

Energy for Life: Delivering the energy that brings us together

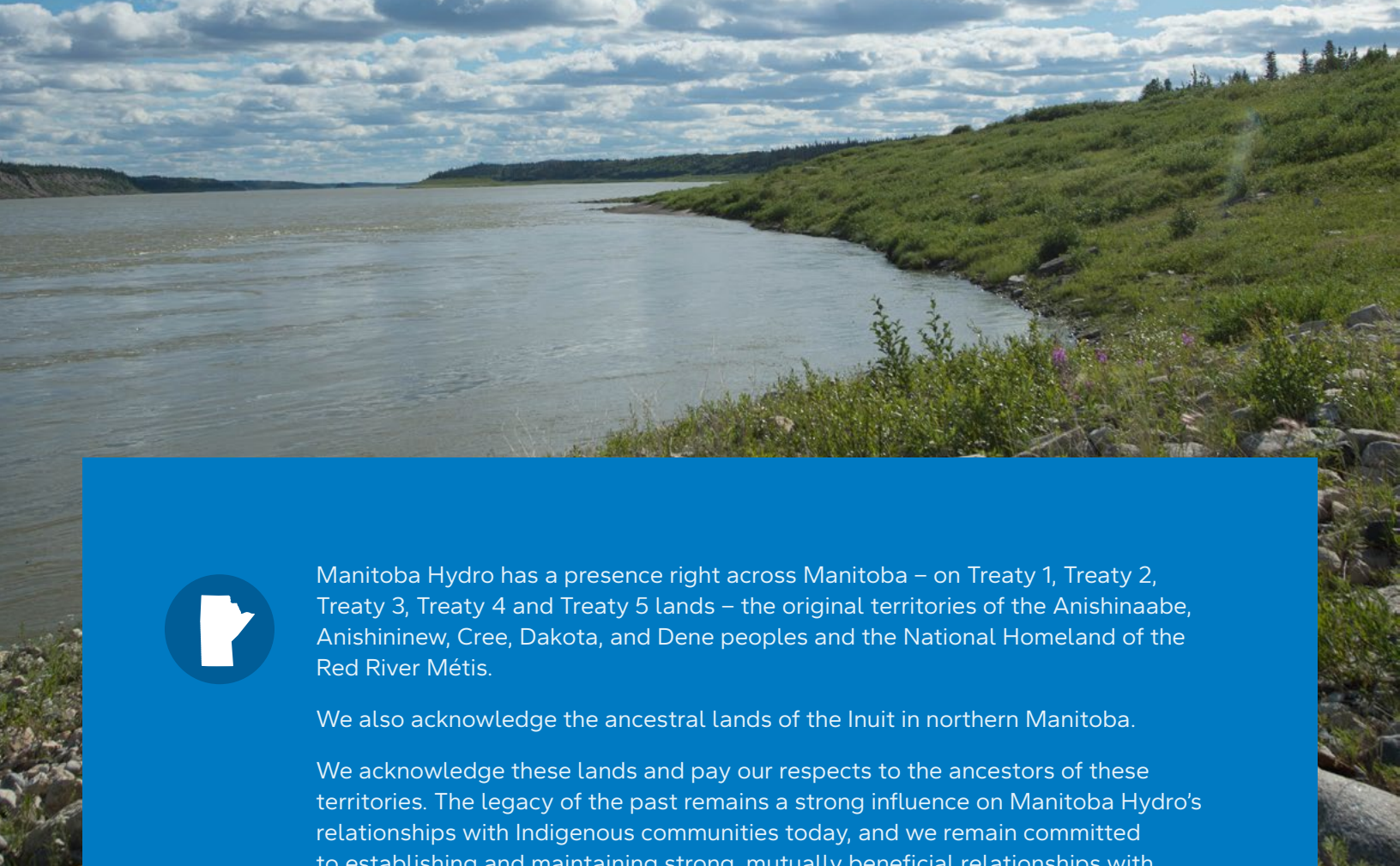
Manitoba Hydro Highlights

For the year ended March 31, 2025



To request accessible formats, visit
www.hydro.mb.ca/accessibility.

