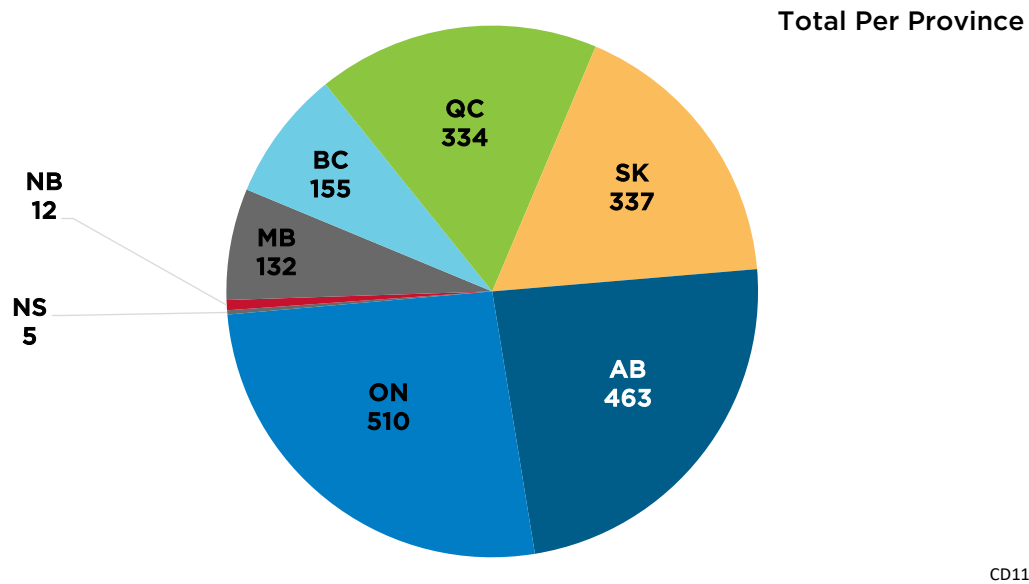
Customers Being Billed Via AMR

DISTRIBUTION



Communities Served

DISTRIBUTION



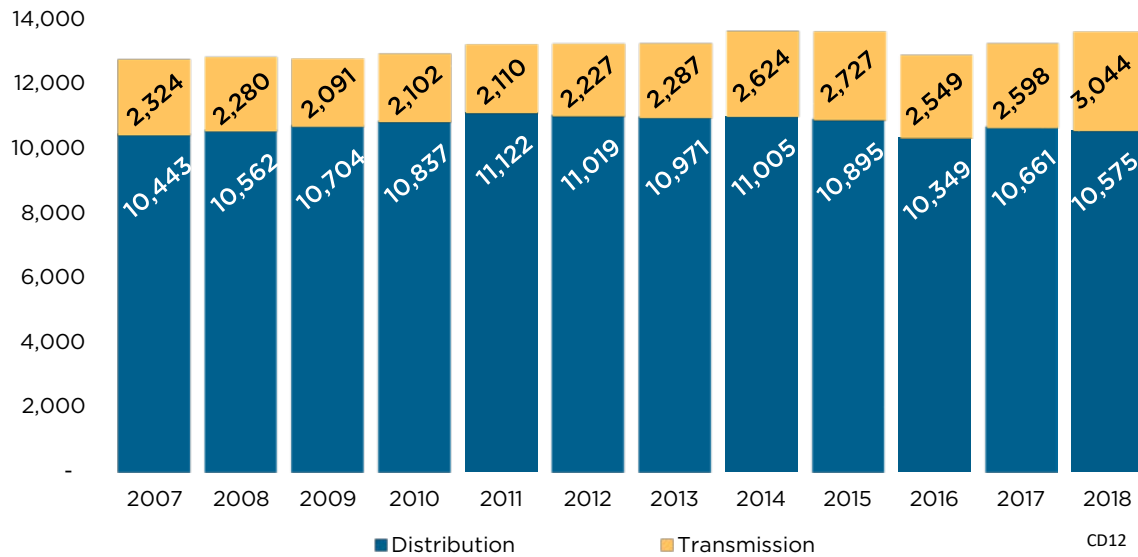
Total Communities Served Across Canada 2,234

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

DISTRIBUTION - TRANSMISSION

Industry Total, Full Time Equivalent* (Excluding Contractors)



Total 13,619

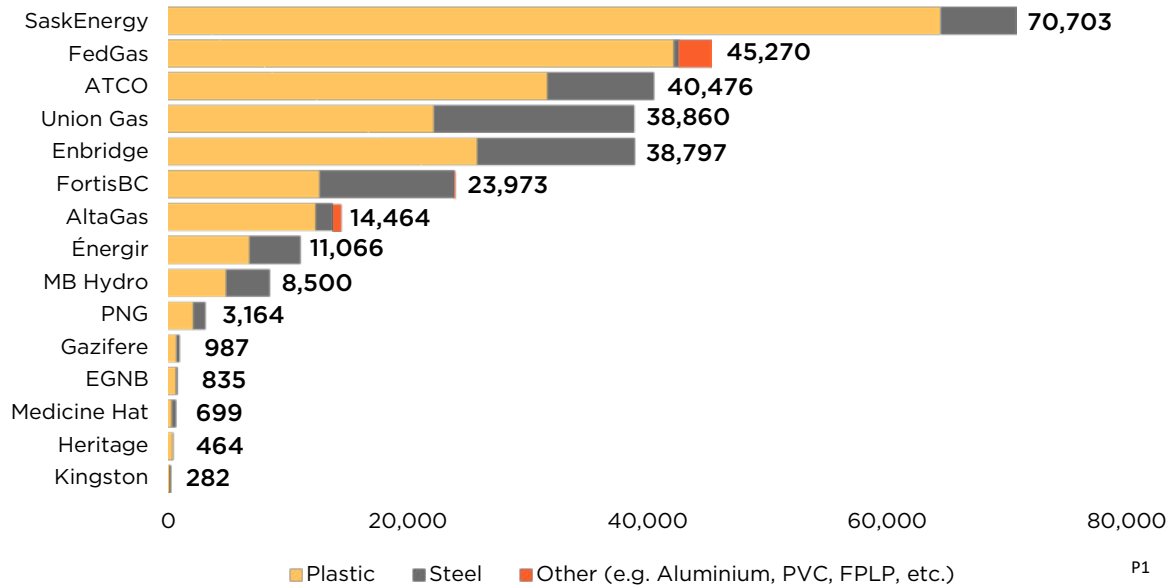
Employment = All distribution & transmission employees (FTE basis) excluding contractors

PLANT INFORMATION

Kilometers of Main

DISTRIBUTION

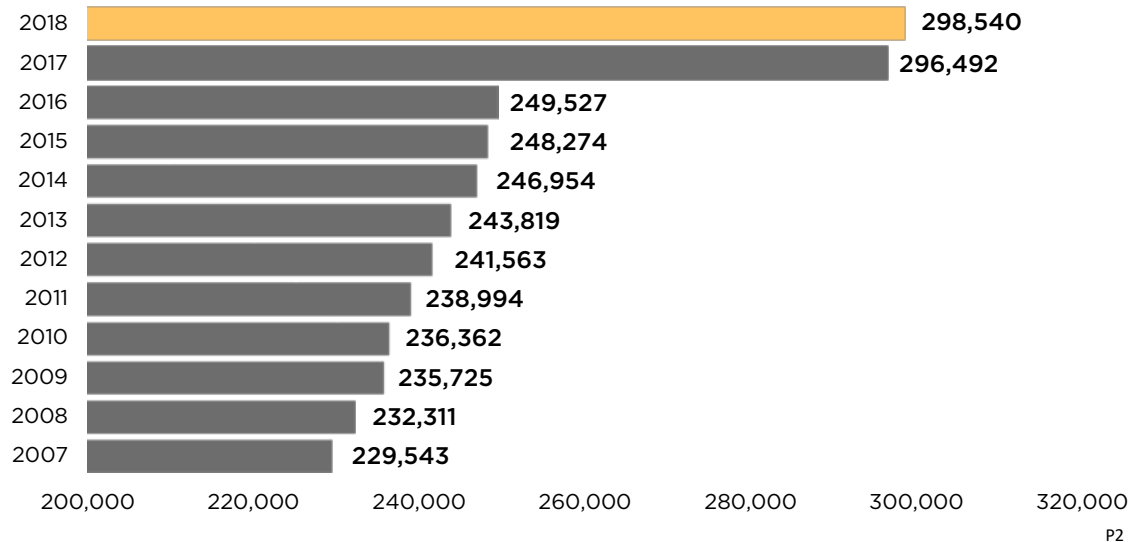
Per Company, Material Breakdown



Kilometers of Main

DISTRIBUTION

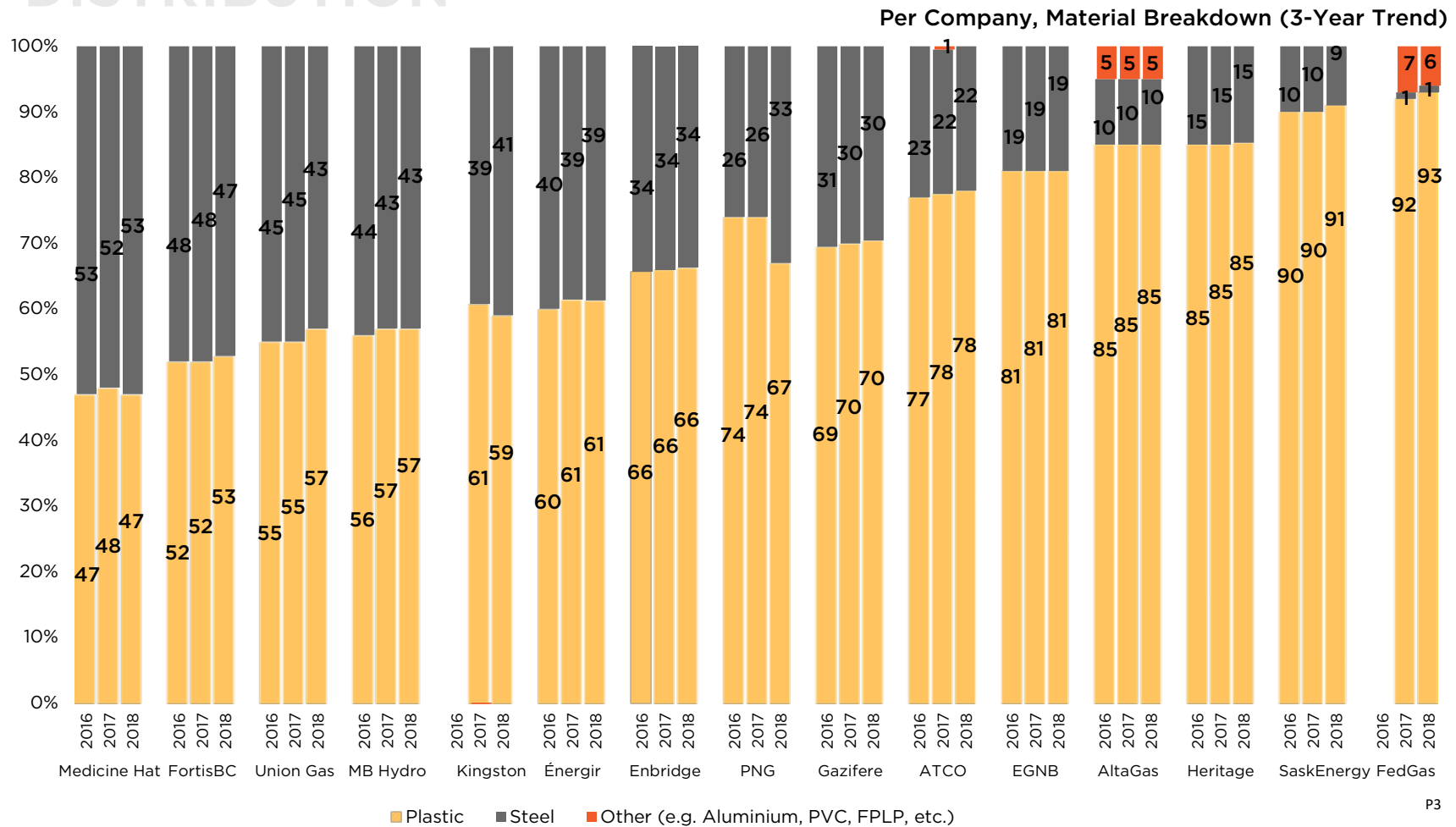
Industry Total



*Significant increase in 2017 due to new CGA members FedGas and Kingston (See General Note 2)

