

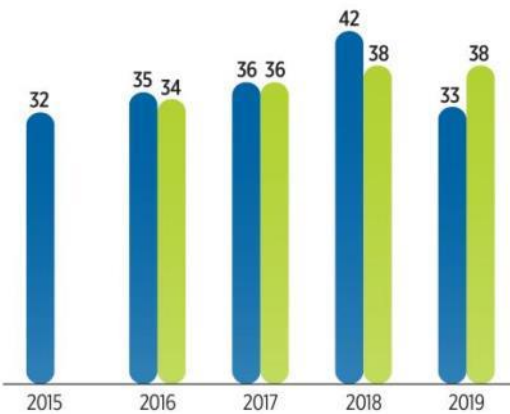


Annual Report 2019

Hydro Ottawa continues to deliver significant value for the City of Ottawa

\$32.5M net income

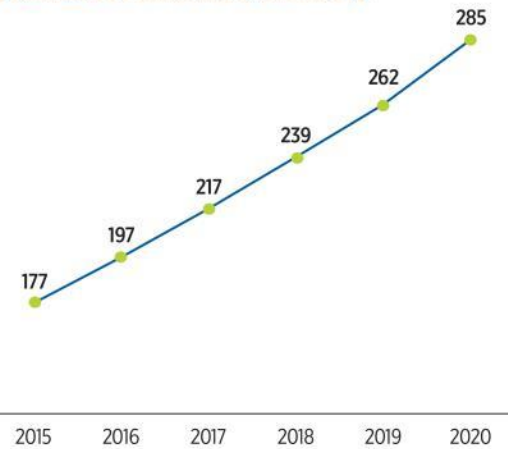
Net Income [\$ millions]



Net Income
2016-2020 Strategic Plan Net Income Target

\$22.6M dividend

Cumulative Dividends [\$ millions]

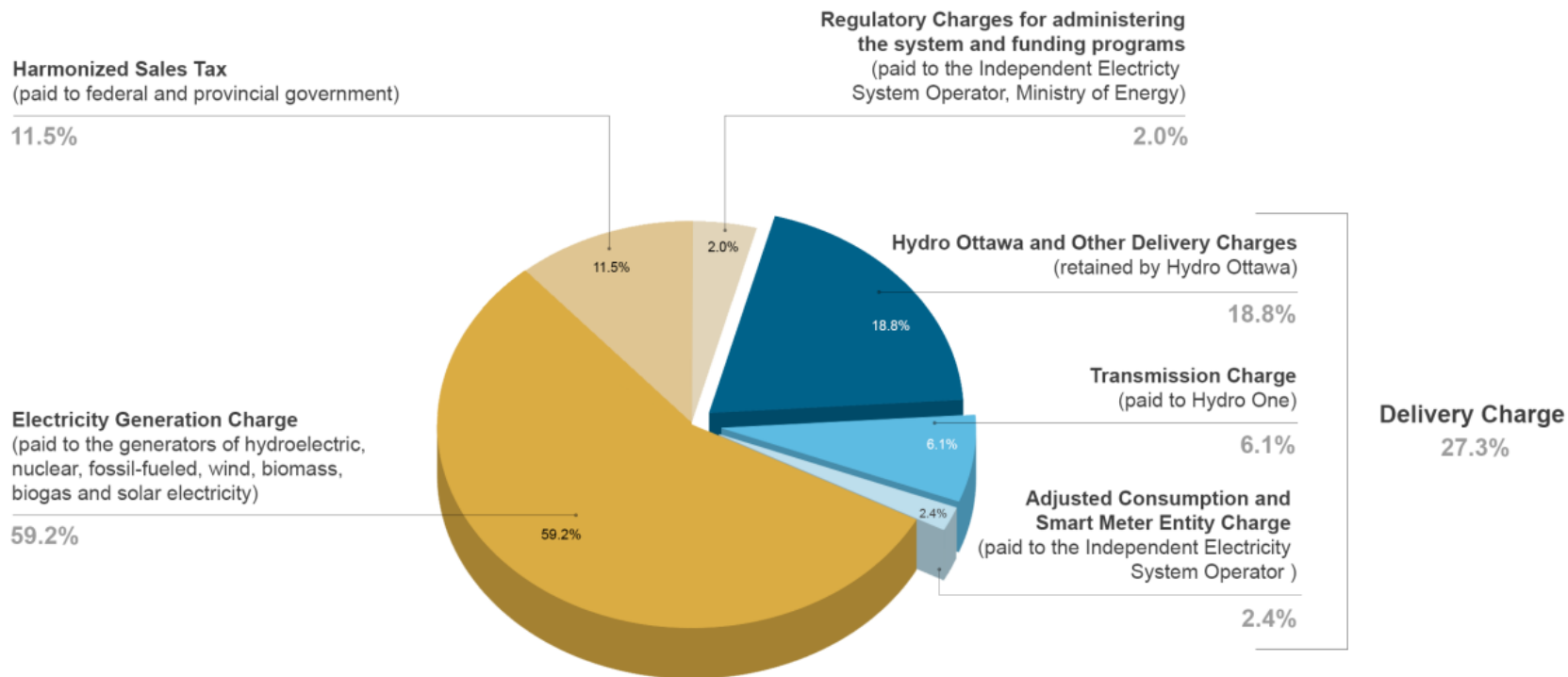


Cumulative Dividends

Pandemic will adversely impact our financial results in 2020 and quite possibly beyond

