

VIRTUAL MEETING ETIQUETTE

- Please be **patient** and kind to each other – this is our **first Virtual AGM** and we have tested systems, but with participants in several locations technology can sometimes present challenges;
- All Attendees are to remain muted for the duration of the meeting to allow all guests to hear clearly;
- Please type any questions in the **chat box** on the zoom screen and they will be answered at the end of the presentation; and,
- This meeting is being recorded for use by Oshawa Power.
- **THANK YOU FOR TAKING TIME FROM YOUR DAY TO JOIN US**



**DO MORE
BE MORE**

2020 Annual General Meeting

October 6, 2020

AGENDA - Tuesday October 6, 2020 11:00 am via Zoom

- **WELCOME** – Ivano Labricciosa, President & CEO
- **INTRODUCTION of BOARD MEMBERS** - Ivano Labricciosa, President & CEO
- **SUMMARY of 2019 RESULTS** – Denise Carpenter, ICD.D, Board Chair
- **SUMMARY of 2019 OPERATIONAL ACCOMPLISHMENTS** - Ivano Labricciosa, President & CEO
- **QUESTION & ANSWER SESSION**

RECOGNITION OF INDIGENOUS LANDS

The City of Oshawa is situated on treaty land that is steeped in rich indigenous history and is the present day home to many First Nations, Metis and Inuit people. Today, we acknowledge that we are gathering on the traditional territories of the Mississaugas of Scugog Island First Nation.

A Message From the Board



Denise
Carpenter, ICD.D
Board Chair

Board of Directors



Grant Buchanan,
**Chair – Project
Monitoring
Committee**



Terry Caputo,
**Chair – Finance and
Audit Committee**



Jeff Coles,
Director



Donna Kingelin,
**Chair –
HR/Governance
Committee**



Lou Meehan,
Director



Marc Rosen,
Director



Robert Watson,
Director

BEING MORE – Living Our Vision & Mission



OUR VISION

Meeting the evolving needs of our customers as a leading enabler of integrated critical energy and communications infrastructure.



OUR MISSION

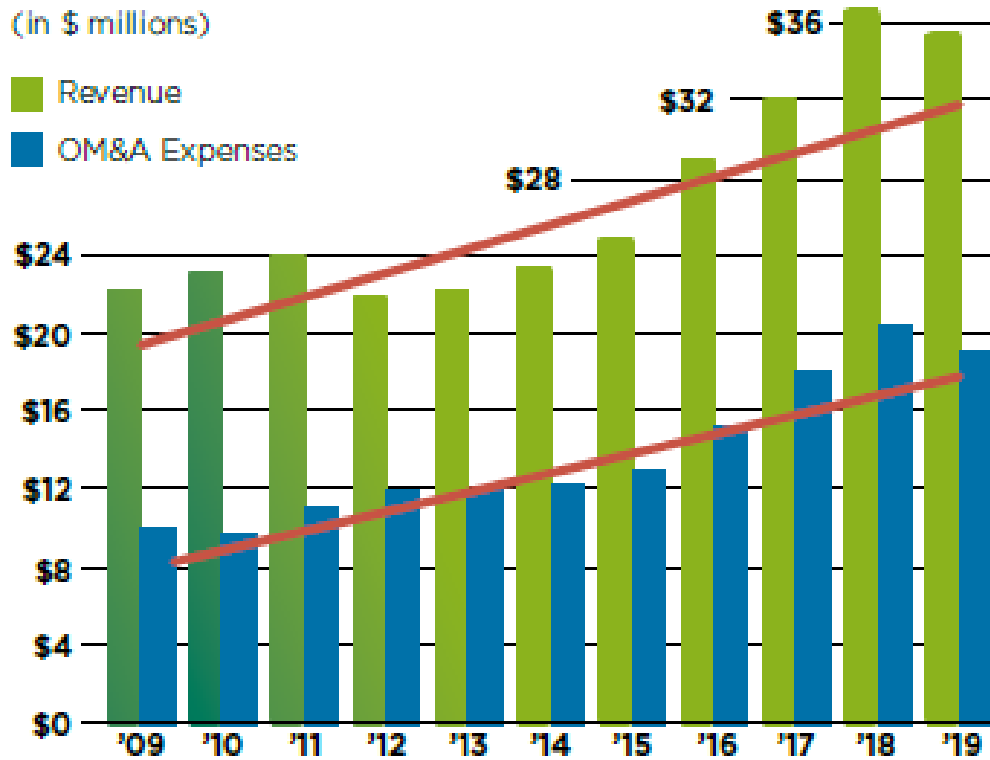
We earn the trust of our customers every day by delivering safe, sustainable, reliable energy our customers value at a competitive rate.

