

Energy for Life: Delivering the energy that brings us together



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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.

Energy for Life: Delivering the energy that brings us together

Every day, around the clock, over 5,000 people support Manitoba Hydro's effective delivery of safe, affordable, and reliable Energy for Life to our customers and province.

The electricity and natural gas we deliver fuels Manitobans homes, businesses and communities, powering our province's economic growth. While meeting the energy needs of our customers today, we work to address continual growth in demand and balance the investments needed to maintain and upgrade our grid with investments in modern solutions to lay the foundations for an affordable and reliable energy future.

Beyond the provision of steady, reliable energy — but equally important to our success and to our province — is how Manitoba Hydro conducts our work to promote safety, advance reconciliation, promote communities and care for our environment.

As Manitobans working for Manitobans, we have a vested interest in the impact of our work, and I see this every day.

What makes us effective is a shared commitment to what we do, where our work is leading and how we do our work. We are guided by our principles of collaboration, alignment, re-imagining the ways we work for more effective outcomes, and empowerment to act on the solutions we know are right.

Every Manitoba Hydro employee has a vital role to play in the operation and future of the utility.

I see it in the care and dedication to service shown during working hours. I see it in the contributions after hours to give back and build community through volunteerism, fundraising and charitable activities. These are the efforts that bring us together and power the vibrancy of Manitoba.

In 2024, our employees gave over \$ 500 000 to charitable organizations matched by Manitoba Hydro – providing over \$ 1.1 million dollars to support those in need. On top of that, over \$ 18 000 was donated to 26 employee-led events and \$ 5 000 to 13 volunteer grants.

But it isn't just about the impact of dollars to help ensure funding, resources and supports are in place to help individuals, families and support research. The impact to make a difference in the lives of Manitobans also comes from the efforts of our employees who pick up garbage alongside our community on Earth Day, who collect hygiene products for those in shelters, or who walk together with Pride to support marginalized communities.

I am proud to share the stories included in this report about the impact that our people and team makes every day across our province. I am proud to lead Manitoba Hydro and of our efforts to safely power our province and drive progress in every community we touch.

Sincerely,



Allan Danroth
President & CEO
Manitoba Hydro





Ethical. Accountable. Transparent.

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.

Our vision

Empowering Manitoba's future with affordable and reliable energy.

Our mission

Meet the energy needs of our customers.

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.

The Canadian Law Awards celebrate and honour outstanding achievements in the Canadian legal profession. These awards recognize top law firms and in-house legal teams, individuals, deals, and cases that have demonstrated excellence and made significant contributions to the profession.

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



Members of Manitoba Hydro's Legal Services Department.

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

Manitoba Hydro Legal Services was named an Excellence Awardee in the category of Construction, Infrastructure and Transportation Law Department of the Year, at the 2024 Canadian Law Awards.

Our ethics and the way we work

Manitoba Hydro's **Code of Conduct** sets out the fundamental values and expectations of our organization with respect to ethical business conduct. The Code highlights guiding principles including respect for others, diversity and inclusion, harassment-free workplace, safety, environmental stewardship, integrity and accountability, legal compliance, fairness in human resource management and procurement.

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

Awareness and education to employees is provided through ongoing **mandatory ethics training** and coursework. We encourage our employees and others to speak up on matters of concern without fear of reprisal through our **Corporate Integrity Program**. Robust, confidential methods are in place for reporting and investigation of violations using standard protocols developed with authorities and stakeholders based on legal requirements such as *The Public Interest Disclosure (Whistleblower Protection) Act*.



Project Management Centre of Expertise team members.

Corporate Integrity Program

Manitoba Hydro encourages employees and others to speak up on matters of concern without fear of reprisal through its Integrity Program.

Below is a summary of all disclosures received during 2024-25 which allege wrongdoing as defined in *The Public Interest Disclosure (Whistleblower Protection) Act*:

Number of disclosures received 2024–25:	1*
Number of disclosures ongoing from 2023–24:	0
Number of disclosures acted upon:	1*
Number of disclosures not acted upon:	0
Number of investigations completed:	0
Number of wrongdoings found:	0
Number of wrongdoings not confirmed:	0
Number of disclosures carried forward to 2025–26:	0

Description of wrongdoings and corrective action:
No wrongdoing confirmed.
**Disclosure received was referred to the Manitoba Ombudsman Office.*



People

For Manitobans by Manitobans

Our people have a vested interest in effectively providing **safe, reliable, affordable Energy for Life to Manitobans**.

We are one of **Manitoba's largest employers** and recognized annually as a top employer for our commitment to the **safety and well-being of both our workforce and the public**. We strive to ensure our workforce is representative of the communities we serve, fostering a respectful workplace where individuals can be their true, authentic selves supported by development and training opportunities.