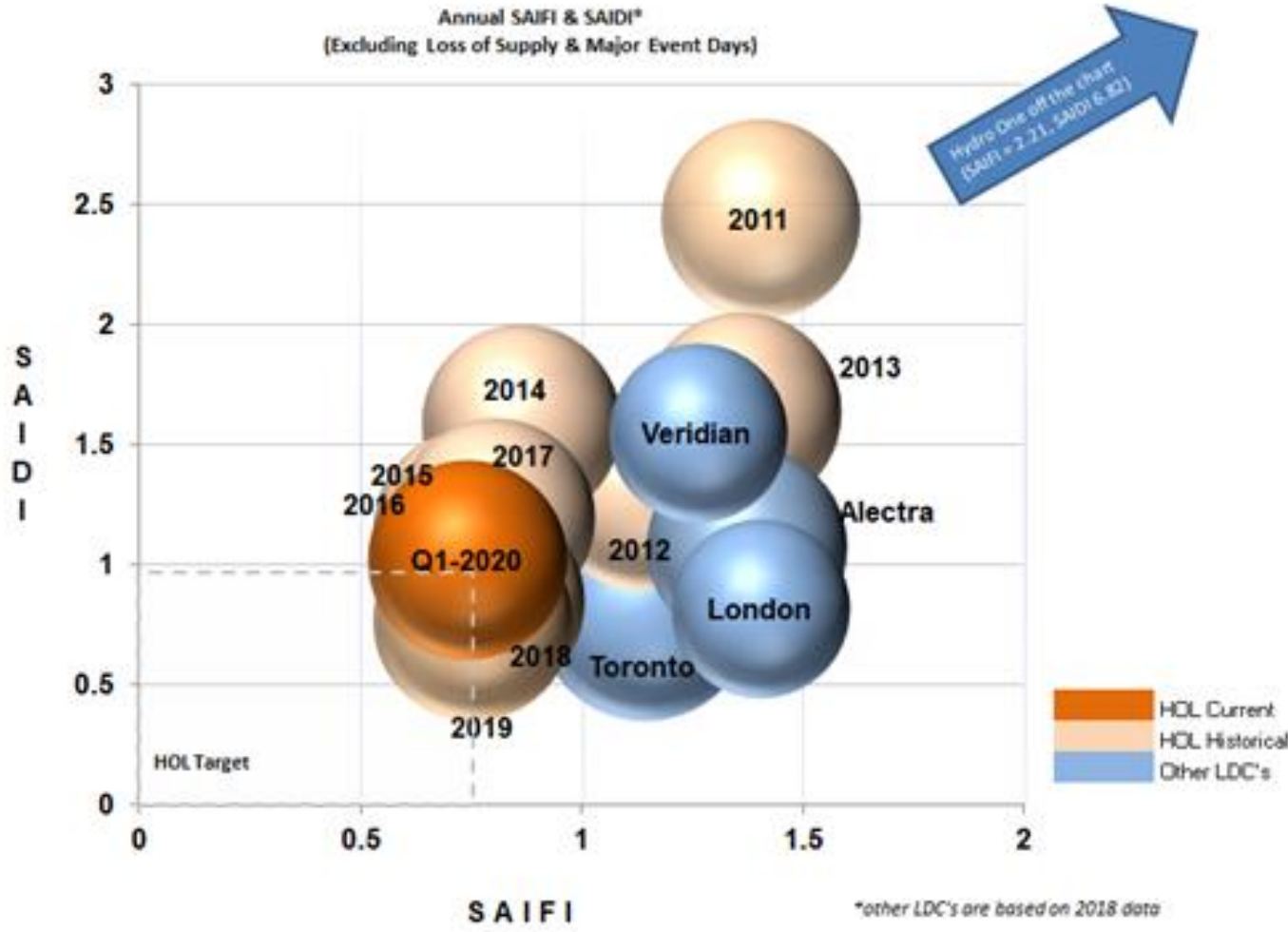
Breakdown of the Electricity Bill

Break-down of Charges effective June 1, 2020



* For the average Standard Supply Service residential customer using 700 kWh per month. The percentage above does not include the Ontario Electricity Rebate.

94% Customer Satisfaction and Reliable Electrical Service

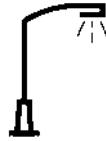


We continue to be committed to assisting the City in advancing its climate change agenda and savings costs



City-Owned Buildings & Facilities

Energy Retrofits
Automation Systems



Streetlighting Transition to LED

Energy use has been reduced by 60%+ w/ LED



Vehicles & Transit

Supporting the 'Electrification of transportation'



Ottawa Wastewater Treatment Facility

ROPEC Cogen Replacement & Power Utilization



COVID-19 pandemic has impacted all aspects of Hydro Ottawa operations

- Activated our pandemic plan on January 27 by beginning to curtail activities and in mid-March we implemented our Business Continuity Plan
 - took all feasible steps to protect the health and safety of our employees and to minimize any potential contribution to community spread, while maintaining reliable power supplies that become even more vital during a crisis
 - working closely with government and regulatory agencies, began to provide relief from the financial hardship the pandemic has created for many of our customers
- Field crews started to gradually return to regular schedules mid May
- With the opening of the local economy, we are planning a formal return to the workplace for office employees to begin early July on a rotational basis under precautions including screening, physical distancing, enhanced cleaning and hygiene practices, etc.

Recommendations

1. Receive the audited consolidated financial statements of HOHI for the year ended December 31, 2019
2. Appoint KPMG LLP as the auditor for HOHI for the year ending December 31, 2020
3. Appoint/reappoint six individuals to the HOHI and HOL Boards of Directors
4. Authorize HOHI to make a loan (*applied for from the Federation of Canadian Municipalities **Green Municipal Fund***) to one of its joint venture entities, Zibi Community Utility, for the construction of the 'green' district energy system that will serve the Zibi community in the downtown cores of Ottawa and Gatineau





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