Financial Trends

TOTAL REVENUE AND OM&A EXPENSES - LATEST 10 YEARS

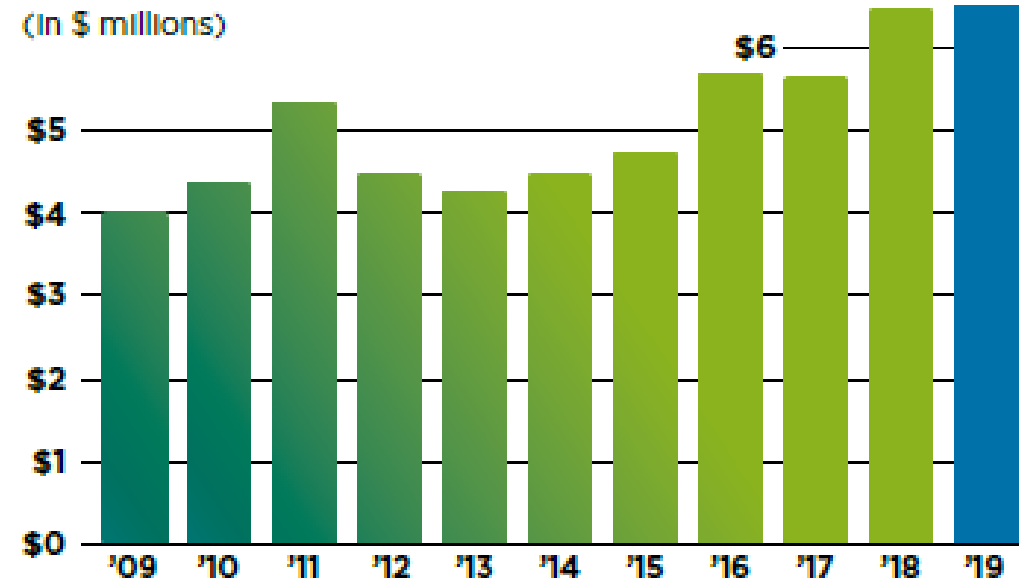
(In \$ millions)