We are committed to **meeting the energy needs of our customers** and delivering the energy that brings us together **to empower Manitoba's energy future** and help our province thrive and grow — socially and economically.

To ensure a **secure and reliable network** and the uninterrupted delivery of energy services that power our province, we manage risk, prepare for emergencies, and protect our customers information, our infrastructure, and our expanding cyber capabilities.

“ I feel that providing Manitoba with safe and reliable natural gas energy for generations to come is very important work. I'm grateful to represent the company and for the mentorship provided to me by Manitoba Hydro team members – it's been instrumental in helping me to achieve my personal goals. ”

— Jason,
Natural Gas System Control
and Maintenance.



Jason performing natural gas system maintenance.

Attraction, retention
and development

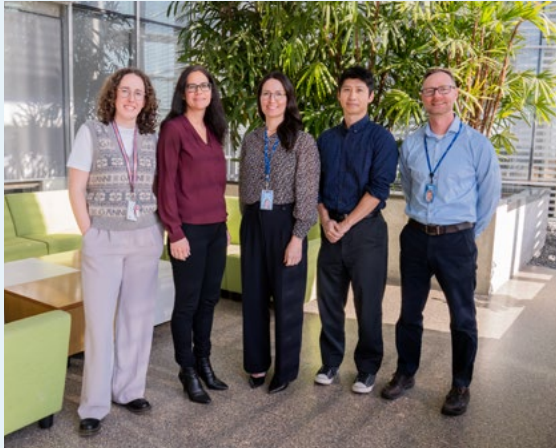
In 2024-25, we were selected as one of Canada's Top Employers for Young People for our range of programming that supports professional development for recent graduates; engineer-in-training program that offers challenging assignments and work experience; co-op placements and paid internships in a variety of disciplines; technical and trades-related training; and the benefits and full wages we provide to apprentices throughout their training.



Manitoba Hydro is annually recognized provincially as a top employer and nationally as a top diversity employer.

“ Keep an open mind. You never know who you're going to meet, the connections you're going to make and what you're going to learn. When I started here as a student about 11 years ago, I didn't have a hot clue about working in an office, but I had a great team who supported me. ”

— Stephanie,
Information Technology Engineer.



Stephanie with members from the Load Research Team.

Our **talented, skilled and diverse workforce** of more than 5 000 individuals work throughout Manitoba in over 80 different career streams. No matter their role, at every stage in their career, we provide the opportunities and tools for our people to achieve their goals with possibilities for career options.

We support eligible employees' ongoing training and professional development through many paid external and internal programs, including:

- Paid professional membership fees (for example, Engineers Geoscientists Manitoba (EGM), Certified Professional Accountant (CPA));
- Course Award program;
- Educational leave;
- Enhanced development opportunities based on needs, such as coaching and mentoring;
- Extensive internal training courses and certifications; and
- External training support.

Pre-placement programs for women and Indigenous Peoples

Pre-placement programs for women and Indigenous Peoples open doors for individuals to consider a career at Manitoba Hydro. Our programs help address barriers to employment directly by providing individuals with an opportunity to gain specific hands-on experience and technical skills or educational upgrading.

- Women's power line technician pre-placement program
- Women's power electrician/mechanical technician pre-placement program
- Indigenous power line technician pre-placement program
- Indigenous power electrician/mechanical technician pre-placement program

Supporting education and training in our province helps prepare Manitobans for opportunities and careers today and into the future.

Summer employment

Available for more than 200 university, college and high school students between their full-time studies.

Co-op programs

Provide students with paid work terms related to their academic pursuits through various provincial educational institutes.

Scholarships and bursaries

Provided to university, college and high school students across Manitoba in programs related to our operations.



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

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

In 2024, 212 students joined our workforce for a summer placement; and we provided \$109 000 in scholarships and bursaries to students across Manitoba.

Diversity, equity & inclusion



“Displaying the rainbow flag indicates a safe workplace for the 2SLGBT+ community, offering comfort to both current and potential employees. When personal lives come up in work conversations, individuals in the 2SLGBT+ community often censor themselves, especially if they’re new and unsure of how others will react. The presence of the flag can ease these concerns and encourage 2SLGBT+ identifying employees to feel comfortable expressing their true selves.”

— Jonathan,
Diversity, Equity and Inclusion Advisor.

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%

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

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



On September 19, we raised the Survivors' Flag, in honour of those impacted by residential schools, outside of our head office in downtown Winnipeg.

“We want our employees to have the space they need to honour the day. For some, that may be taking time with family and community. For others, this might be an opportunity to learn more and attend a local event in recognition.”

— Allan Danroth,
President & CEO.