Kilometers of Main

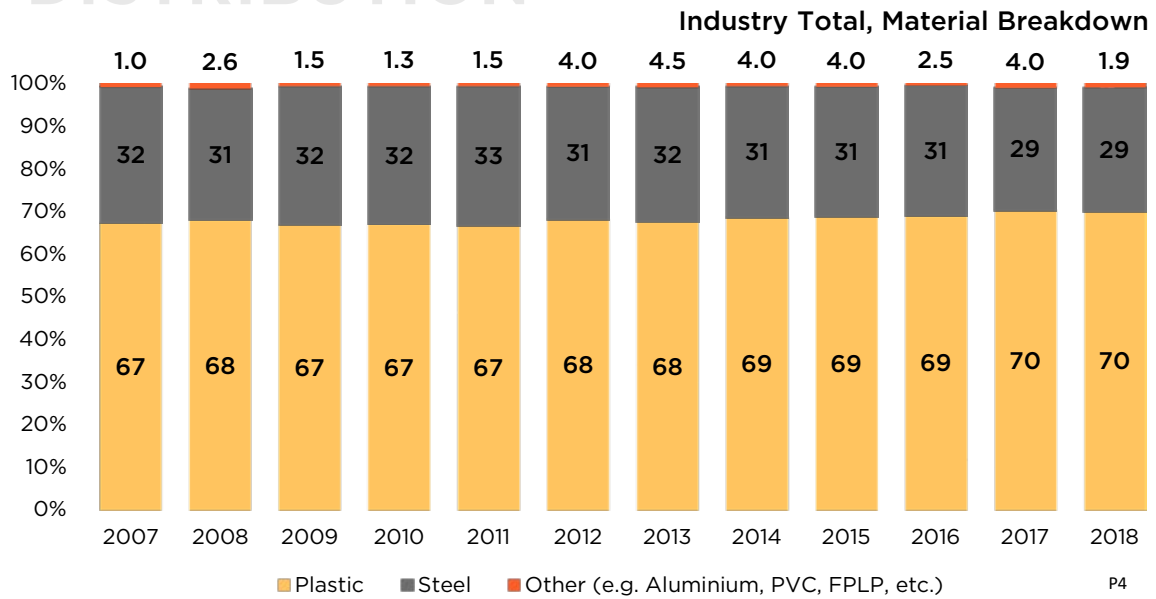
DISTRIBUTION



P3

Kilometers of Main

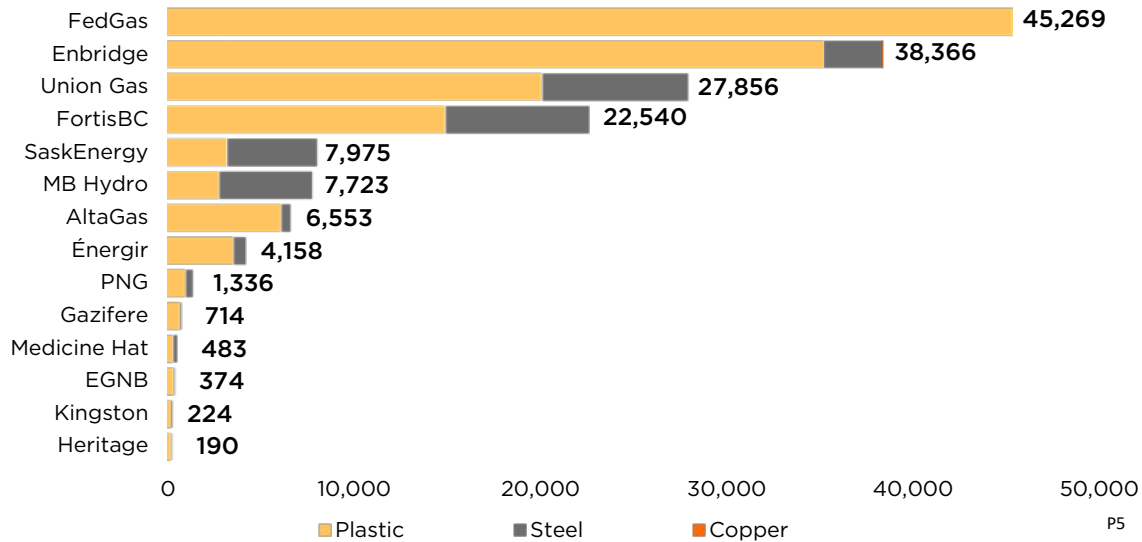
DISTRIBUTION



Kilometers of Service Lines

DISTRIBUTION

Per Company, Material Breakdown



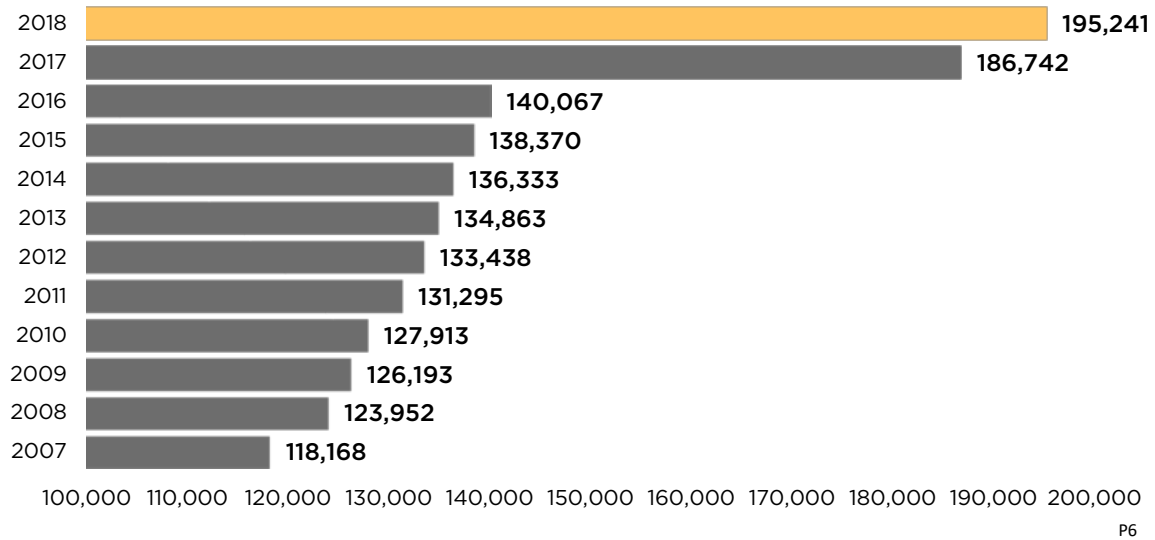
*ATCO - 2018 data not reported

*FedGas - Material breakdown for services was not reported (See Explanatory Note 1)

Kilometers of Service Lines

DISTRIBUTION

Industry Total



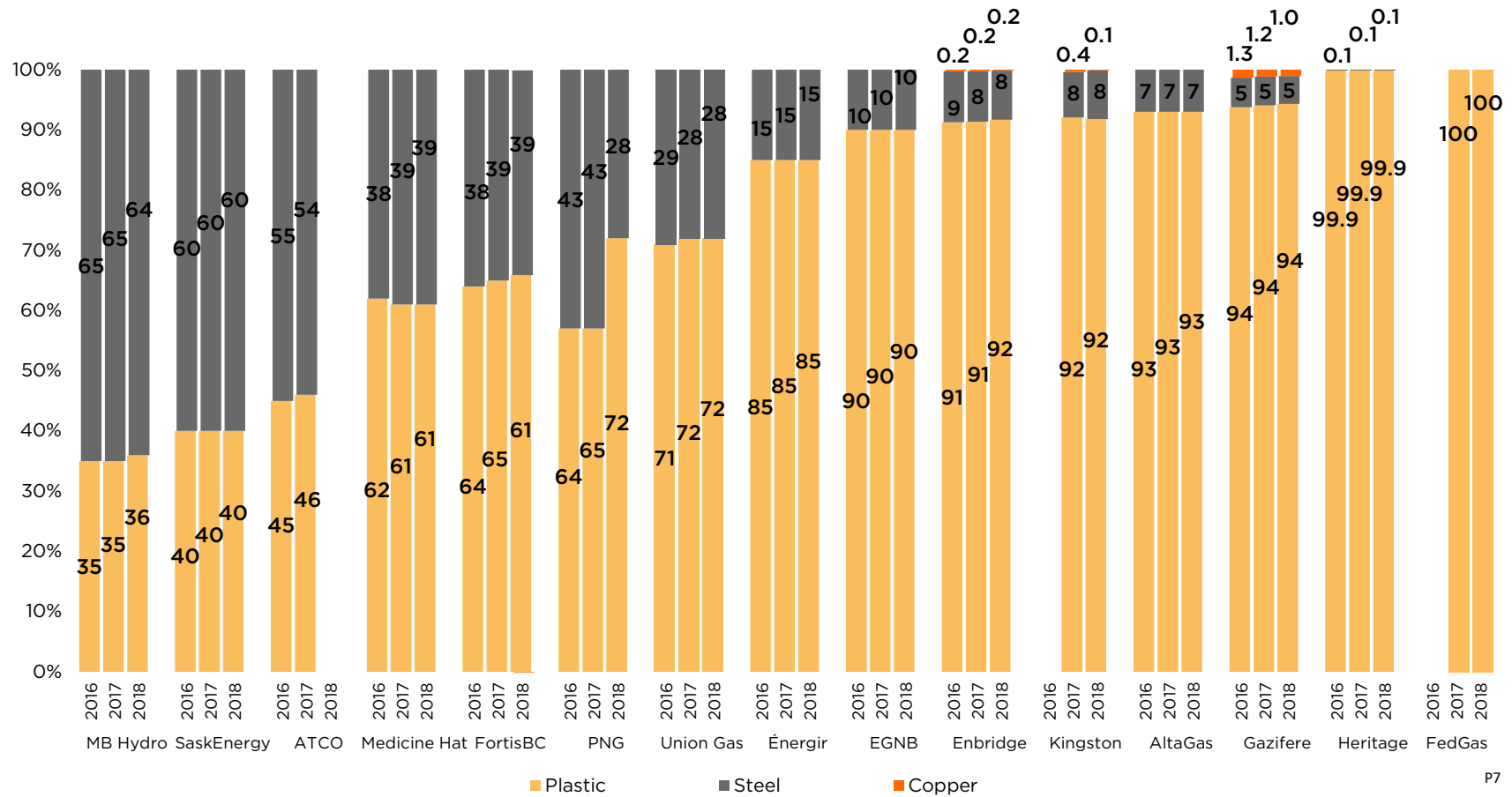
*ATCO - 2018 data not reported

*Significant increase in 2017 due to data from new CGA members FedGas and Kingston (See General Note 2)