 **Manitoba
Hydro**
energy for life



Manitoba Hydro has a presence right across Manitoba – on Treaty 1, Treaty 2, Treaty 3, Treaty 4 and Treaty 5 lands – the original territories of the Anishinaabe, Anishinew, Cree, Dakota, and Dene peoples and the National Homeland of the Red River Métis.

We also acknowledge the ancestral lands of the Inuit in northern Manitoba.

We acknowledge these lands and pay our respects to the ancestors of these territories. The legacy of the past remains a strong influence on Manitoba Hydro's relationships with Indigenous communities today, and we remain committed to establishing and maintaining strong, mutually beneficial relationships with Indigenous communities.

Manitobans serving Manitobans:

“Climbing poles and working on high voltage equipment is one part, but there’s also leaving a warm bed in the middle of the night, when it’s pouring rain to make sure others have power. Or leaving the family behind over the holiday season because a storm rolled through, and help is needed to keep the power on. That was what I signed up for 26 years ago.”

— Tyler,
Distribution Operations and Maintenance.



Diversity of employees

	Goal	Actual
Indigenous People in workforce 2024-25	18%	20.1%
Indigenous People in northern workforce 2024-25	47%	47.7%
Indigenous People in management 2024-25	8%	7.9%
Persons with disabilities 2024-25	8%	8.6%
Visible minorities 2024-25	14%	14.9%
Women in workforce 2024-25	30%	24.1%
Women in management 2024-25	30%	32.7%

As of March 2025, we met and surpassed our goal of 4% of women in trades at Manitoba Hydro.

Indigenous representation in our workforce has grown to 20.1 per cent in 2025.

Total number of full-time equivalent employees: 5 490*

*see page 123 of our Annual Report for definition of full-time employees.



In 2024, we performed 75 766 electric and natural gas line locates throughout the province.

74% of residential customers reported they are satisfied with Manitoba Hydro's overall service.

In 2024/25, an annual average of 74% of respondents reported a 7 or higher on a 1-10 scale to the question "On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, how satisfied are you with the overall service you have received from Manitoba Hydro?" MB Hydro Customer Service Tracking Study - a quarterly survey of 500 Manitobans since 1999.

96% of customers are satisfied with field service.

Reported from the 2024/25 Voice of the Customer program data where 96% of customers rated their overall satisfaction with service workers as a 4 or higher on a 1-5 scale, where 1 is extremely dissatisfied and 5 is extremely satisfied to the question "Please rate your overall satisfaction with the service person who completed your request".

65% of residential customers are satisfied with Manitoba Hydro's Safety Education.

In 2024/25, an annual average of 65% of respondents reported a 7 or higher on a 1-10 scale to the question "On a scale of 1 to 10, where 1 is extremely dissatisfied and 10 is extremely satisfied, how satisfied are you with Manitoba Hydro's efforts to inform and encourage public safety around electricity and natural gas?" MB Hydro Customer Service Tracking Study - a quarterly survey of 500 Manitobans since 1999.

Throughout 2024-25, we reached **3 504** students in grades five and six **across 66 schools province-wide** with electrical and natural gas safety messaging.

Customers

Number of electric customers:

632 117

Number of natural gas customers:

300 789

Number of communities with natural gas service:

135

Capital Expenditures

Electric

\$ 596 M

Gas

\$ 47 M

Investing in our communities

“So many families are affected by cancer. This initiative has made the girls feel like they’re helping other people in a similar situation — beyond just their moms. It’s due to donations that so much research goes into cancer care in Manitoba. It’s how I’m able to get a lot of the tests and treatments I need.

I’ve always been a donor to CancerCare Manitoba through the myCharity program. But I never expected to be on this side of it. I now realize the incredible cost of helping people with cancer, and I’m just so grateful for all the generous people who’ve donated so far. It helps to give people a chance.”

— Ellie’s mom, Michelle,
Employee Champion.