While our **Code of Conduct** sets out the **fundamental values and expectations** of our organization and employees, there are situations where individuals may feel uncomfortable or are unsure of how to address conflict or work relationships.

Employees are supported by our dedicated **Respectful Workplace office** — focused on sustaining a safe, inclusive, and respectful work culture and environment — and our policies, practices and procedures for a **Discrimination and Harassment Free Workplace**.

As **one of Manitoba's largest employers of Indigenous People**, we strive to provide opportunities to all employees to learn about Indigenous Peoples, communities, cultures and history — including the history of hydroelectric development — so they can support our efforts to build strong, respectful relationships and meaningfully contribute to our journey of reconciliation.

Our organization recognizes National Day for Truth and Reconciliation, Orange Shirt Day, and annually celebrates National Indigenous Peoples Day with activities and ceremonies hosted in our headquarters.

Throughout the year, our **Indigenous Awareness Circle**, a group of Indigenous employees at Manitoba Hydro, hosts a monthly **Indigenous Speaker Series**, and many in-person and virtual activities and presentations to support further learning and education about Indigenous history and cultures.

An e-learning course is required by all employees and supplemented with a range of additional learning opportunities and workshops, including a two-day workshop and hands-on activities like the Turtle Island Project.

“By purchasing and wearing an Orange Shirt, you contribute to raising awareness and show support to Indigenous Peoples as we remember the impact and legacy of Residential Schools.”

— Kevin,
Indigenous and Community Relations.



Our Indigenous Awareness Circle annually offers orange Every Child Matters t-shirts as a fundraiser. Proceeds from every sale in 2024 were donated to the National Centre for Truth and Reconciliation.

Employee experience

“It was such an exciting day, to be able to gather in one room. This day was a long time coming and was strategically planned to help women with their physical and mental well-being, and most importantly get their feedback on safety issues.”

— Nicole,
Enterprise Safety and Co-chair for the Women in Trades Employee Resource Group.



In 2024, Manitoba Hydro's Women in Trades (WIT) Employee Resource Group (ERG) held its first in-person Women-In-Trades Meeting.

Our values of **Collaboration, Alignment, Reimagining, and Empowerment (CARE)** remain foundational to our success, and our work is guided by our commitment to safety, reconciliation and our environment.

We strive to provide a **physically and psychologically safe environment**, where people can be their true authentic selves and fully contribute, with support and flexible work arrangements to balance personal and professional responsibilities.

Competitive health benefits, an enhanced wellness subsidy tailored to individual needs, hybrid work model and modified work schedules, wellness days and family responsibility leave, a robust pension and insurance options are only part of the benefits of working at Manitoba Hydro.

Our culture supports **camaraderie** and employees' interests to help **build connections, foster teams and strengthen community** across our organization.

Employee Resource Groups

Employee Resource Groups (ERGs) are voluntary, employee-led groups that serve as a supportive and inclusive community for their members. ERGs provide a space for employees to come together, share experiences, and offer valuable insights to the organization.

Manitoba Hydro is proud to support ERGs and their role in fostering a culture of belonging and inclusion, ultimately contributing to a more diverse and equitable workplace for all employees.



“We were blown away by the response this year. Manitoba Hydro employees continue to set the bar higher and rise to the challenge.”

— Shoni,
Integrated Resource Planning, Policy and Coordination, who serves as Manitoba Hydro's Commuter Challenge Volunteer Coordinator.



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 the national Commuter Challenge in 2024.

“This year was particularly special as The Electric Chords celebrated its 35th anniversary and welcomed our new director. Our choir members truly enjoy spreading holiday cheer, and we are grateful for your support and encouragement throughout the season.”

— Terri-Lynn,
Senior Federal Regulatory Officer, and
Electric Chords member.



Manitoba Hydro’s holiday choir, The Electric Chords, includes current employees, retirees and friends, and has been entertaining employee and public audiences since 1989.

Manitoba Hydro Employee Fund

The **Manitoba Hydro Employee Fund (MHEF)** has assisted over 400 employees, retirees, and their families since established in 2002. MHEF provides funding for a variety of needs not covered by normal insurance and government programs. These may include specialized treatment due to illness or injury and for any specialized equipment related to the treatment; travel expenses to obtain such specialized treatment including but not limited to accommodations, parental

accompaniment, rehabilitation or any other related special treatments or procedures; any other extraordinary expense(s) incurred due to such illness or injury; and any other extraordinary expense(s) incurred due to extraordinary events.

MHEF provides a gift of \$5 000 to each dependent child of a deceased employee or the death of the employee’s spouse. Manitoba Hydro matches employee and retiree donations to the fund.