Kilometers of Service Lines

DISTRIBUTION

Per Company, Material Breakdown (3-Year Trend)



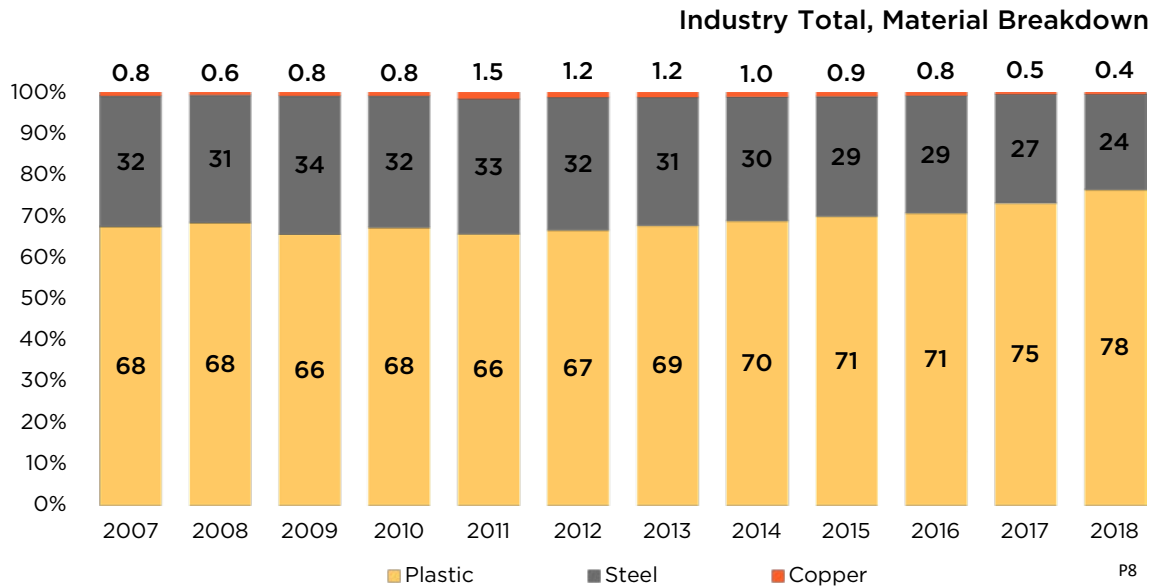
P7

*ATCO - 2018 data not reported

*FedGas - Material breakdown for services was not reported (See Explanatory Note 1)

Kilometers of Service Lines

DISTRIBUTION

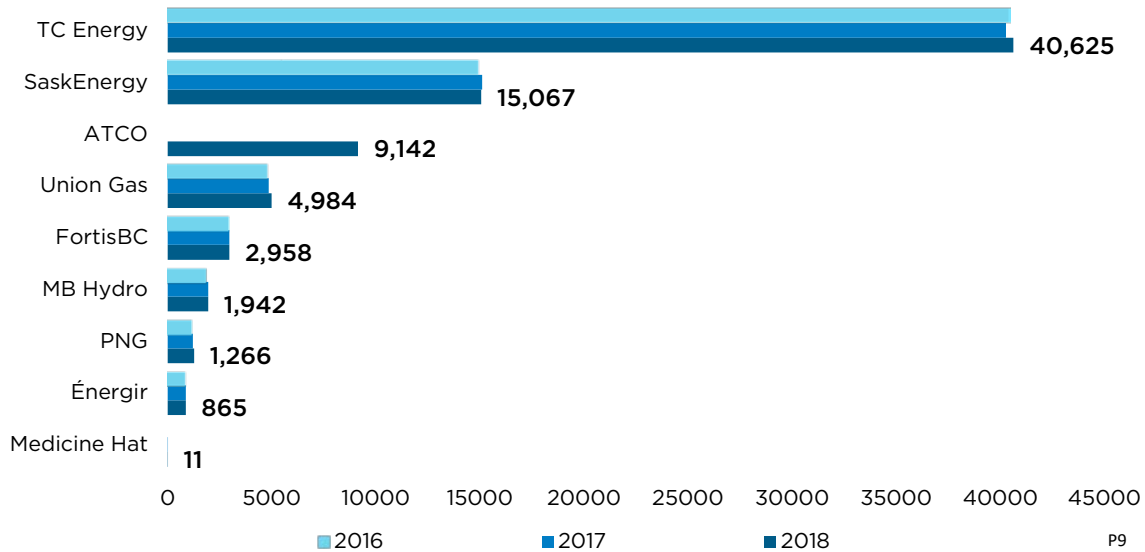


*ATCO - 2018 data not reported

Kilometers of Transmission Pipeline

TRANSMISSION

Per Company (3-Year Trend)



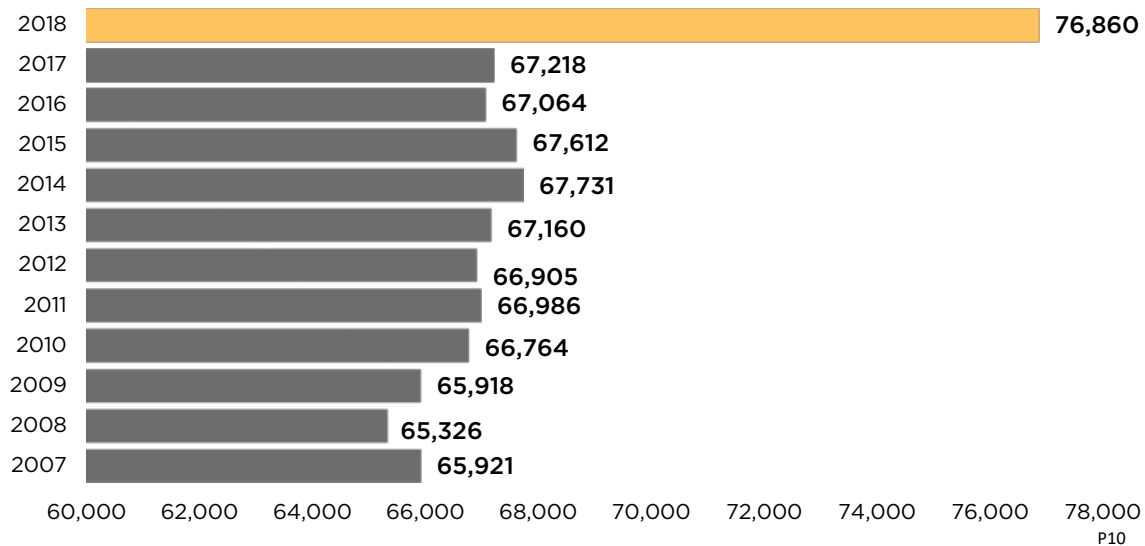
*ATCO - No data was reported for 2016 & 2017; 2018 data reported for first time (See Explanatory Note 2)

*Medicine Hat - No data was reported for 2016

Kilometers of Transmission Pipeline

TRANSMISSION

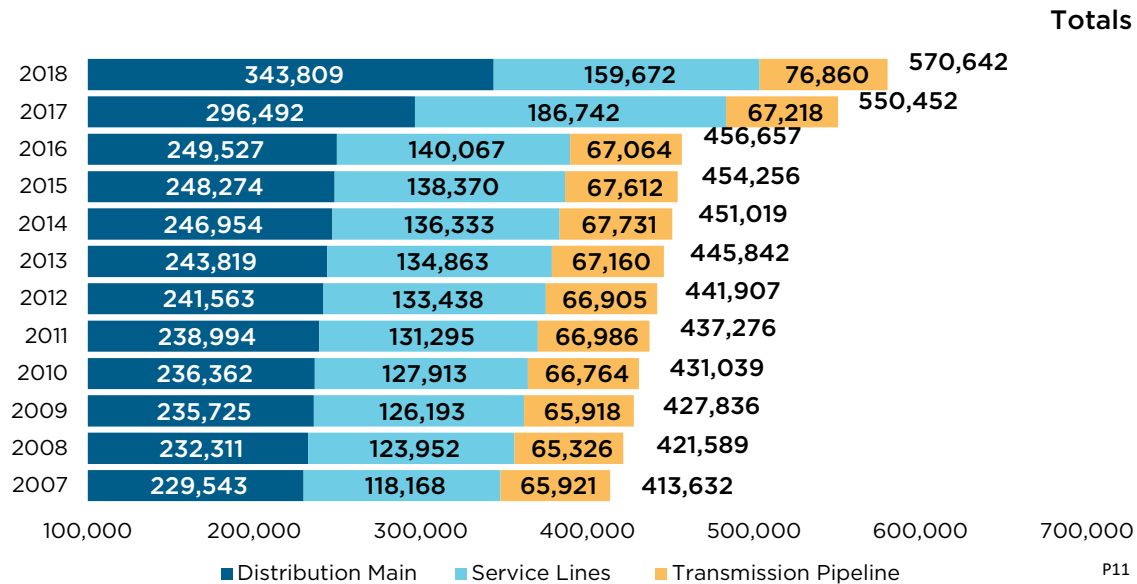
Industry Total



*ATCO - 2018 data reported for first time (See Explanatory Note 2)

Kilometers of Main, Service Lines, Transmission Pipeline

DISTRIBUTION - TRANSMISSION



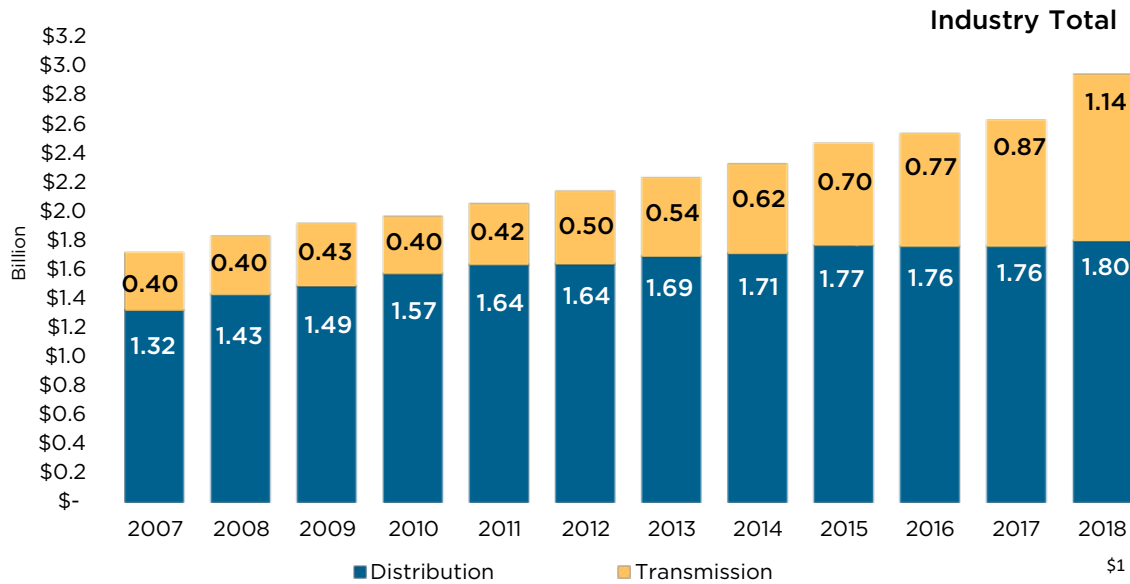
*Significant increase in 2017 due to data from new CGA members FedGas and Kingston (See General Note 2)