Through our **Community Giving Program** our employees make meaningful impacts and support the causes they care about:

- Via donations through **myCharity payroll deduction**;
- Through volunteerism in our **Volunteer Grant Program**; and
- As **Employee Champions** for organizing fundraising initiatives and activities.

myCharity payroll deduction

Our employees can make individual contributions to as many as 30 local, regional, and provincial Manitoba charities by opting-in to the myCharity payroll deduction initiative. Manitoba Hydro matches all employee contributions dollar for dollar. Employees can direct the corporate match to one of four regional community foundations or one of two United Way organizations. Located in Brandon, Dauphin, Lac du Bonnet, Selkirk, Thompson and Winnipeg, these entities enable each employee to double the reach and impact of their personal donation.

In 2024, combined myCharity employee and corporate payroll donations across Manitoba exceeded \$1 131 500.

Employee Champions:

Employee Champions are active volunteers and fantastic fundraisers in our communities. Employees who co-ordinate fundraising activities and initiatives for registered charities receive an additional \$500 to \$750 donation from Manitoba Hydro towards that charity.

- Addictions Foundation of Manitoba
- BAPS Charities
- CancerCare MB Foundation
- Child Nutrition Council
- Christmas Cheer Board
- Genesis House
- Habitat for Humanity
- Harvest Manitoba
- Inclusion Selkirk Inc.
- 1JustCity
- Katie Cares Inc.
- Kidney Foundation of Canada
- Manitoba Conservancy of Music & Arts
- Manitoba Underdogs Rescue
- Movember
- National Centre for Truth & Reconciliation
- National Indigenous Residential School Museum of Canada Inc.
- Never Alone Cancer Foundation
- Rainbow Resource Centre
- Ronald McDonald House
- Spence Neighbourhood Association Inc.
- STARS Manitoba
- Steinbach Community Outreach
- United Way of Winnipeg— Koats for Kids
- West Broadway Youth Outreach
- Winnipeg Humane Society

TOTAL \$18 750

Volunteer Grants:

- Awakisak Meskanow Greenway
- Boeing of Canada Royal Canadian Air Cadet Squadron
- Crossview Church
- Jazz Winnipeg Inc
- Ka Ni Kanichihk
- Linwood Child Centre Inc.
- Mahamevnawa Buddhist Monastery
- Mamingwey Burn Society
- Manitoba Underdogs Rescue
- Royal Manitoba Theatre Centre
- Save our Seine
- Scouts Canada
- Winnipeg Contemporary Dancers

TOTAL \$5 200

In 2024, Manitoba Hydro and our employees donated just over \$452 700 to the United Way Winnipeg and United Way Brandon.



Kyle, employee champion for Manitoba Underdogs, with volunteers hosted a fundraising booth.

In 2024, over \$18 750 was donated to 26 employee-championed events and \$5 200 to 13 volunteer grants.

myCharity employee pledges

ALS Society of Canada	\$4 797
Alzheimer Society of MB	\$22 300
Big Brother Big Sister Central Plains	\$2 119
Brandon Regional Health Centre	\$2 171
CancerCare Manitoba Foundation	\$99 164
Canadian Diabetes Association	\$23 332
Canadian Red Cross	\$10 136
Canadian Mental Health Association	\$26 494
Children's Hospital Foundation	\$47 494
Crohn's & Colitis Canada	\$6 344
Dauphin & District Community Foundation	\$2 600
Firefighters' Burn Fund	\$11 173
Harvest Manitoba	\$48 478
Heart & Stroke Foundation	\$40 333
Kidney Foundation of Canada	\$10 839
Lac du Bonnet & District Charitable Foundation	\$3 605
MS Society of Canada	\$9 079
Manitoba Lung Association	\$6 479
Manitoba Possible	\$6 591
Parkinson Canada	\$7 033
Ronald McDonald House	\$15 627
Salvation Army	\$13 965
Samaritan House	\$1 307
Selkirk & District Community Foundation	\$2 639
Siloam Mission	\$46 878
Thompson Community Foundation	\$5 200
United Way/Brandon	\$2 353
United Way/Winnipeg	\$48 764
United Way/Pembina Valley	\$1 430
Winnipeg Humane Society	\$37 028
Employee Pledge Total	\$565 752

Sponsorships



Manitoba Hydro is a longtime sponsor of Manito Ahbee.