	Families Helped	Amount Distributed
2020	26	\$142 000
2021	22	\$161 000
2022	35	\$258 000
2023	30	\$398 000
2024	31	\$340 000



“Great event hosted by the Thompson Area Social Club. We had a lot of fun trying curling for the first time, thanks to the experienced curlers who were willing to teach us the basics and explain the rules.”

— Giles,
Waterway Approvals & Monitoring.

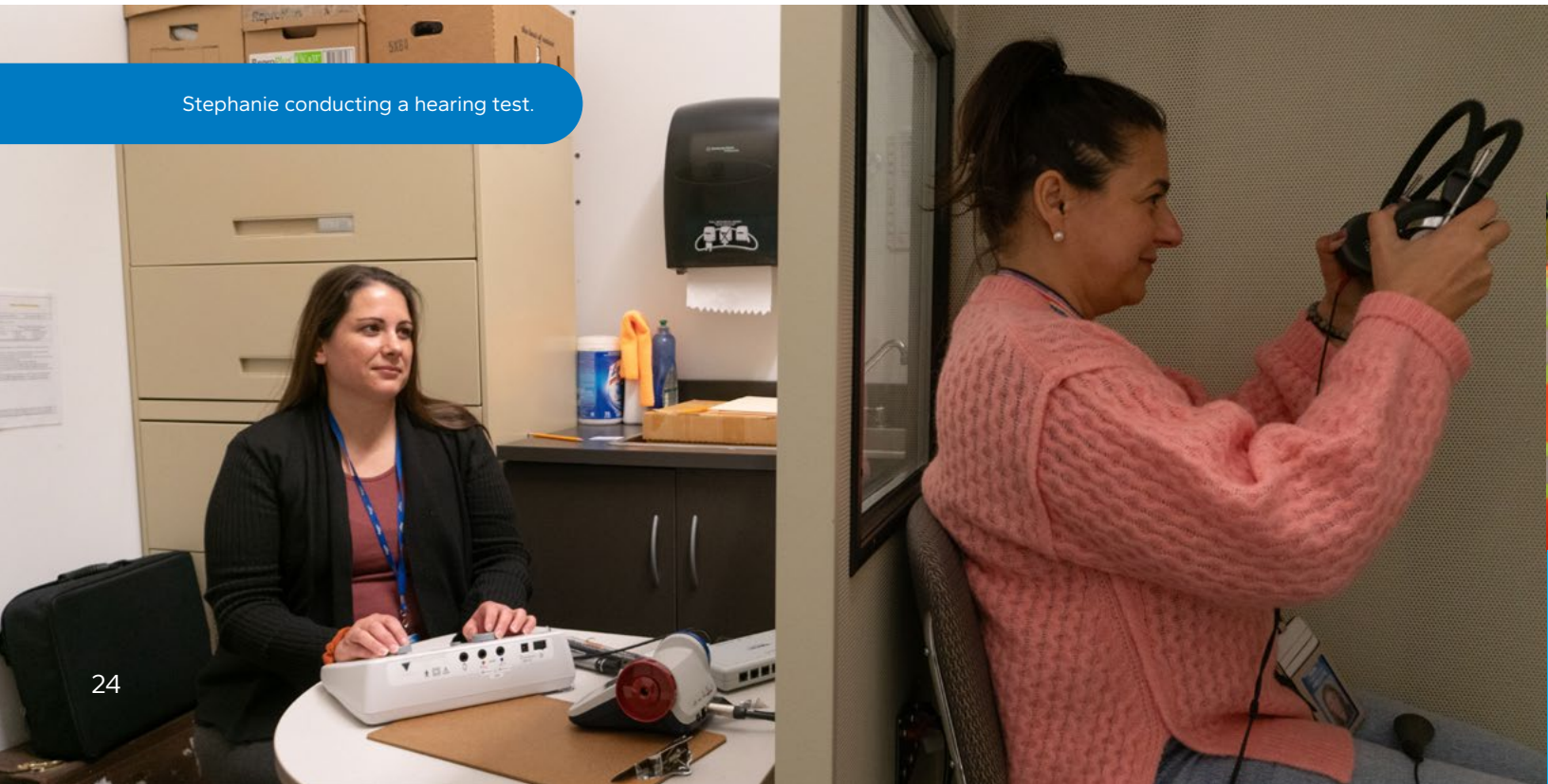
Since inception in 2002, the Manitoba Hydro Employee Fund has helped 400 families and provided over \$2.5M in support.

Supporting our people’s safety, health and well-being

“Working as a nurse for Manitoba Hydro offers a different type of care compared to bedside nursing. The opportunity to work with you to promote your wellness brings me joy. Also, it allows me to focus on prevention, emphasizing preventive care and promoting the well-being of workers in the workplace; this aligns with my values and goals.