*ATCO - 2018 data reported for first time (See Explanatory Note 2)

FINANCIAL INFORMATION

O&M Costs

DISTRIBUTION - TRANSMISSION



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

**ATCO - 2018 data reported for first time (See Explanatory Note 2)*

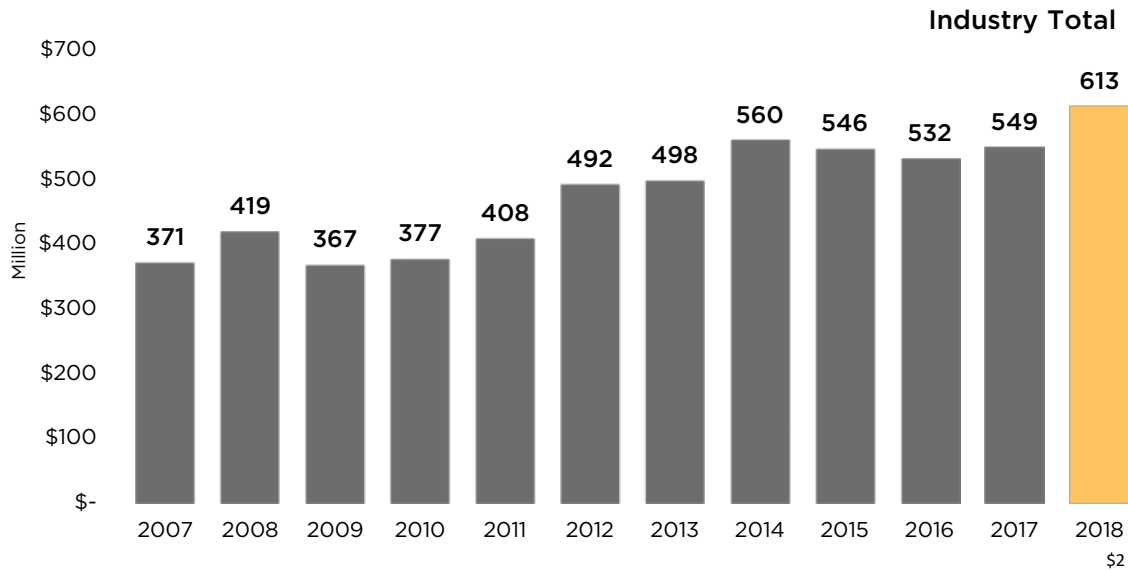
\$1.14 billion for transmission O&M costs

\$1.80 billion for distribution O&M costs

\$2.93 billion in total

New Business Capital Spend

DISTRIBUTION - TRANSMISSION



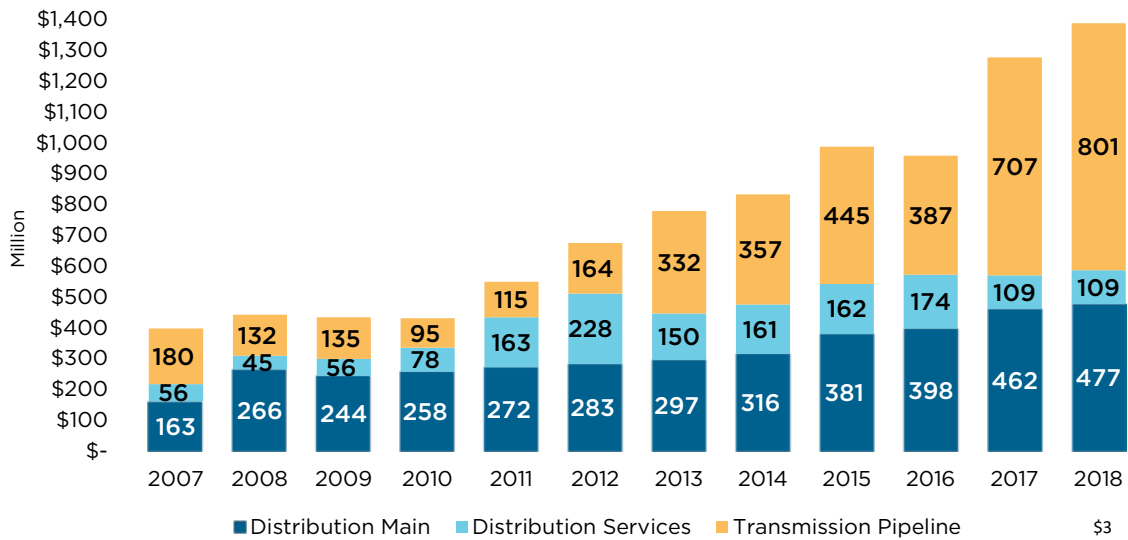
**Gross capital spend including overhead spent on new business for core growth, i.e. the cost to add new customers.*

\$613 million spent on new business

System Improvement Capital Spend

DISTRIBUTION - TRANSMISSION

Industry Total: Distribution Main, Services & Transmission Pipeline



\$801 million spent on system improvement for transmission pipeline

\$109 million spent on system improvement for distribution services

\$477 million spent on system improvement for distribution main

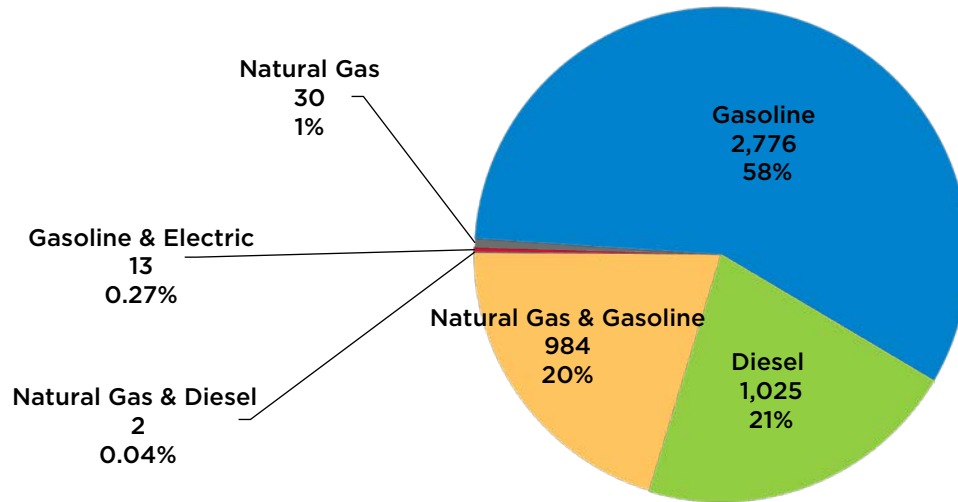
\$1.38 billion in total

FLEET INFORMATION

Vehicles by Fuel Type

DISTRIBUTION - TRANSMISSION

Industry Total



F1

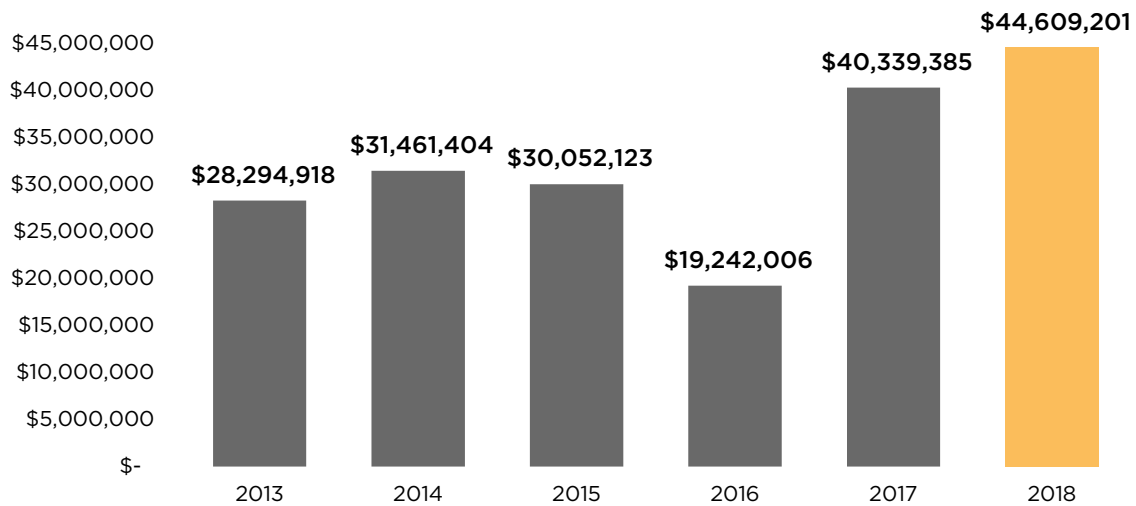
Total Vehicles 5,011

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).