Bringing Manitobans together

“The safety of our customers is our top priority. Hosting a safety corner at Manito Ahbee in 2024, provided a welcoming space for all ages to play a safety game, view safety messages written in Cree, Dene, Anishinaabemowin, Arabic, Ukrainian, English and French, and have a chance to win a carbon monoxide detector or safety kit.”

— Kathleen,
Community Investment and Public Safety Specialist.

Manitoba Hydro continues to seek new, innovative ways to connect with and support our communities, in addition to our long-standing involvement and sponsorship of valued annual events and festivals.

In 2024, we contributed over \$511 660 in sponsorship of events and activities across Manitoba

Sponsorships

1Just City	\$1 500
2024 Annual National Summit on the 1930 NRTA	\$5 000
4P Festival	\$5 000
Alzheimer Society Manitoba	\$4 800
AMIK Inc.	\$300
Arborg Street Festival	\$500
Assembly of Manitoba Chiefs	\$1 500
Assiniboine Park Conservancy Inc.	\$2 500
Association of Consulting Engineering Companies - Manitoba	\$3 500
Association of Manitoba Municipalities	\$850
Brandon Arbor Day	\$500
Bravestone Centre	\$500
Brokenhead Ojibway Nation	\$2 000
Camp Morgan	\$2 000
Canadian Dam Association	\$2 500
Canadian Power Toboggan Championships	\$375
Canadian Urban Forest Conference	\$10 000
CancerCare MB Foundation	\$5 000
Central Canada Mineral Exploration Convention	\$1 500
Child Nutrition Council of Manitoba	\$1 500
CIGRE Canada	\$10 000
Circles for Reconciliation Inc.	\$500
Clan Mothers Turtle Lodge Inc.	\$800
Conseil Jeunesse Provincial Inc.	\$500
CurlManitoba	\$2 050
District 64 Toastmasters Conference	\$600
Double B Agricultural Festival	\$400
Downtown Winnipeg Biz	\$110 000
Eastern MB Concert Association	\$500
Eastman Crisis Centre	\$1 000
Engineers Canada 30 For 30 Conference	\$5 000
Engineers Geoscientists Manitoba	\$985
Film Training Manitoba	\$500
Fire & Water Music Festival	\$500
First Nations Health and Social Conference	\$2 500
Flin Flon Pride	\$500
Folklorama Inc.	\$10 000
Gimli Film Fest	\$2 500
Green Action Centre	\$1 500
Holiday Alley	\$3 600
IBEW Manitoba Motorcycle Riders	\$750
Icelandic Festival of Manitoba	\$2 500
Inclusion Winnipeg	\$550
INDSPIRE	\$2 500
Inter-Community Canoe Program (Waterways Inc.)	\$5 000

Junior Achievement	\$7 500
Keystone Agricultural Producers	\$1 000
Mamingwey Burn Society Inc	\$500
Manito Ahbee Festival Inc.	\$10 000
Manitoba 4-H Council Inc	\$500
Manitoba Air Show Inc.	\$6 500
Manitoba Clydesdale Club	\$300
Manitoba Construction Sector	\$5 000
Manitoba Disaster Management Conference	\$1 250
Manitoba Hydro Santa Claus Parade	\$70 000
Manitoba High Schools Athletic Association	\$4 000
Manitoba Home Builders' Association	\$4 500
Manitoba Law Students Association	\$200
Manitoba Maple Syrup Festival	\$300
Manitoba Marathon Foundation	\$12 000
Manitoba Sustainable Energy	\$900
Manitoba Urban Forest Council	\$500
Morden Corn & Apple Festival	\$1 500
Movement Centre of Manitoba	\$3 000
Nickel Days Festival	\$2 500
Northern Manitoba Trappers' Festival	\$2 000
Norway House Cree Nation Treaty & York Boat Days	\$5 000
Nuit Blanche	\$2 000
Peguis Treaty Committee	\$2 000
Pride Winnipeg Festival	\$3 500
Pulford Community Living Services	\$500
Rainbow Resource Centre	\$4 000
Red River Métis Business Expo	\$1 500
Red River North Tourism	\$3 600
RogerKimLee Music Festival Inc.	\$500
Royal Manitoba Winter Fair	\$24 000
Royal Winnipeg Ballet	\$20 000
Safety Services Manitoba	\$1 000
Sagkeeng First Nation	\$2 000
St-Pierre-Jolys Frog Follies Festival	\$350
Skills Canada	\$4 000
Southern Chiefs Organization	\$1 400
Sport Manitoba	\$67 500
Steinbach Summer in the City	\$1 500
Swan Valley Northwest Round-Up & Exhibition	\$1 500
Théâtre Cercle Molière	\$500
University of Manitoba	\$11 800
Variety Children's Charity of Manitoba	\$500
Vision Quest	\$2 500
TOTAL	\$511 660