For me, my work ties into my passion for learning and acquiring specialized knowledge and skills, including understanding workplace hazards, conducting assessments, and implementing health promotion programs.”

— **Stephanie,**
Occupational Health Nurse.



Stephanie conducting a hearing test.

“Our team of Work Methods Specialists are responsible for building out our safe work procedures and related training. We are dedicated to advancing our work methods with industry best practices and challenging the status quo in seeking solutions to challenges. We work with staff and management to introduce new and often safer ways to perform our work.”



— **Matt,**
Work Methods Specialist.



Supplementing ongoing regular communication to employees, Manitoba Hydro annually recognizes Safety and Health Week, with leadership and employees across our operations taking dedicated time to meet and discuss the importance of preventing injury and illness in the workplace and raise understanding and awareness of safety and health issues.

In 2024, Manitoba Hydro saw positive improvements in a Driver’s Scorecard pilot; rolled out a new Fatigue Management policy; and started a new Safety Culture Enhancement program.

	5-year average	Fiscal year 2025 actuals
Lost Time Injury (LTI) Frequency Rate	1.54	1.8
LTI Severity Rate	29.30	30.09
Serious Injury/Fatality Incidents	1	1
Serious Injury/Fatality Potential Incidents	6	6



Value and care for our customers

“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 at one of our Customer Service Centre garages.

— Tyler,
Distribution Operations and Maintenance.

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

96%** of customers are satisfied with field 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.

**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”.



Natural gas service worker performing maintenance.

Ensuring accessible, affordable and reliable service

Accessibility

“The website is often the first-place people turn to when they want to interact with us, and they are usually very task-focused — they want to get something done. With about half a million page views a month, even small changes can have a major impact on our customer’s experience, and their perception of us.”

— Dan,
Digital Customer Experience (CX) Engagement.

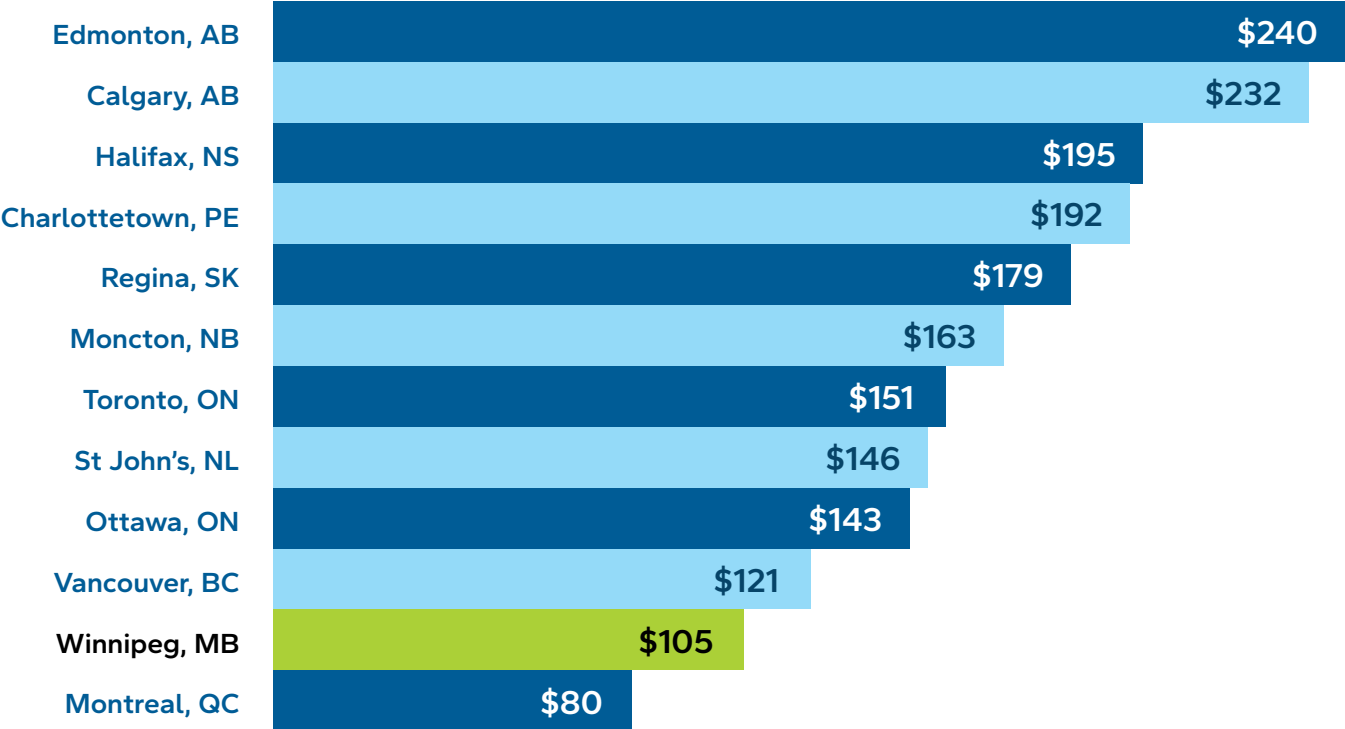


In 2024, Manitoba Hydro made significant strides in accessibility, in particular, towards the requirements of the **Accessibility for Manitobans Act: Accessible Information and Communication Standard**, by ensuring its public and internal website was WCAG 2.1 Level AA compliant.