Fleet Capital Spend

DISTRIBUTION - TRANSMISSION

Industry Total

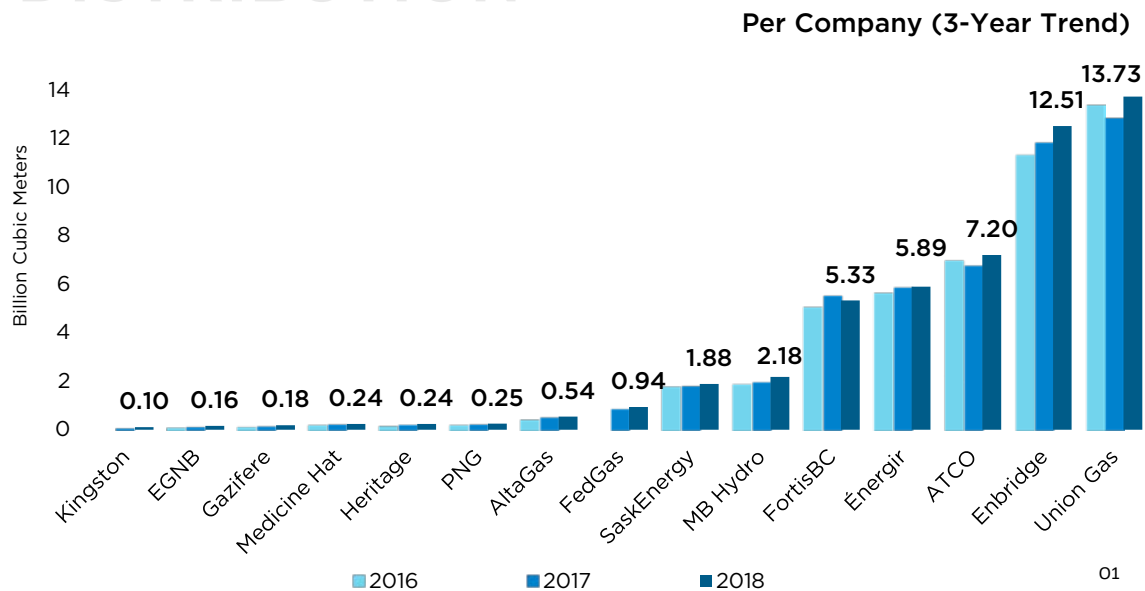


F2

OPERATIONAL INFORMATION

Gas Throughput

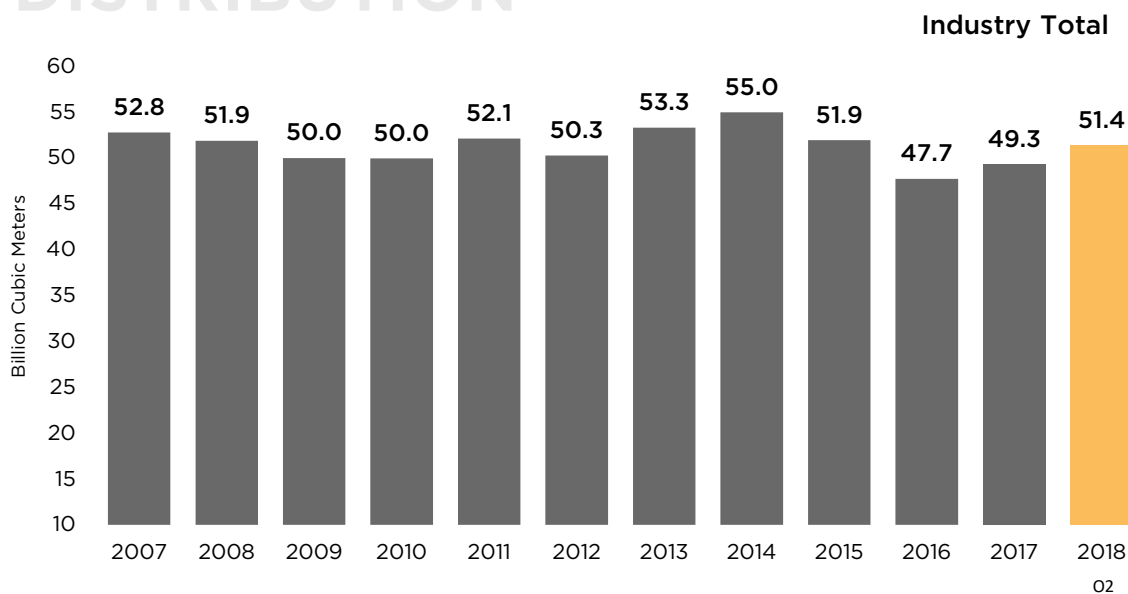
DISTRIBUTION



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

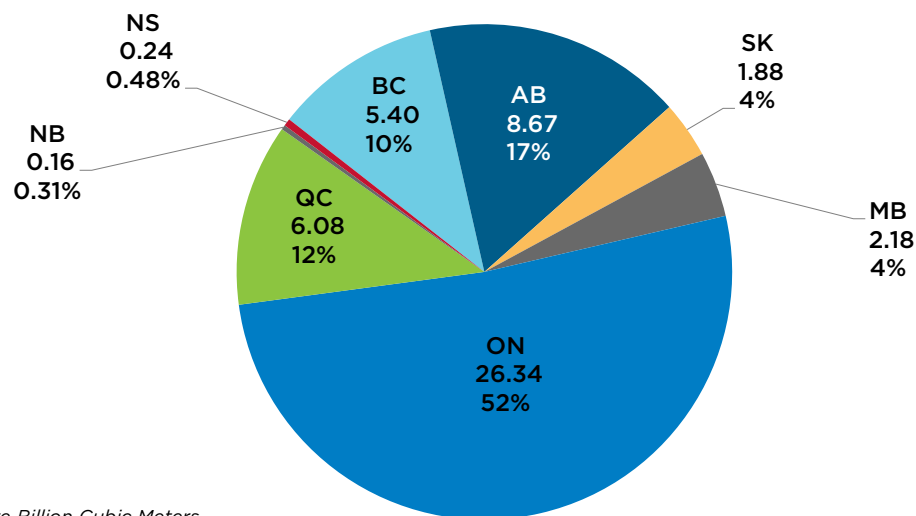
DISTRIBUTION



Gas Throughput

DISTRIBUTION

Industry Total per Province



*Units are Billion Cubic Meters

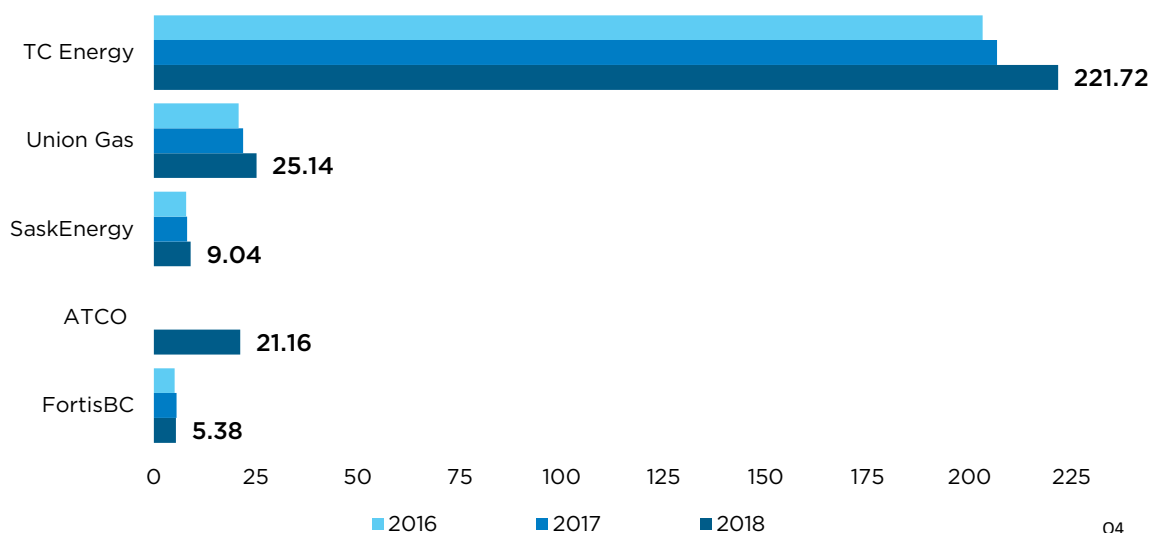
03

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

TRANSMISSION

Per Company, Billion Cubic Meters (3-Year Trend)



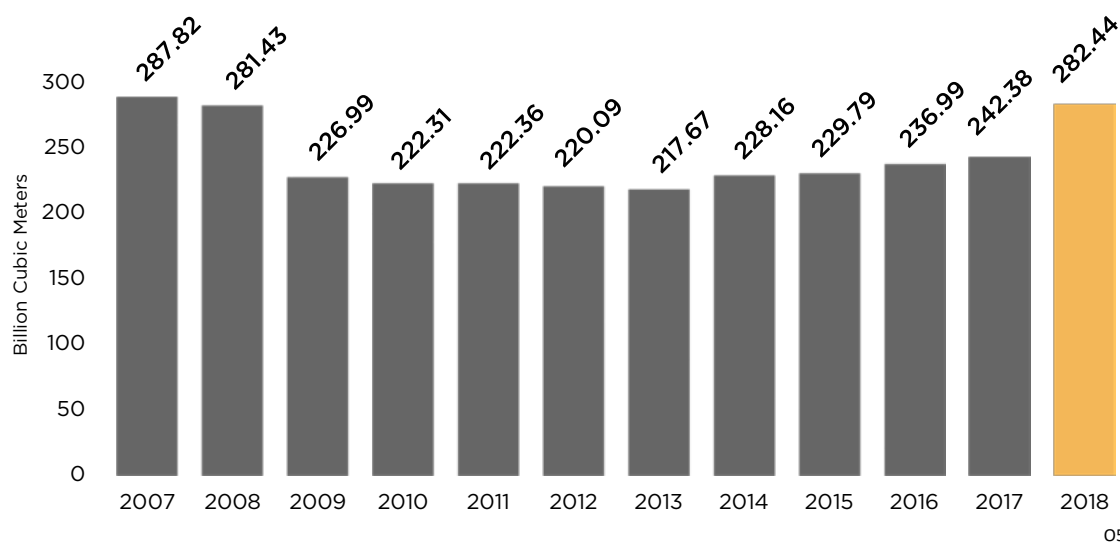
*ATCO - No data was reported for 2016 & 2017; 2018 data reported for first time (See Explanatory Note 2)

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

TRANSMISSION

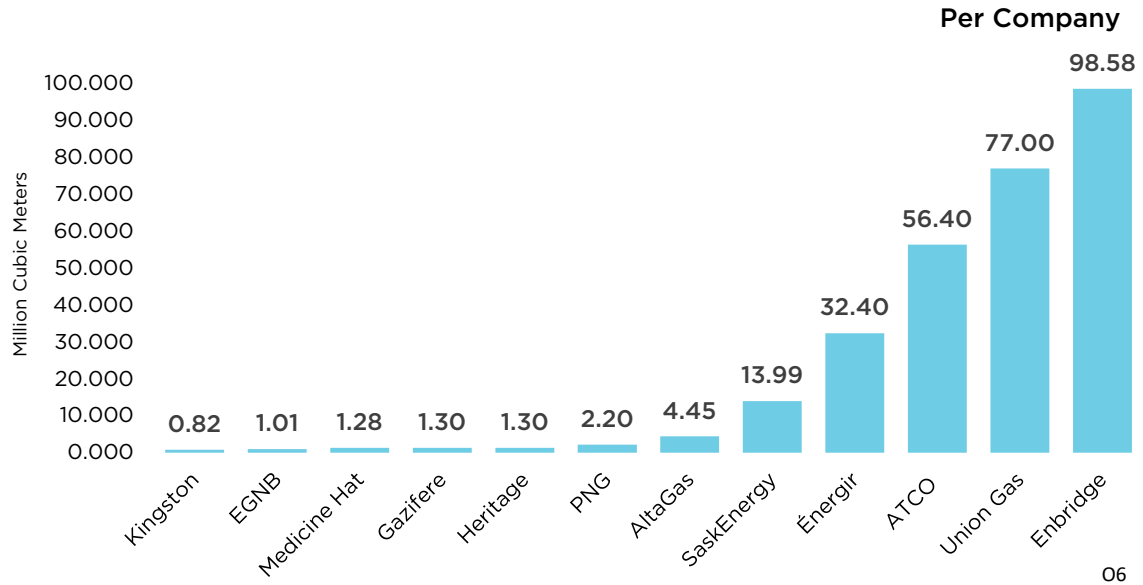
Industry Total



*ATCO - 2018 data reported for first time (See Explanatory Note 2)