Revenue
OM&A Expenses



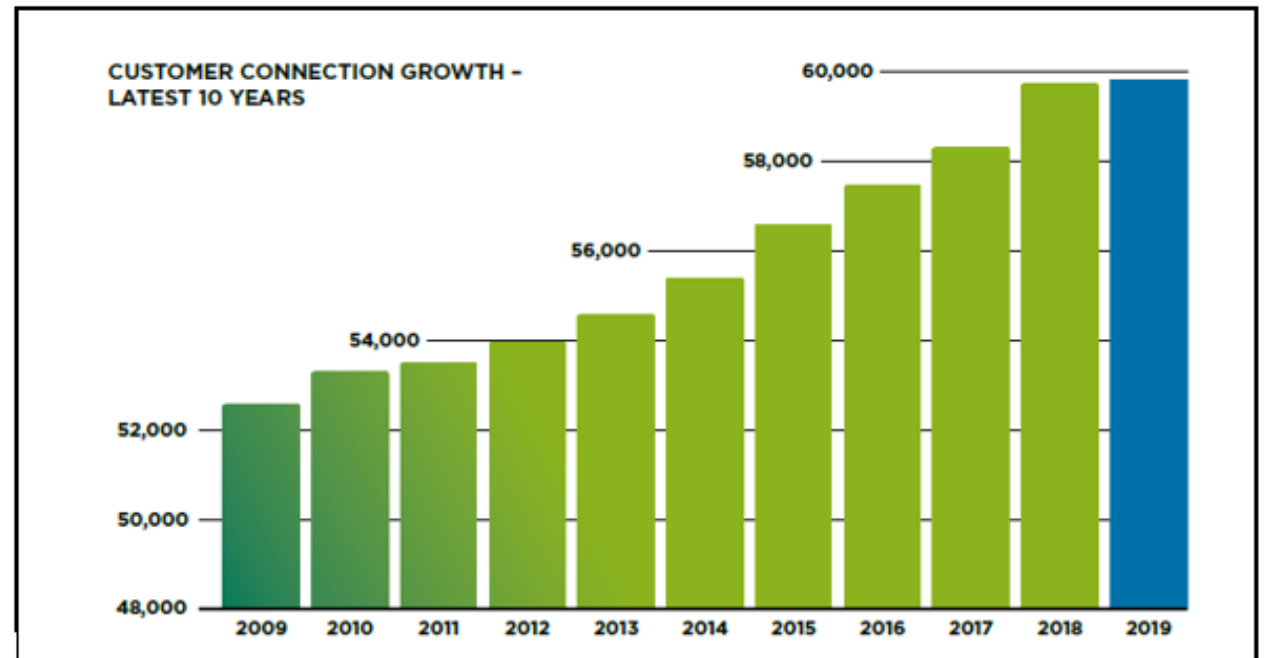
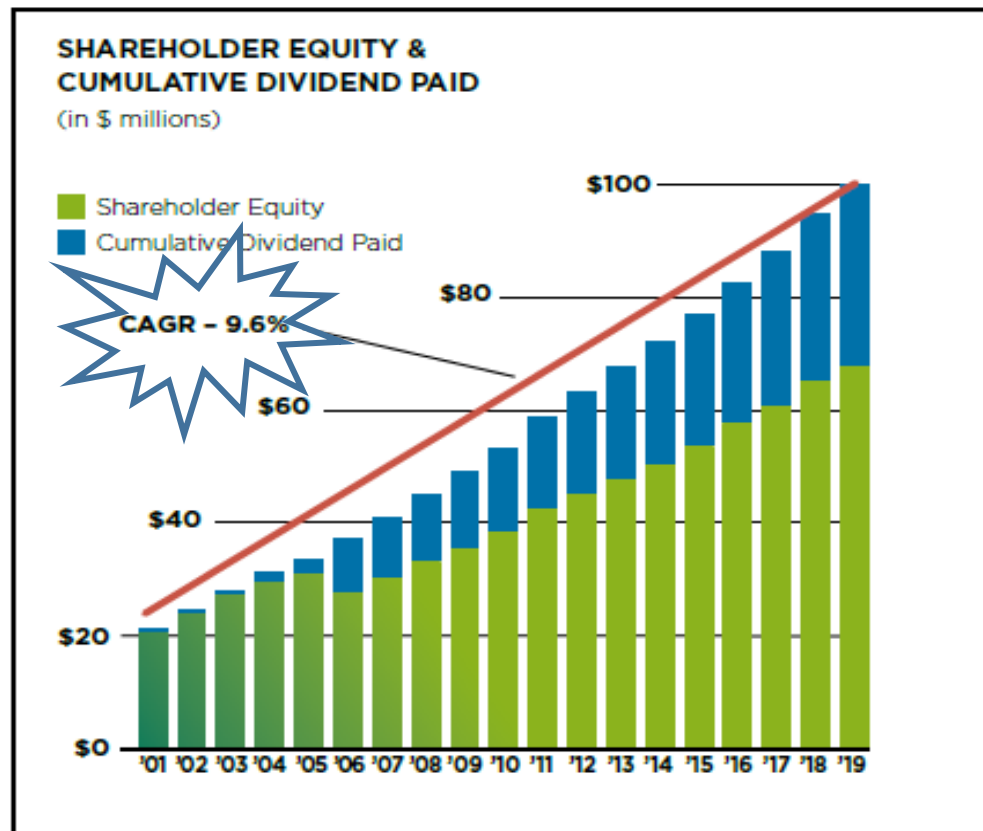
NET INCOME - LATEST 10 YEARS

(In \$ millions)



REACHING MILESTONES

In 2019, our continued growth allowed us to reach a key milestone where cumulative shareholder value has increased to **\$100 million** and we expect customer connections to exceed **60,000** in 2020.