Manitoba Hydro also developed its 2025-26 Accessibility Plan, informed by engagement with disability organizations and employees, which will guide the corporation in its actions towards addressing barriers in meeting the abilities of all people, while maintaining their dignity and independence.

Affordability

Monthly residential bill (excluding taxes) 1,000 kWh/month



Source: Hydro-Quebec 2024 Comparison of Electricity Prices in Major North American Cities. Reflects electric rates as of April 1, 2024. Available at: <https://www.hydroquebec.com/data/documents-donnees/pdf/comparison-electricity-prices-2024.pdf>

In 2024-25, over 3 700 loans and \$18 million in financing was provided. Since 2001, Manitoba Hydro's on-bill financing products have helped over 152 000 customers.

Financing made easier

We aspire to help residential customers with energy affordability by providing convenient on-bill financing to address the high up-front capital costs of various energy system related products that can have a significant impact on a home's energy use.

The **Home Energy Efficiency Loan** is a convenient and affordable financing option to assist residential customers making energy efficiency upgrades to their homes. We partnered with Efficiency Manitoba to set the energy efficiency requirements for many of the qualifying upgrades including heating systems, windows, doors, insulation, and more.



“We’re incredibly proud of this. These industry best practice awards are meant to highlight innovative new ways utilities are attacking some of the most fundamental challenges in serving customers. To get recognized twice by Chartwell is great validation we are heading in the right direction.”

— **Domenic,**
Customer Strategy & Experience Improvement.



Manitoba Hydro was awarded two Best Practice Awards by Chartwell Inc. in 2024. The Bronze Award for Excellence in Billing and Payment Programs and the Silver Award for Excellence in Digital Experience.

Neighbours Helping Neighbours

Neighbours Helping Neighbours helps individuals, families, and seniors who are unable to pay their energy bill due to personal hardship or crisis. The program also provides referrals to community support services, counselling, and job training; and supports to key demographic groups.



The program is funded by both private and corporate donations and run in partnership with The Salvation Army.

“We see firsthand how even a small amount of support can make a big difference, offering a bit of breathing room in difficult times.”

— **Ryan,**
Customer Products & Policies
Department Manager.

In 2024-25, Neighbours Helping Neighbours celebrated its 20th anniversary, marking a milestone of helping nearly 11 000 individuals and families, and distributing over \$3.8 million dollars in aid to those in need.

In 2024, through referrals, Neighbours Helping Neighbours connected Manitobans with these organizations:

- | | |
|---|--|
| Age & Opportunity Inc. | Housing Referrals |
| Mount Carmel Clinic | Klinik North End Women's Resource Centre |
| Community Food Centres Canada | Pharmacy and Prescription Drugs |
| Canadian Pension Plan Disability | Rent Assist |
| Child Related Income Support Program | The Salvation Army Weetamah Community Services |
| Community Financial Counseling Services | SEED Winnipeg Inc. |
| Dental Assistance | The Men's Resource Centre of Manitoba |
| Employment and Income Assistance | Toy Mountain |
| Fort Garry Women's Resource Centre | Vision Care |
| Healthy Living Services | Harvest Manitoba |
| Hands of Hope Inc. | |

In 2024, Neighbours Helping Neighbours provided 580 grants for emergency financial assistance to Manitobans struggling with their energy bills.