Peak Day Throughput

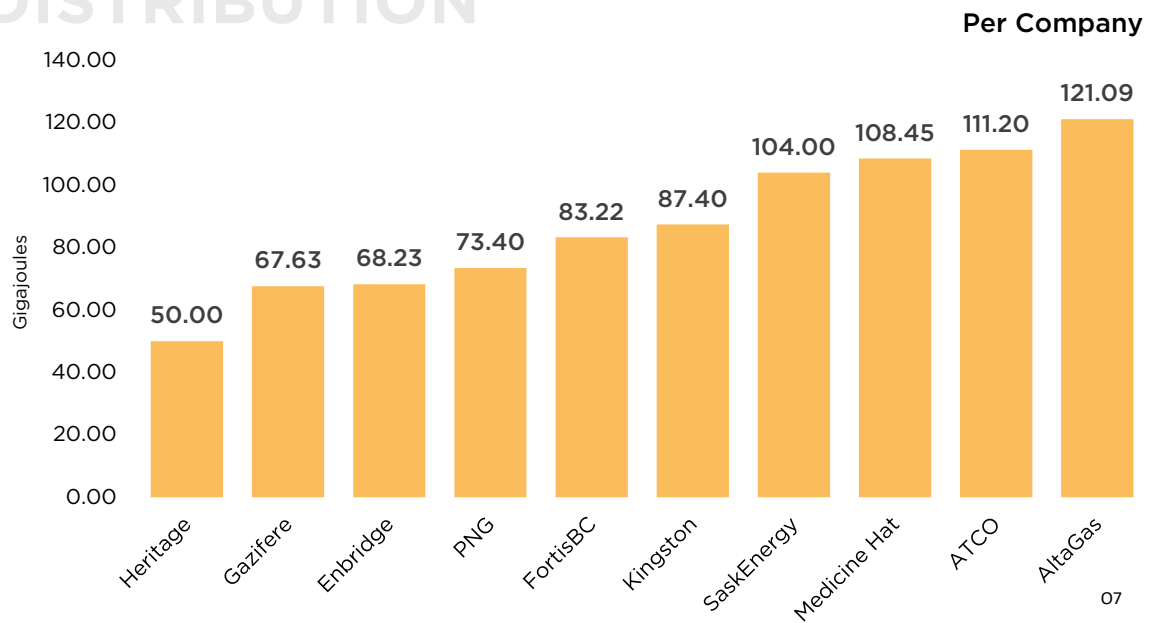
DISTRIBUTION



*2018 data not reported by Manitoba Hydro, FedGas, FortisBC (See General Note 4)

Average Annual Residential Usage

DISTRIBUTION

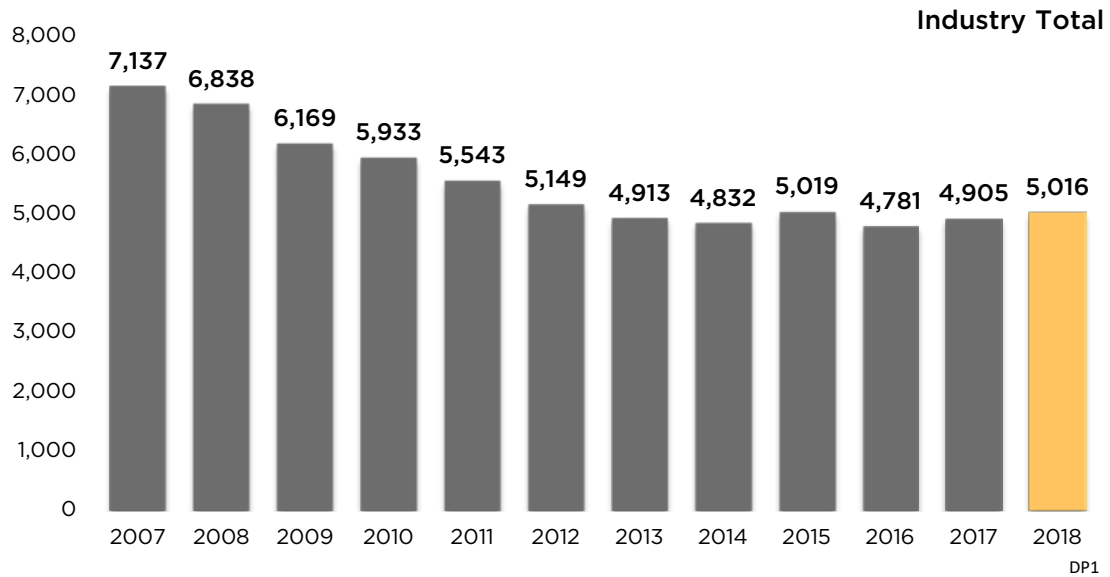


*2018 data not reported by Enbridge Gas New Brunswick, Énergir, FedGas, Manitoba Hydro and Union Gas (See General Note 4)

DAMAGE PREVENTION

Third Party Damages

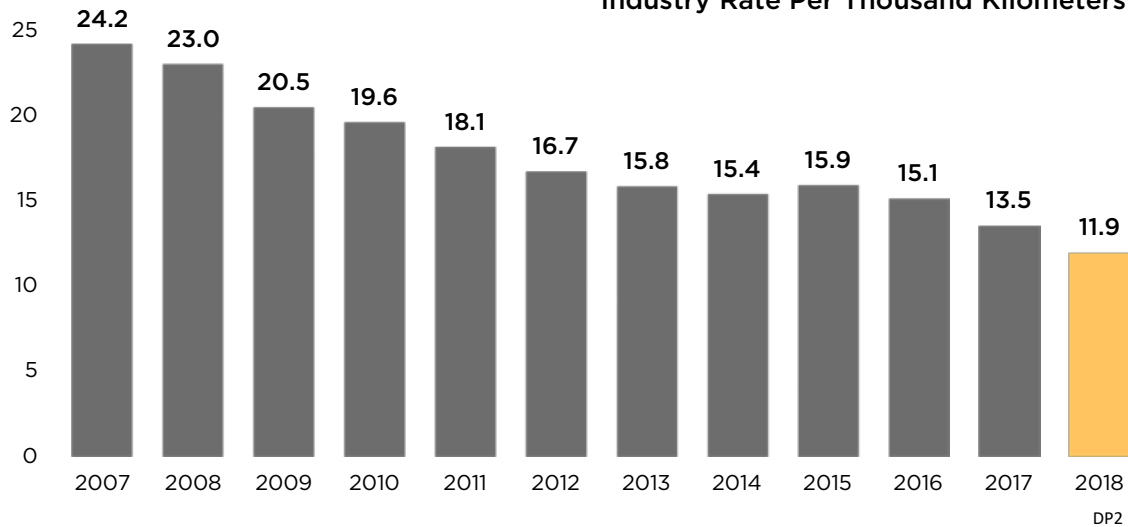
DISTRIBUTION - TRANSMISSION



Third Party Damages

DISTRIBUTION - TRANSMISSION

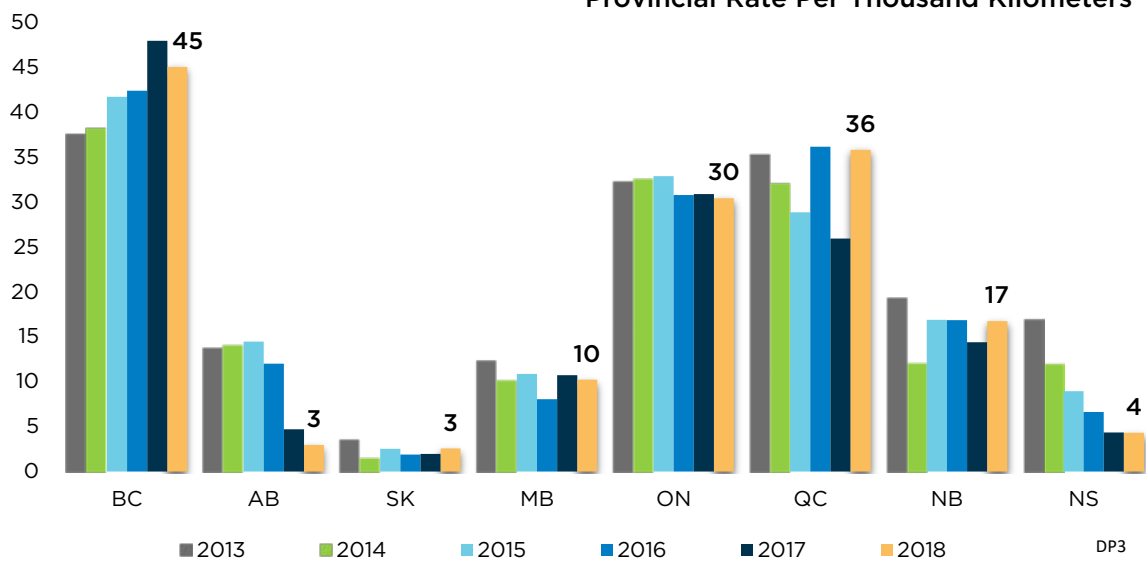
Industry Rate Per Thousand Kilometers



Third Party Damages

DISTRIBUTION

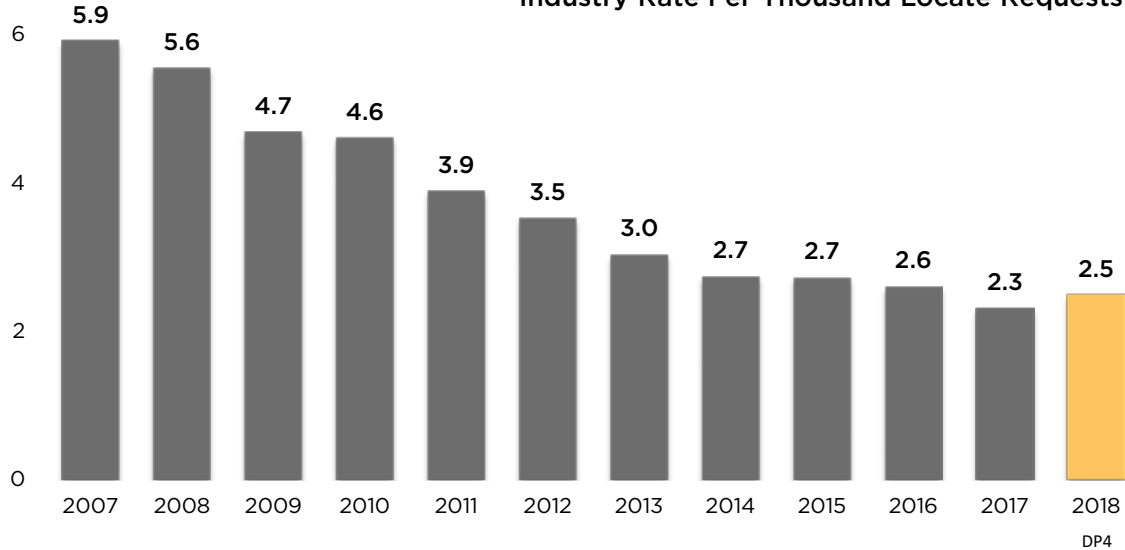
Provincial Rate Per Thousand Kilometers



Third Party Damages

DISTRIBUTION - TRANSMISSION

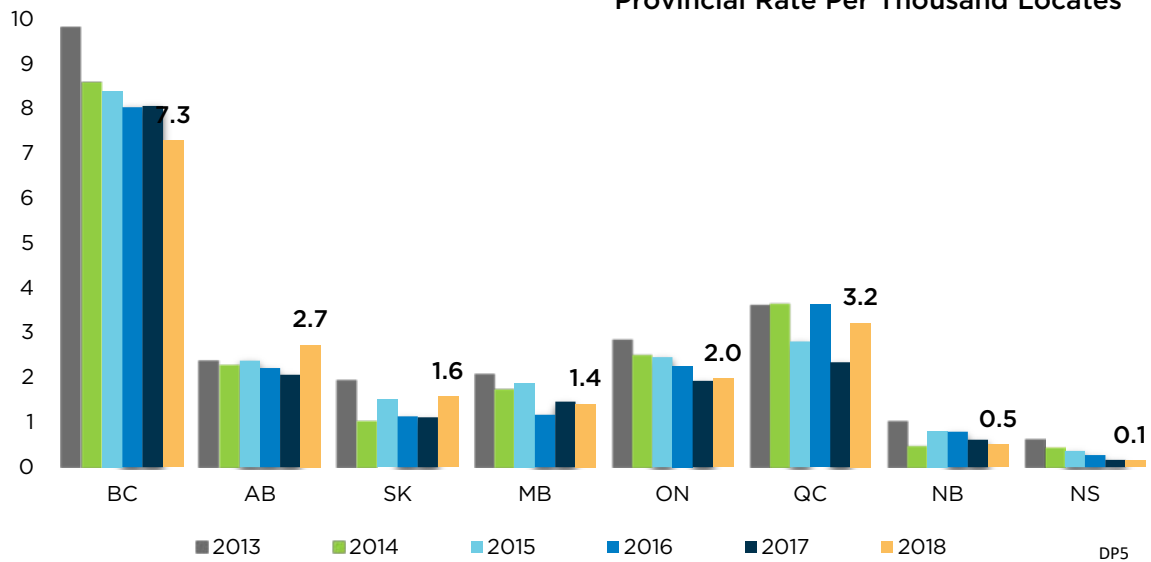
Industry Rate Per Thousand Locate Requests



