



The Guelph Hydro Inc. 2010 Sustainability Report is available online at:
www.guelphhydroinc.com

G3 Content Index - GRI Application Level C

Profile Disclosures

1. Strategy and Analysis

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
1.1	Statement from the most senior decision-maker of the organization.	Fully	Sustainability Report - A Message to Our Stakeholders

2. Organizational Profile

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
2.1	Name of the organization.	Fully	Guelph Hydro Inc.
2.2	Primary brands, products, and/or services.	Fully	Sustainability Report - Corporate Profile.
2.3	Operational structure of the organization.	Fully	Sustainability Report - Corporate Profile.
2.4	Location of organization's headquarters.	Fully	Guelph, Ontario, Canada.
2.5	Number of countries where the organization operates.	Fully	Canada.
2.6	Nature of ownership and legal form.	Fully	Sustainability Report - Corporate Profile.
2.7	Markets served.	Fully	Sustainability Report - Corporate Profile.
2.8	Scale of the reporting organization.	Fully	Sustainability Report - Corporate Profile.
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	None.
2.10	Awards received in the reporting period.	Fully	Sustainability Report - Social Responsibility.

Electric Utility Indicators (EU)

EU1	Installed capacity, broken down by primary energy source and by regulatory regime.	Fully	Emergency 500 kW back-up generator fuelled by natural gas. Eastview Generating Station - Methane gas captured from landfill.
EU2	Net energy output broken down by primary energy source and by regulatory regime.	Fully	Emergency back-up generator = 5,921 kWh Eastview Generating Station = 13,665 MWh
EU3	Number of residential, industrial, institutional and commercial customer accounts.	Fully	2010 Sustainability Report - Corporate Profile
EU4	Length of above and underground transmission and distribution lines by regulatory regime.	Fully	2010 Sustainability Report - Economic Success
EU5	Allocation of CO ₂ e emissions allowances or equivalent, broken down by carbon trading framework.	Not	

3. Report Parameters

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	Calendar year / fiscal year 2010.
3.2	Date of most recent previous report (if any).	Fully	Not applicable. This is Guelph Hydro Inc.'s first GRI Report.
3.3	Reporting cycle (annual, biennial, etc.).	Fully	Annual.
3.4	Contact point for questions regarding the report or its contents.	Fully	Sandy Manners, Director, Corporate Communications, Guelph Hydro Inc. - Email: SManners@guelphhydro.com
3.5	Process for defining report content.	Fully	Sustainability Report - About This Report.
3.6	Boundary of the report.	Fully	Sustainability Report - About This Report.
3.7	State any specific limitations on the scope or boundary.	Fully	Sustainability Report - About This Report.
3.8	Basis for reporting on joint ventures, subsidiaries and other entities.	Fully	Sustainability Report - About This Report.
3.10	Explanation of the effect of any re-statements of information provided in earlier reports.	Fully	Not applicable. This is Guelph Hydro Inc.'s first Sustainability Report.
3.11	Significant changes from previous reporting periods.	Fully	Not applicable. This is Guelph Hydro Inc.'s first Sustainability Report.
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	Sustainability Report - Table of Contents. Sustainability Report - G3 Content Index.

4. Governance, Commitments, and Engagement

Profile Disclosure	Description	Reported	Cross-reference/Direct answer
4.1	Governance structure of the organization.	Fully	Sustainability Report - Corporate Governance Websites: www.guelphhydroinc.com / www.guelphhydro.com
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Fully	Sustainability Report - Corporate Governance Websites: www.guelphhydroinc.com / www.guelphhydro.com
4.3	State the number of members of the highest governance body that are independent and/or non-executive members.	Fully	Sustainability Report - Corporate Governance Websites: www.guelphhydroinc.com / www.guelphhydro.com
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	Sustainability Report - Corporate Governance Websites: www.guelphhydroinc.com / www.guelphhydro.com
4.14	List of stakeholder groups engaged by the organization.	Fully	Guelph Hydro stakeholders include, but are not limited to: Boards of Directors, City of Guelph – shareholder and City Council, employees, union - International Brotherhood of Electrical Workers, retirees, customers, the community, partner organizations, suppliers, government bodies / agencies, industry associations, other utilities - Ontario and worldwide, community groups, investment community, media, and potential future employees.
4.15	Basis for identification and selection of stakeholders with whom to engage.	Fully	Within the company's service territory, all customers (and the communities served) are considered stakeholders. All stakeholders that are directly affected by or directly affect Guelph Hydro Inc. are engaged through various means.