Strengthening Indigenous relationships

“Tower assembly is usually handled by external contractors. Manitoba Hydro has a strong record of working with our contractors to promote Indigenous opportunities on transmission construction projects.”

— Duane,
Community Liaison.



Manitoba Hydro operates throughout Manitoba, on the traditional territory of the Anishinaabe, Anishininew, Cree, Dakota, and Dene Peoples, and on the National Homeland of the Red River Métis.

The waterways we rely on for hydropower are critically important to Indigenous communities. Our developments have affected Indigenous communities along developed waterways, including the Saskatchewan, Nelson, Churchill, Rat, Burntwood, Laurie and Winnipeg Rivers.

We acknowledge the impacts of our projects and operations and are committed to working collaboratively to strengthen and improve our relationships with Indigenous communities and advance reconciliation in our province.

- In 2024-25, Manitoba Hydro signed 87 contracts with approximately 58 different Indigenous vendors.
- As of March 2025, Indigenous hiring on our recent transmission projects is ranging between 42 to 47% of the total hires.
- In 2024, 74 people from six First Nations communities completed Tower Assembly Training.
- Annually from May through October, approximately 42 individuals from nearby Indigenous communities are employed as Boat Patrollers. During the 2024 season, patrollers travelled a combined 74 693 kilometres of our northern waters.
- An additional 391 individuals were employed in 2024-25 on debris clearing contracts through local Indigenous community contractors.



Sustainability

“In the design of our Riel Construction Office, we aimed for a 25% energy reduction below the Manitoba Energy Code for Buildings, a 20% reduction in potable water use, and zero fossil fuel use on this site. It’s designed to meet LEED* v4 Gold standards.”

— **Martial,**
Project Engineer.

*LEED (Leadership in Energy and Environment Design) is an international certification program that establishes building standards for environmental responsibility and sustainability.



energy for life

- Manitoba Hydro headquarters at 360 Portage Avenue was awarded the 2024 Energy Star® — an internationally recognized and trusted mark of high efficiency with rating of 97 — our highest rating to date.
- In 2024-25, construction was completed on our Riel Construction Office. The facility features geothermal heating/cooling, low-carbon materials, and natural daylight to reduce electrical use for lighting.
- In 2024, Manitoba Hydro had the most participants in the national Commuter Challenge out of any registered workplace in Canada:
 - With 978 employees logging their commutes, we increased our previous year’s participation by 12%.
 - According to Green Action Centre’s calculator – Manitoba Hydro staff saved 7 863 litres of fuel, avoided 16 363 kilograms of CO2 emissions, and burned 343 908 calories..



In honour of Earth Day, Downtown Winnipeg BIZ organized the Downtown Spring CleanUp, presented by Manitoba Hydro. Over 700 volunteers, including 90 Manitoba Hydro employees, took part to remove trash from the streets.

Recycling

In 2024:

1 156

Kilograms (kg) of small single use and rechargeable batteries were recycled through the Call2Recycle program.

53 273

Kg of larger, industrial batteries were collected for recycling to Industrial Metals

42 800

litres of used lube oil* was collected and recycled.

*Lube oil has been referred to as 'waste oil' in previous Manitoba Hydro reporting.

In fiscal year 2024-25:

136 610

kg of industrial non-hazardous materials was recycled.