Third Party Damages

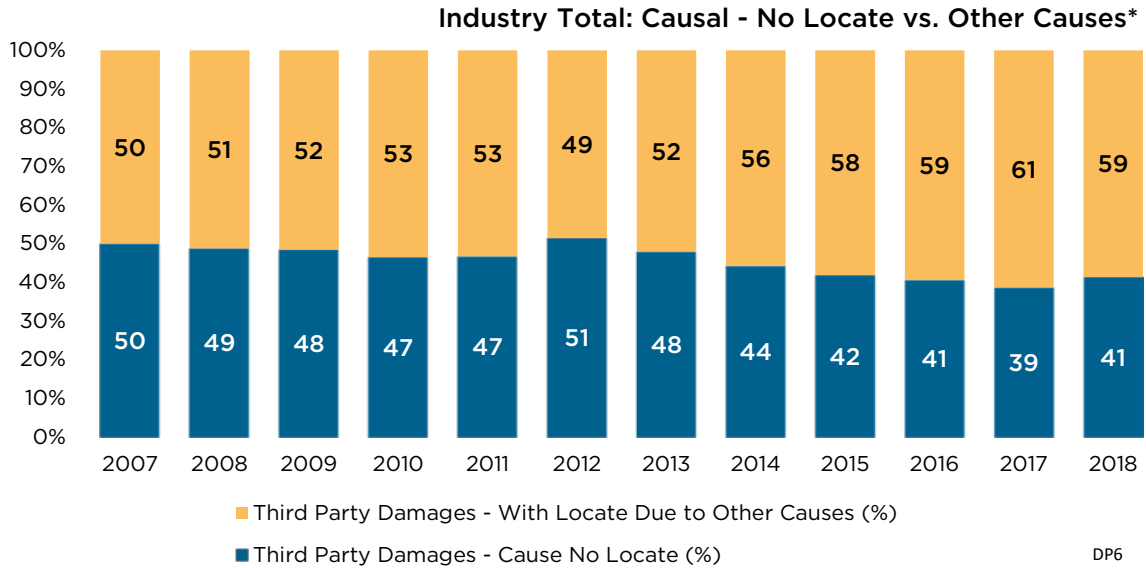
DISTRIBUTION

Provincial Rate Per Thousand Locates



Third Party Damages

DISTRIBUTION - TRANSMISSION

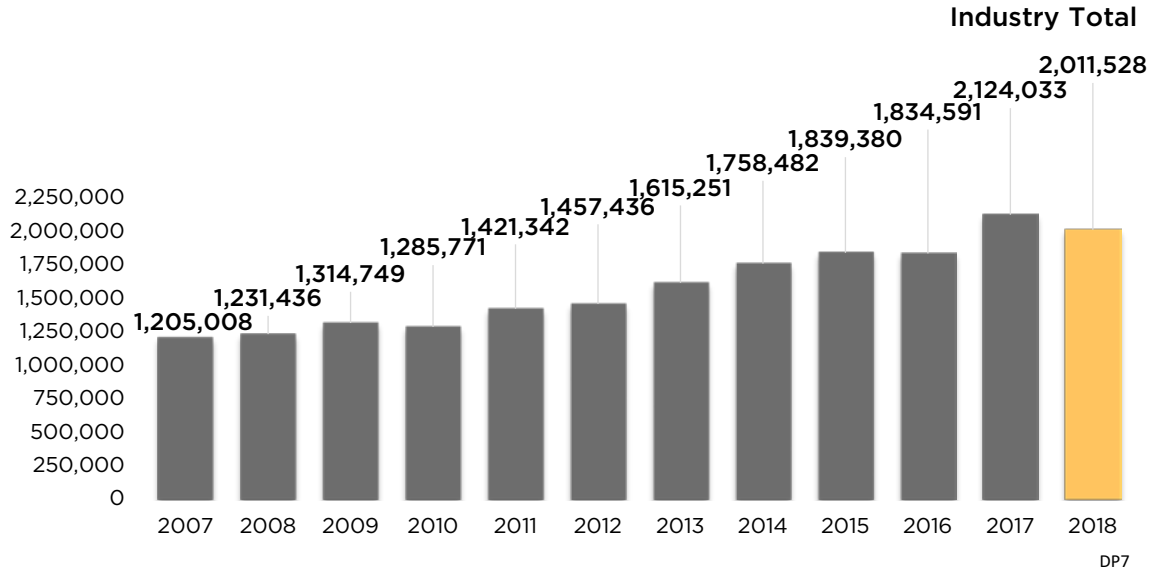


Incidents where no locate was requested by the excavator compared to incidents where a locate was requested by the excavator as a percentage of total third party damage incidents.