**Renters
66%**



**Single Parents
29%**



**Pensioners
12%**



**Indigenous People
30%**

Reliability

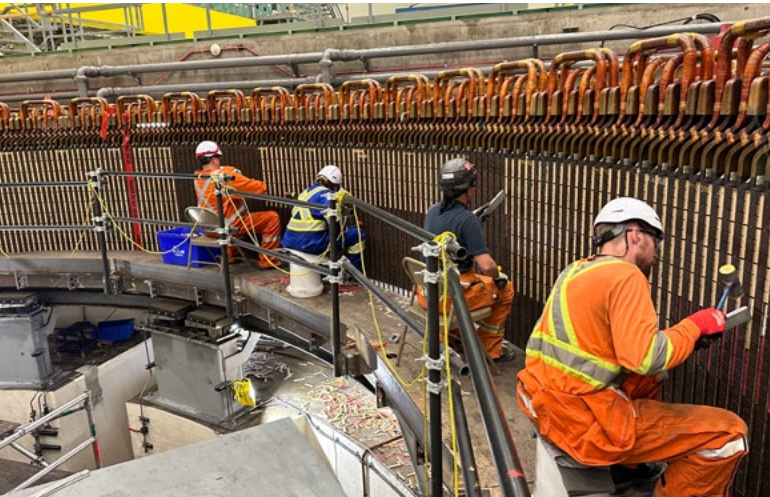
“In order to operate the system reliably, every utility must have additional generating operating reserves available to serve their load during times when unplanned system events occur. Instead of every utility maintaining extra generation to cover their largest contingency, the coordinated utilities work together with MISO to each contribute to the largest regional contingency (not individual utility contingency), resulting in each utility carry significantly less reserves.”

— **Alex,**
Manager, System Control Department.

We take pride in delivering reliable and affordable electricity to the people of Manitoba. During times of high demand, system events, or extreme weather — our long-standing partnership with the **Midcontinent Independent System Operator (MISO)** provides support to alleviate strain, through a unique coordination agreement.

MISO is a large organization that helps manage the flow of electricity across 15 United States and Manitoba. By working together, we ensure that power can move efficiently and reliably across borders when it's needed most.

In 2001, Manitoba Hydro joined MISO through a unique coordination agreement, becoming part of a larger interregional transmission coordinating entity.



“Taking care of the assets we already have is an important part of how we’re working to secure our energy supply today and into the future.”

— Marc,
Generation Projects.

Through our membership in the **North American Electric Reliability Corporation (NERC)** and our compliance with **Manitoba Regulatory Standards**, we further ensure our adherence to best practices to protect our assets and security, and connection to a highly reliable and secure North American bulk power system. One way we track our reliability is through our **system average interruption duration and frequency indexes (SAIDI) and (SAIFI)** which measure the average annual service interruption times and rates per customer, based on an international standard of the **Institute of Electrical and Electronics Engineers (IEEE)**.

	2023-24 Target	2023-24 Actual	2024-25 Target	2024-25 Actual
SAIDI (System Average Interruption Duration Index)	148 minutes	165 minutes	277 minutes	175 minutes
SAIFI (System Average Interruption Frequency Index)	1.59	1.40	1.59	1.53

Public safety and security



Our gas field workers take annual recertification to stay current on updated safety procedures.

“Pulling up to an emergency, there can be a lot of outside distractions at the scene, whether it’s the fire department or other factors, you want your emergency response training to be a natural response. Hosting training days allows just that, practicing real life scenarios to create situational awareness while following procedures with adherence to safety to keep yourself, the public and their property, and our plant safe.”

— Matt,
Gas Operations Customers Service

Emergency planning and response

“The system works with a lot of internal information — data we’ve collected ourselves — but it also includes an awful lot of external data sources from the province of Manitoba, the federal government, NASA, and other stakeholders within the emergency response and management community.

Data like outages, weather alerts, provincial road conditions/closures, flooding and water level information, wildfires, drought warnings, among other information is tracked in real-time in Corporate Emergency Management Program (CEMP) mapping system.

It’s all about situational awareness — you cannot plan for, mitigate, or respond to what you are not aware of.”

— James,
Geospatial Data Services.