An estimated

21.3

metric tonnes of electronic equipment (such as computers, monitors, and accessories) were donated for re-purposing or recycling (e-waste) through the Computers for Schools Manitoba program.

85

metric tons of paper was recycled through Manitoba Hydro's Official Records Destruction, Confidential Shredding and T.R.I.M Programs.

Ethical. Accountable. Transparent.

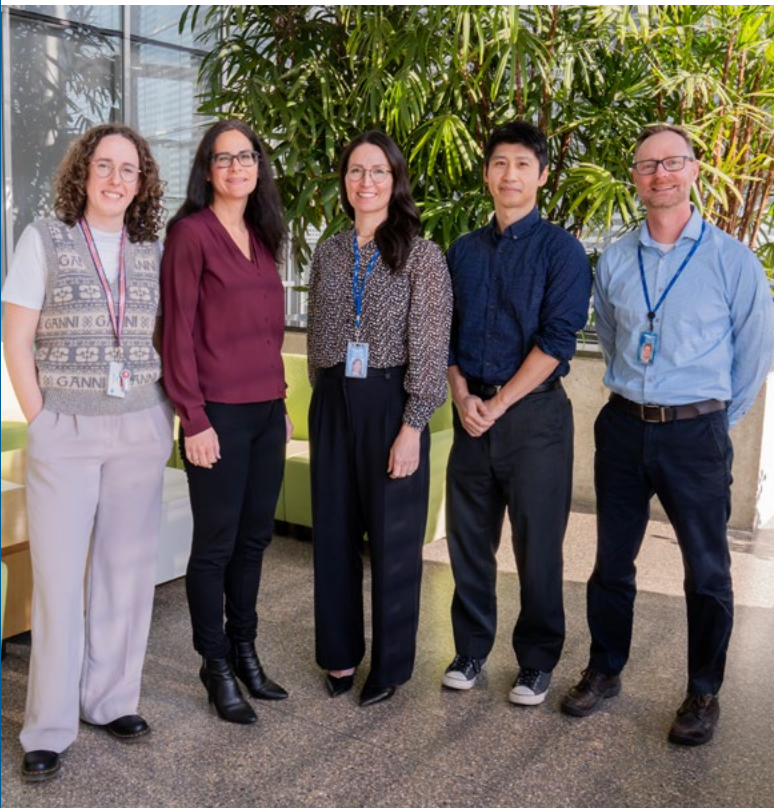
Manitoba Hydro is a provincial Crown Corporation and one of the largest integrated electricity and natural gas distribution utilities in Canada.

At Manitoba Hydro, we conduct our activities in a lawful, responsible, and ethical manner to maintain our reputation for honesty and integrity. We strive to build trust and confidence with our customers and the public we are accountable to. We conduct our relationships with the utmost integrity and respect for our customers and community as we enhance our province's economic and social growth.

The governance of our organization is through the **Manitoba Hydro-Electric Board (MHEB)**. Electricity and natural gas rates in Manitoba are regulated by the **Public Utilities Board (PUB)**.

Our organization regularly reports on our operations, our finances, and our social responsibilities in compliance with the Province of Manitoba's *Public Services Act* and *Crown Corporations Governance and Accountability Act* through our **Annual Business Plan, Annual Report, Enterprise Plan, Public Sector Compensation Disclosure Report**, among other regular quarterly reports and documentation. These are available to the public on our website at: www.hydro.mb.ca/corporate/financial.

- 97% of employees completed ethics training over 2024/25.



Our vision

Empowering Manitoba's future with affordable and reliable energy.

Our mission

Meet the energy needs of our customers

Our values

Our values remain foundational to our success.

Collaboration, Alignment, Re-imagining and Empowerment (CARE) define how we work together. Our work is always guided by our commitment to safety, reconciliation, and our environment.



Manitoba Hydro Place
360 Portage Avenue
Winnipeg, Manitoba, Canada
R3C 0G8

www.hydro.mb.ca
corporatecommunications@hydro.mb.ca
204-360-3311



Read more in our full report at
hydro.mb.ca/corporate/publications/
or request a print copy.

To request accessible formats, visit hydro.mb.ca/accessibility.