**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.*

Locate Requests

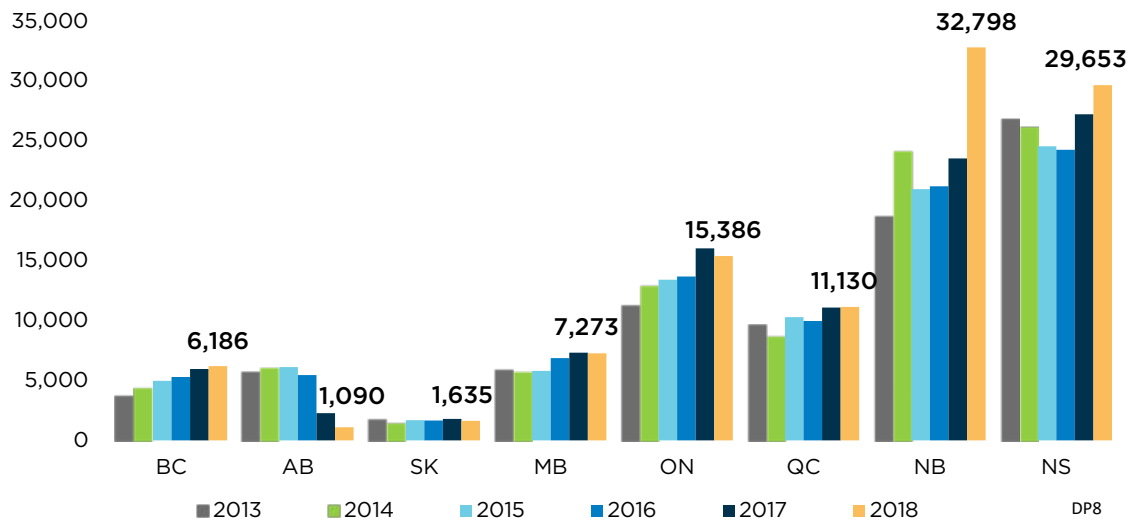
DISTRIBUTION - TRANSMISSION



Locate Requests

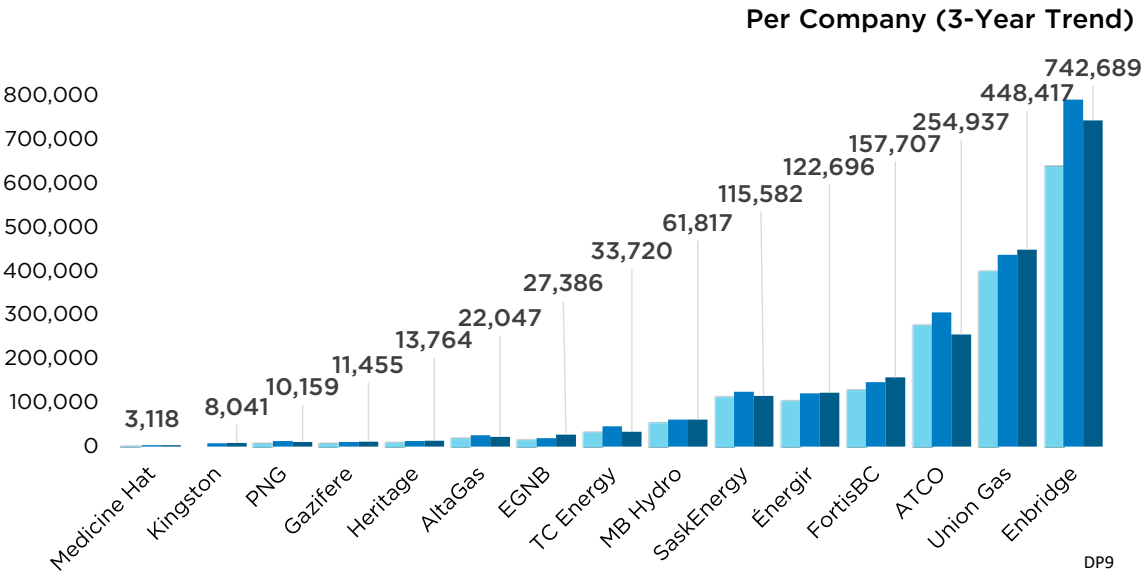
DISTRIBUTION - TRANSMISSION

Provincial Rate Per Thousand Kilometers



Locate Requests

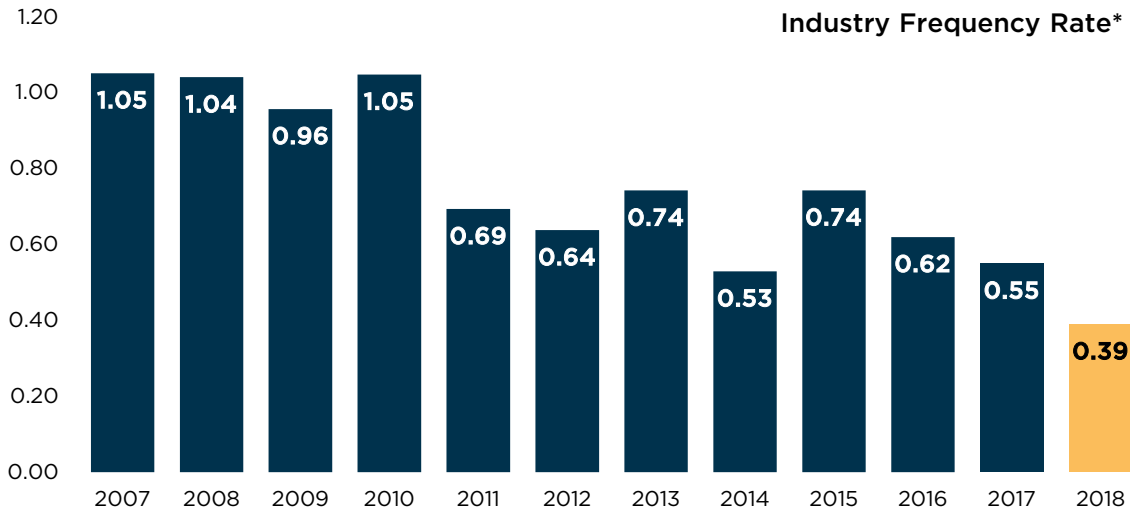
DISTRIBUTION - TRANSMISSION



HEALTH & SAFETY

Lost Time Injuries

DISTRIBUTION - TRANSMISSION

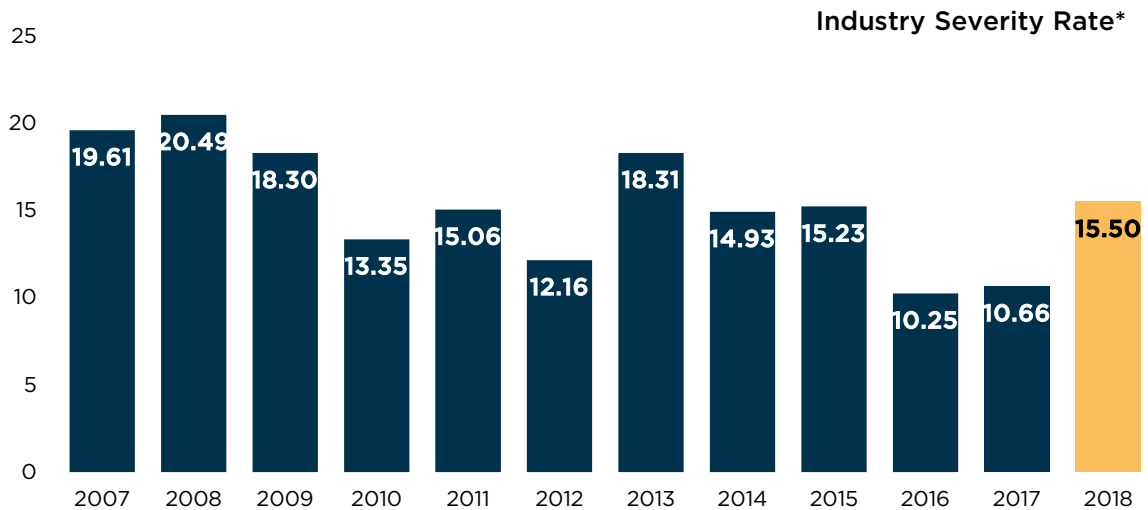


*LTI - FR = number of reportable injuries resulting in lost time days for every 200,000 hours worked.
 Note: Calculated by averaging the rate provided by each company and weighting by employee count

HS1

Lost Time Injuries

DISTRIBUTION - TRANSMISSION

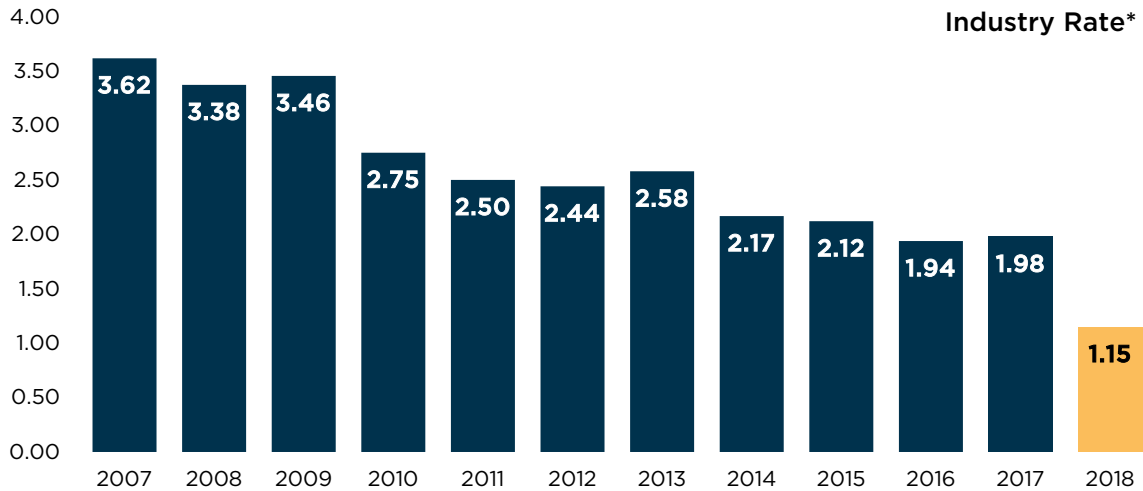


*LTI - SR = number of lost time days X 200,000 hours / total exposable hours
 Note: Calculated by averaging the rate provided by each company and weighting by employee count

HS2

Reportable Injuries

DISTRIBUTION - TRANSMISSION

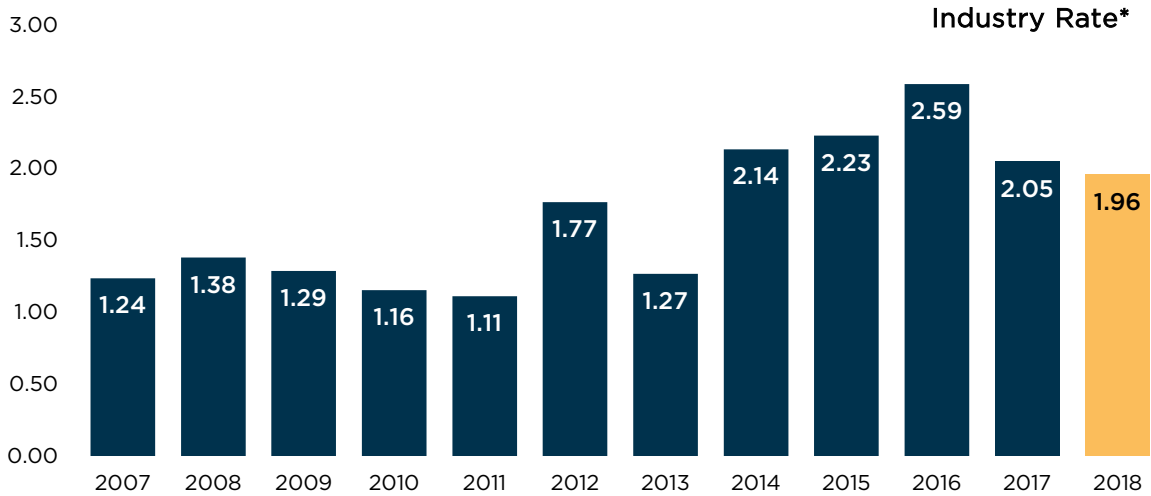


*The number of work related injuries or illnesses that result in death, loss of consciousness, days off work, restricted work activity, job transfer or medical treatment beyond first aid for every 200,000 hours worked
Note: Calculated by averaging the rate provided by each company and weighting by employee count

HS3

Preventable Vehicle Accidents

DISTRIBUTION - TRANSMISSION



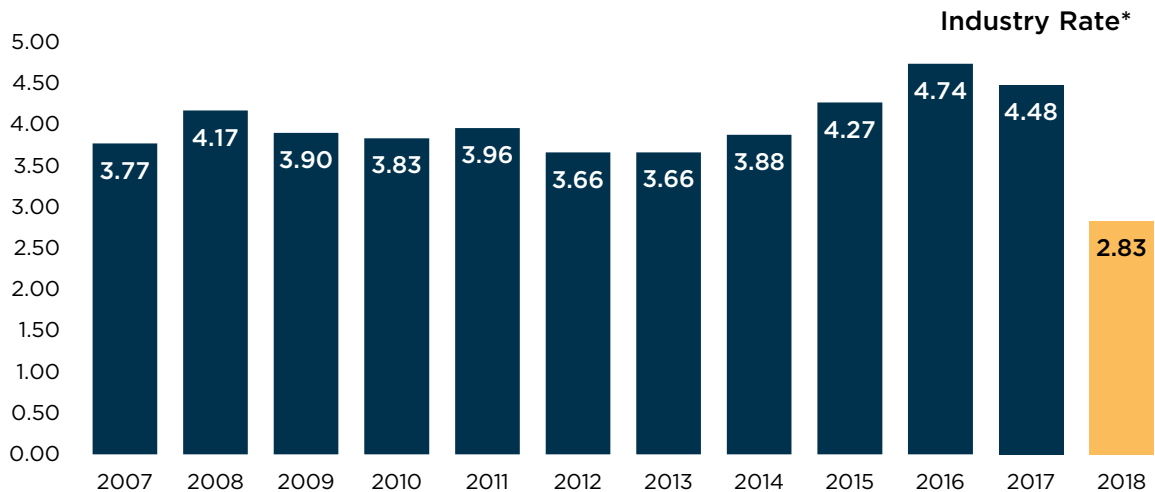
*The number of motor vehicle accidents where the operator of the vehicle failed to do everything reasonable to avoid the accident; for every 1 million kilometers driven

Note: Calculated by averaging the rate provided by each company and weighting by employee count

HS4

Reportable Vehicle Accidents

DISTRIBUTION - TRANSMISSION



*Any occurrence involving a motor vehicle which results in death, injury or property damage, unless such vehicle is properly parked; for every 1 million kilometers driven. A vehicle stopped in traffic in response to a sign or police signal is not considered parked.

Note: Calculated by averaging the rate provided by each company and weighting by employee count

HS5

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.

Customer Additions

Customer additions means the gross number of customers added in a given year and does not include the number of customers that have left the natural gas delivery system as of the end of that year.

Collected in three (3) categories - Residential, Commercial and Industrial.

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.).

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 AML/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 (10^9m^3 /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 (10^6m^3)

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.*

Average Annual Residential Usage (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, Causal - 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 Injuries - Frequency

Number of reportable injuries resulting in lost time days; for every 200,000 hours worked.

Lost Time Injuries - Severity

Number of lost time days away from work; for every 200,000 hours worked.

Reportable Injuries

The number of work related injuries or illnesses that result in death, loss of consciousness, days away off work, restricted work activity, job transfer or medical treatment beyond first aid for every 200,000 hours worked.

Preventable Vehicle Accidents

The number of motor vehicle accidents where the operator of the vehicle failed to do everything reasonable to avoid the accident; for every one (1) million kilometers driven.

**Preventable Vehicle Accidents are not recorded by all organizations.*

Reportable Vehicle Accidents

Any occurrence involving a motor vehicle which results in death, injury or property damage, unless such vehicle is properly parked; for every one (1) million kilometers driven. A vehicle stopped in traffic in response to a sign or police signal is not considered parked.