The Board Declared a
Dividend
Of

\$ 2.289M

To the
City of Oshawa.

REVENUE

Category	2019	2018
Regulated	\$28,163	\$27,488
Unregulated	4,224	4,058
Energy Management Services	3,055	5,099
Total Revenue	\$35,442	\$36,645

EXPENSES

Category	2019	2018
Regulated	\$13,073	\$13,775
Unregulated	3,111	2,167
Energy Management Services	2,938	4,480
Total OM&A	\$19,122	\$20,422



OSHAWA POWER AND UTILITIES CORPORATION



- A Regulated Utility Distribution Company Serving the City of Oshawa

www.opuc.on.ca

- Develops, Constructs, and operates clean energy generation assets in the province of Ontario

www.enerforge.ca

- Reliable dark fibre optics communications network in Oshawa and the Durham Region

www.opuc.on.ca

- Develops, constructs and operates renewable energy generation assets in Ontario

www.opuc.on.ca

OUR CORE VALUES

We are committed to excellence in all aspects of our business and operations. Through collaboration, communication and engagement, we work together to demonstrate the following principles through our actions.



Ensuring Safety & Reliability



Providing Value to Our Customers



Valuing Our People & Encouraging Development and Participation



Embracing Innovation & Entrepreneurial Thinking



Being Accountable & Holding Each Other Accountable for Delivering Results



Living a Culture of Respect

GROWING OUR BUSINESS: ZooShare

1st OF ITS KIND

A North American first, this renewable natural gas project uses organic waste and “zoo poo” as a fuel source.



GENERATION CONTRACT

Electricity generated by the project will be sold to the province under a generation contract.



THERMAL ENERGY

Thermal energy generated by the CHP is used in zoo operations to increase overall efficiency.



DID YOU KNOW?

This project is expected to yield a yearly reduction of approximately **20,000** tonnes of CO2 equivalents and offset **30%** of the zoo's energy demand.



GROWING OUR BUSINESS: CHP PORTFOLIO



REGENT PARK ENERGY INC.

Installed two new CHP engines and replaced 20 boilers in a system serving a massive complex of both commercial and residential tenants. By 2030 this project will serve 30 buildings.



DEL PARK HOMES CENTRE

Ownership & operation of CHP selling energy to the community centre and allowing the City to use the facility as an emergency backup in case of outage.



TORONTO SOCIAL HOUSING

Operate a CHP system serving a three-tower complex and signed agreement to begin managing 24 additional sites by 2021.



DURHAM COLLEGE WHITBY

Working closely with long-time partners at Durham College to develop plans for a similar solution the Del Park facility

GROWING OUR BUSINESS: FIBRE NETWORK

Artificial Intelligence, 5G, the Internet of Things, Autonomous Vehicles and emerging technologies will be key to Oshawa's Economic Success and Oshawa Power is ready.

3x

CAPACITY TRIPLED

In 2019 capacity to a main dark fibre line was tripled.



ADDED LOCATION

Tribute Communities Centre was added to this high speed line.



NETWORK READIED

Extensive dark fibre network is ready to be the backbone for implementation of these technologies.



5 YEAR PLAN

Developed a board supported 5 year plan to expand our network.



READY TO SUPPORT

We are ready to help Oshawa and the Region of Durham meet their Broadband Strategic objectives.

GROWING OUR BUSINESS: ELECTRIC VEHICLE CHARGING



LEVEL-2 CHARGING

Two Level-2 charging stations were installed in downtown Oshawa using funds secured from a Natural Resources Canada (NRCan) grant.



ADDITIONAL CHARGING

NRCan awarded contract to install an additional 20 charging stations, allowing us to expand our EV infrastructure.



TRANSIT ELECTRIFICATION

Partnered with local transit company to provide the necessary charging infrastructure for eight buses under a pilot program testing the viability of electric buses in Durham.

DID YOU KNOW?

We have helped our partners raise more than **\$10 million** in funding for low-emissions transit projects.