Performance Indicators

Economic

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Economic performance			
EC1	Direct economic value generated and distributed.	Fully	2010 Financial Statements - Companion document to Sustainability Report. Electronic copy posted on website: www.guelphhydro.com
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	Fully	<p>Opportunities are reflected in the activities of Guelph Hydro's non-regulated business activities associated with the company's support of the City of Guelph Community Energy Initiative detailed throughout the 2010 Sustainability Report.</p> <p>Risks due to physical changes associated with climate change (e.g., impacts of modified weather patterns) are considered to be minimal. Although infrastructure may be affected by extreme weather events, Guelph Hydro believes that such occurrences will not materially affect its operating or financial performance. In the unlikely circumstance that the company is materially affected (i.e. by a major ice storm, wind storm, tornado, etc.), costs associated with the damage caused may be recovered through rates upon approval by the Ontario Energy Board.</p> <p>There may be other externally-driven impacts, particularly in areas where the electricity grid is vulnerable to overloading due to extreme cold or hot weather events. Mitigation has already been taken to minimize these potential impacts through, first, conservation and demand management programs to reduce consumption and peak demand in the company's service territory, and, second, a capital renewal/replacement program and advanced asset management program, increasing reliability.</p>
EC3	Coverage of the organization's defined benefit plan obligations.	Not	
EC4	Significant financial assistance received from government.	Fully	<p>In 2010, Guelph Hydro received direct financial assistance from two government entities:</p> <ul style="list-style-type: none"> - \$1.3 million received from the Ontario Power Authority to carry out Conservation and Demand Management (CDM) activities - \$1 million received from the Ontario Ministry of Agriculture and Rural Affairs to conduct an engineering feasibility study for a bioenergy project
Market presence			
EC5	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation.	Fully	Not relevant. Guelph Hydro's entry level wages are above provincial minimum wages.
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Fully	No formal policy regarding buying from locally-based suppliers.
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Fully	No formal policy or common practice of granting hiring preference to local residents.
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit.	Fully	Sustainability Report - Economic Success.

Indirect economic impacts			
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	Fully	Sustainability Report - Environmental Stewardship.
Electric Utility Indicators (EU)			
Availability and reliability			
EU10	Planned capacity against projected electricity demand over the long term, broken down by energy source and regulatory regime.	Not	
System efficiency			
EU11	Average generation efficiency of thermal plants by energy source and regulatory regime.	Not	Not applicable.
EU12	Transmission and distribution losses as a percentage of total energy.	Not	

Environmental

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Energy			
EN1	Materials used by weight or volume.	Not	
EN2	Percentage of materials used that are recycled input materials.	Not	
EN3	Direct energy consumption by primary energy source.	Not	
EN4	Indirect energy consumption by primary source.	Fully	Ontario Energy Supply Mix - www.ieso.ca
EN5	Energy saved due to conservation and efficiency improvements.	Not	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	Sustainability Report - Environmental Stewardship.
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Not	
Water			
EN8	Total water withdrawal by source.	Fully	All of Guelph Hydro's water comes from municipal sources. Total water consumption in 2010 = 1,466 cubic metres.
EN9	Water sources significantly affected by withdrawal of water.	Fully	Not applicable.
EN10	Percentage and total volume of water recycled and reused.	Fully	No water is recycled or reused. However, Guelph Hydro's facility is LEED® certified and water use is 20 per cent lower than LEED® baseline measurements.
Biodiversity			
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	Not	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	Fully	Guelph Hydro's potential impacts on biodiversity in its service territory are minor. Examples include: harm to wildlife that comes into contact with electrified infrastructure, emissions from fleet and facilities, construction of new infrastructure, in-service PCB/SF6 (sulfur hexafluoride) and other chemicals used in processes.
EN13	Habitats protected or restored.	Fully	None.
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	Fully	Sustainability Report - Environmental Stewardship.
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations.	Fully	Not applicable.
Emissions, effluents and waste			
EN16	Total direct and indirect greenhouse gas emissions by weight.	Not	
EN17	Other relevant indirect greenhouse gas emissions by weight.	Not	
EN18	Initiatives to reduce greenhouse gas emissions and achievements.	Fully	Sustainability Report - Environmental Stewardship
EN19	Emissions of ozone-depleting substances by weight.	Not	
EN20	NOx, SOx, and other significant air emissions by type and weight.	Not	
EN21	Total water discharge by quality and destination.	Not	
EN22	Total weight of waste by type and disposal method.	Not	
EN23	Total number and volume of significant spills.	Fully	None in 2010.

EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Not	
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	Not	
Products and services			
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Not	Sustainability Report - Environmental Stewardship.
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Fully	Not applicable.
Compliance			
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	None in 2010.
Transport			
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Not	
Overall			
EN30	Total environmental protection expenditures and investments by type.	Not	
Electric Utility Indicators (EU)			
EU13	Biodiversity of offset habitats compared to the biodiversity of the affected areas.	Not	