INVESTING IN OUR INFRASTRUCTURE: IMPROVED RELIABILITY

REBUILDING OUR INFRASTRUCTURE

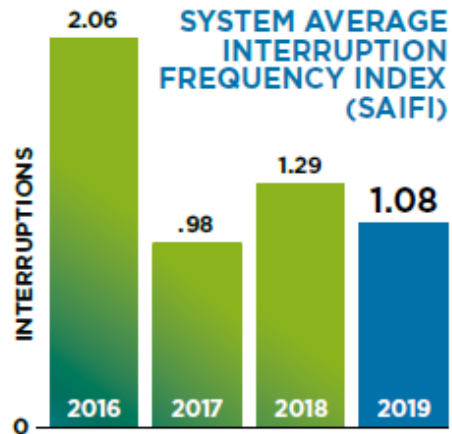
150
POLES
REPLACED

3.4 km
SINGLE PHASE
LINES

1.1 km
THREE PHASE
LINES

47
NEW TRANSFORMERS

2 km
UNDERGROUND
CABLE



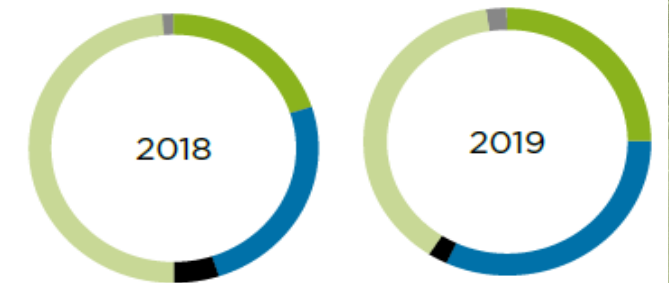
SAIFI represents the average number of times that power to a customer is interrupted during one year.

NEW SUBSTATION MS-9



Our new substation, completed in July 2019, will allow us to increase reliability and capacity, while enhancing load shifting abilities.

Capital Investment \$ 22,280,000



System Access	20.0%	System Access	24.8%
System Renewal	25.0%	System Renewal	32.2%
General Plant	5.0%	General Plant	2.2%
System Services	49.0%	System Services	38.3%
Affiliates	1.0%	Affiliates	2.5%

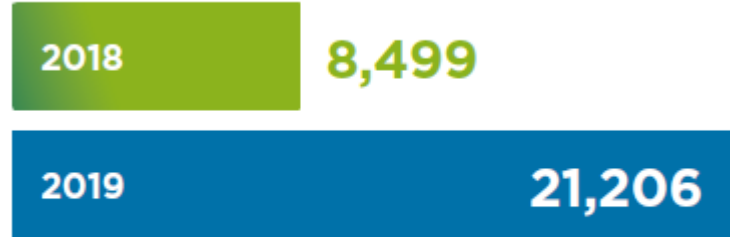
DOING MORE – Best-in-Class Customer Service

Customer Satisfaction Survey Results

SNAP SURVEY RESULTS

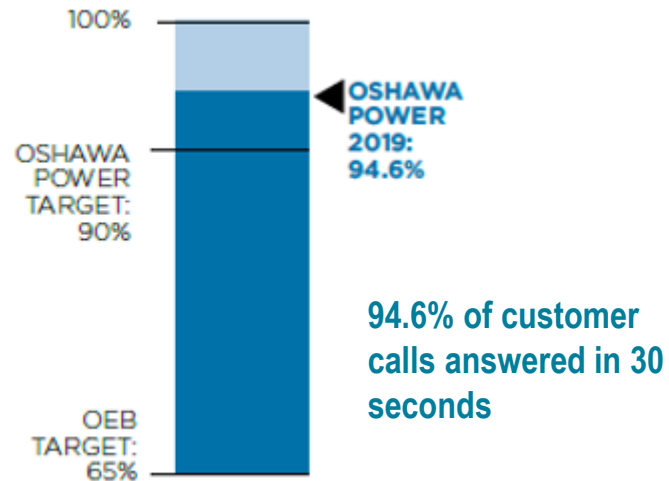
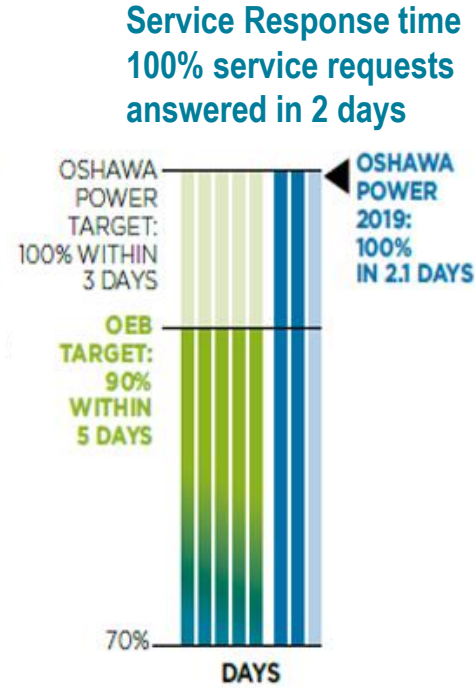
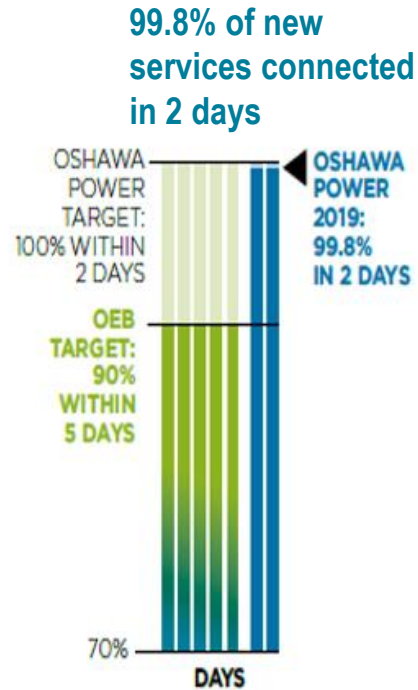


THIRD PARTY CUSTOMER SATISFACTION SURVEY



RESPONDING TO A 250% INCREASE IN EMAIL CORRESPONDENCE

OEB Metric 10 days to respond to customer correspondence - 100% of customer emails answered by OPUC in 1 day



Oshawa Power surpassed ALL Customer Service Metrics put in place by the OEB.

DOING MORE – For Our Customers

OUR CUSTOMERS ASKED, WE

Jul 3
And we are back!! Awesome response time. Thank you

and for more flexibility
by 250% and a
planned

Sep 7
Big shout out to my friends @oshawapower for getting the lights back on in North @oshawacity. Quick response and great work finding the source. Thanks for always keeping our lights on.



creating an online self
service information and updates
implemented on schedule to serve
convenience.

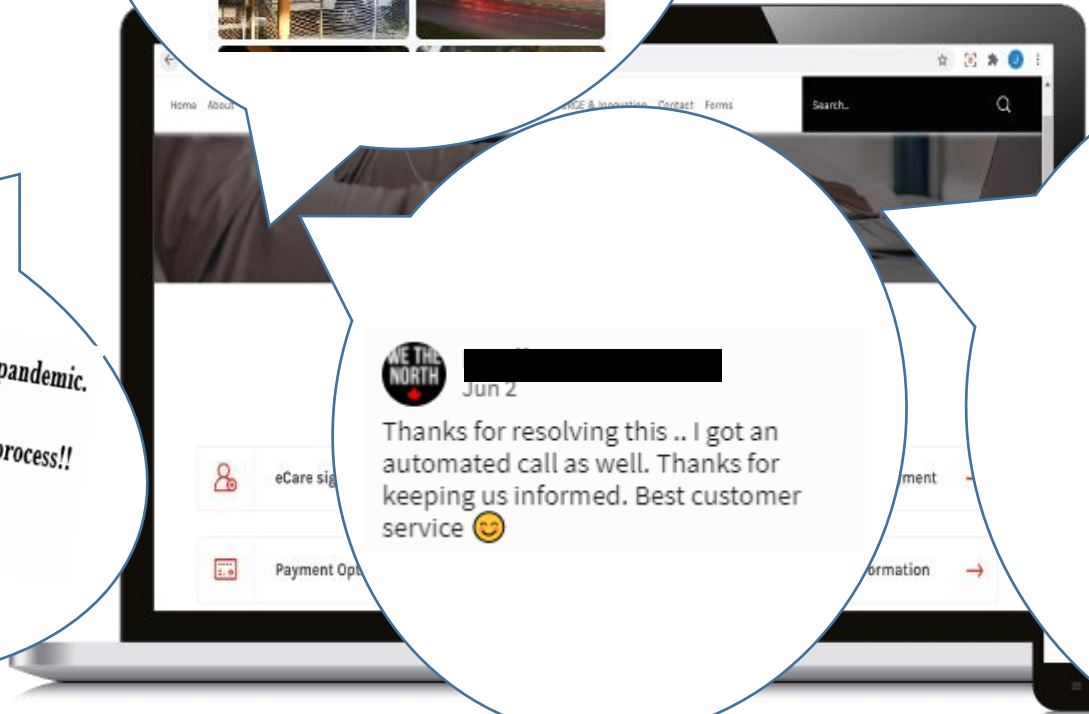
23d
@oshawapower fantastic response today to our call in regards to the damaged transformer. Literally 1/2 hour from the call to arrival on site for inspection and under repair in an hour. Thank you very much from all of us in the neighborhood 🍷🍷
[Read less](#)