Social: Labor Practices and Decent Work

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Employment			
LA1	Total workforce by employment type, employment contract, and region.	Fully	<ul style="list-style-type: none"> • Guelph Hydro Electric Systems Inc. Management = 34 • Guelph Hydro Inc. Management = 6 + 1 temporary • Guelph Hydro Electric Systems Inc. Unionized = 65 + 1 temporary • Total = 107 - All located in Guelph, Ontario, Canada
LA2	Total number and rate of employee turnover by age group, gender, and region.	Fully	In 2010 - <ul style="list-style-type: none"> • Retirements – 4 • Terminations – 3 • Death -1
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	Extended health care, dental, life insurance, long-term disability, employee assistance program, OMERS pension plan, computer purchase plan, educational assistance, wellness program.
Labor/management relations			
LA4	Percentage of employees covered by collective bargaining	Fully	62%
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	Guelph Hydro does not specify minimum notice periods. However, the company complies with all legal obligations.
Occupational health and safety			
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	100% of the workforce is represented in formal joint management-worker health and safety committees.
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region.	Fully	Guelph Hydro tracks all incidents, including first aid level, and also tracks the potential for injury and/or loss. There were no lost time injuries, fatalities, or occupational diseases reported in 2010. Average days absent due to non-work-related accidents or illness in 2010 was 2.75 days.
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.		Smoking Cessation program offered. Ergonomic Team available to provide ergonomic assessments. Employee Assistance Program available to all employees.
LA9	Health and safety topics covered in formal agreements with trade unions.	Fully	Guelph Hydro's collective agreement with its trade union, the International Brotherhood of Electrical Workers (IBEW), is comprehensive and covers all relevant health and safety topics. All health and safety policies and procedures are reviewed by the Joint Health and Safety Committee.
Anti-competitive behavior			
LA10	Average hours of training per year per employee by employee category.	Fully	<ul style="list-style-type: none"> • Senior Management = 9 hours • Supervisors = 16 hours • Professionals = 14 hours • Trades = 40 hours • Administration = 5 hours • Clerical = 21
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Fully	Educational funding program in place. In-house training opportunities provided for skills upgrading.

LA12	Percentage of employees receiving regular performance and career development reviews.	Fully	100% of non-unionized employees receive annual formal performance and career development reviews. 100% of unioned employees receive formal reviews when progressing through job rate steps.
Diversity and equal opportunity			
LA13	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity.	Not	
LA14	Ratio of basic salary of men to women by employee category.	Not	Guelph Hydro complies with Ontario's Pay Equity Act.
Electric Utility Indicators (EU)			
EU17	Days worked by contractor and subcontractor employees involved in construction, operation and maintenance activities.	Not	
EU18	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training.	Fully	100%

Social: Human Rights

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Diversity and equal opportunity			
HR1	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening.	Not	
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken.	Not	
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	Fully	100% of employees trained on Bill 168. Total hours of training = 400 hours
Non-discrimination			
HR4	Total number of incidents of discrimination and actions taken.	Fully	None
Freedom of association and collective bargaining			
HR5	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights.	Fully	None
Child labour			
HR6	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labour.	Fully	None.
Forced and compulsory labour			
HR7	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labour.	Fully	None.
Security practices			
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	Fully	Not applicable. No Security personnel
Indigenous rights			
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	None

Social: Society

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Community			
SO1	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.	Not	
Corruption			
SO2	Percentage and total number of business units analyzed for risks related to corruption.	Not	
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	Fully	100% of employees are trained in policies and procedures that relate to anti-corruption including the Code of Ethics and Purchasing Policy.
SO4	Actions taken in response to incidents of corruption.	Fully	No incidents of corruption.
Public policy			
SO5	Public policy positions and participation in public policy development and lobbying.	Not	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Fully	None
Anti-competitive behavior			
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Fully	None
Compliance			
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Fully	None
Electric Utility Indicators (EU)			
EU22	Number of people physically or economically displaced and compensation, broken down by type of project.	Fully	None

Social: Product Responsibility

Performance Indicator	Description	Reported	Cross-reference/Direct answer
Customer health and safety			
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	Partially	Projects undergo an Environmental Assessment process. Guelph Hydro constantly tests and audits the safety and reliability of its assets which deliver electricity (poles, wires, transformers, meters, etc.) to customers.
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	None.
Product and service labelling			
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Not	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	None.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	The Ontario Energy Board requires that Guelph Hydro report on a variety of customer service measures. Annual reports are posted on the Ontario Energy Board website at www.oeb.gov.on.ca . Guelph Hydro conducts periodic customer satisfaction surveys, administered by an independent consulting firm. This is a company initiative, one that is not mandated by the Ontario Energy Board or the Ontario government. The methodology is to randomly select customers to complete a telephone interview of standard questions. The next survey will be done in 2011.
Marketing communications			
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Not	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	None.
Customer privacy			
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	None.
Compliance			
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	None.
Electric Utility Indicators (EU)			
EU25	Number of injuries and fatalities to the public involving company assets, including legal judgments, settlements and pending legal cases of diseases.	Fully	None.

EU26	Percentage of population unserved in licensed distribution or service areas.	Fully	Zero.
EU27	Number of residential disconnections for non-payment, broken down by duration of disconnection and by regulatory regime.	Fully	< 48 hours = 123 customers 48 hours to 1 week = 43 customers 1 week to 1 month = 75 customers 1 month to 1 year = 33 > 1 year = not applicable
EU28	Power outage frequency.	Fully	System Average Interruption Frequency Index (SAIFI) = 0.75
EU29	Average power outage duration.	Fully	System Average Interruption Duration Index (SAIDI) = 0.33 hours = 20 minutes Customer Average Interruption Duration Index (CAIDI) = 0.45 hours = 27 minutes
EU30	Average plant availability factor by energy source and by regulatory regime.	Not	