*You guys have been on the ball for everything during this pandemic.
We really appreciate your quick response and streamlined process!!
Enjoy your well deserved weekend!*

WE THE NORTH Jun 2
Thanks for resolving this.. I got an automated call as well. Thanks for keeping us informed. Best customer service 😊

I wanted to send a thank you out to your group for supporting this year's annual Touch-a-Truck event hosted at the Tribute Communities Centre. Without the support of community groups such as yourself, this event would not be possible.



DOING MORE – Customer Outreach

WE KNOW OUR CUSTOMERS

We take the time to meet our customers, listen to their feedback, and educate the public about who we are and what we do.

In 2019, we had a record **15** customer touchpoints.



WE PUT SAFETY FIRST

We pride ourselves on maintaining the safest workplace possible. With buy-in from all levels, we've developed an industry-leading record of safety.



Received IHSA
President's Award in
June 2019
AND
ESA Worker Safety
Award

94%

COR™ External Auditor
awards Oshawa Power a
score of 94%



Hosted 2nd Annual
Contractor Safety Day



500,000 hours without
lost time injury. Next
milestone 750,000 hours
expected and achieved
in June 2020

KEEPING EMPLOYEES ENGAGED

We completed our Employee Engagement Survey to find out what our employees need.

3
YEAR

Plan focused on strengthening the employee/manager relationship



Enhancing professional development opportunities



Improving communication about organizational change



Monthly check-in team meetings



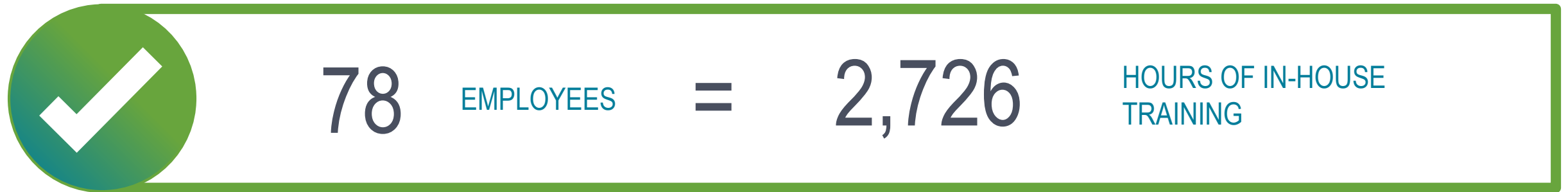
Monthly interdepartmental management meetings



Quarterly one on one meetings between employee and manager

DEDICATED TO IMPROVEMENT

We support our employees in becoming the best they can be.



6 Employees completing post-secondary education on their own time with company support

5 Cross-trained power line technicians

4 Interns brought on board in 2019

DOING MORE – Supporting Our Community

MORE THAN A DONATION

We believe that strong communities take more than a donation. At Oshawa Power we are happy to provide more than just a cheque to our local community. We proudly volunteer our time and resources to help Oshawa thrive.





Q & A