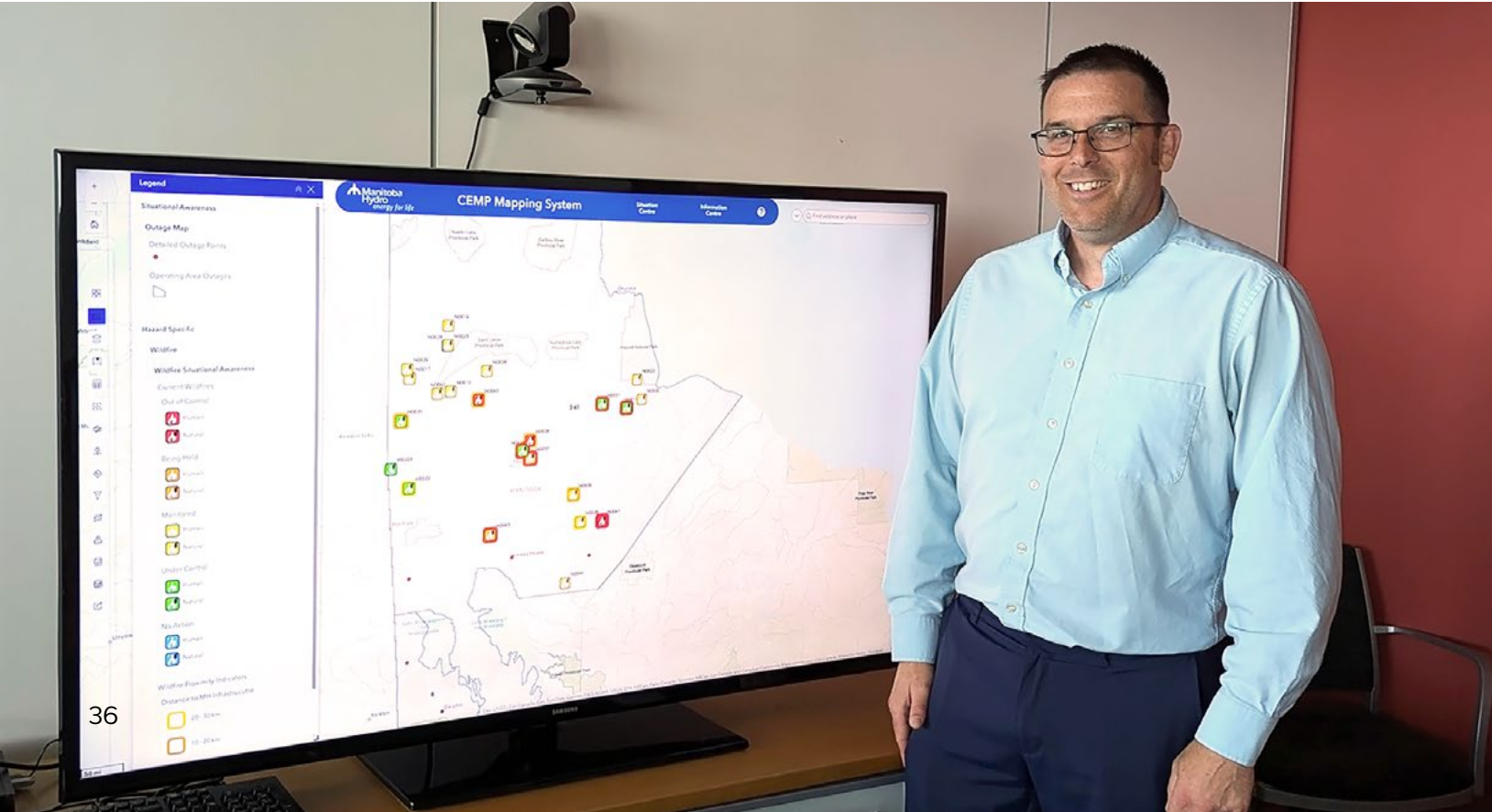
Emergency Preparedness is a critical, ongoing effort to ensure Manitoba Hydro can effectively respond to a major emergency and continue to conduct business as normally as possible. Through our **Emergency Preparedness Policy**, we set out standards for **Business Continuity Planning** and our **Corporate Emergency Management Program (CEMP)**, as well as our **Emergency Operations Centre, Corporate Emergency Centre** and **Incident Management System**. These plans meet legislated requirements including *The Emergency Measures Act of Manitoba*, *The Emergency Management Act of Canada* and *CER Canadian Energy Regulator Onshore-99-294* (as it relates to the Minell Pipeline).

As a hydropower utility, a critical area of focus is **dam safety** and planning for events that may impact our infrastructure and assets including our 16 hydroelectric generating stations, and distribution and transmission network. We are an active member in the **Canadian Dam Association (CDA)** and maintain **Dam Safety Emergency Plans** for each of our generating stations and control structures.

Our **Fire Marshal and Emergency Response Officers** serve as liaison between our organization and municipal fire departments across the province, the Manitoba Wildfire Organization and other organizations responsible for fire response in this province.

Our **Enterprise Emergency Response Coordinator and Response Staff** serve as liaison between our organization and municipal, provincial, and federal agencies responsible for large-scale emergency and disaster response in this province.

In addition to their regular day-to-day jobs across our organization delivering energy to our province, Manitoba Hydro’s volunteer force of **Emergency Response Crews** protect fellow employees and our utility’s critical facilities and assets (including generating and converter stations, and infrastructure) by fighting fires, performing first aid, conducting rescue operations, and spill response for hazardous materials.



With over 180 employee volunteers, our Emergency Response Crews (ERC) makes up the second-largest fire department in Manitoba after the City of Winnipeg Fire Paramedic Service.

Real-time outage and emergency response

Social media followers

Facebook	51 096
X (Twitter)	46 596
LinkedIn	45 545
Instagram	8 994
YouTube	3 575

“We strive to keep our customers informed on the status of their electrical and natural gas service at all times. When outages or interruptions occur for maintenance or emergencies, we do our best to provide advance or real-time notifications on the duration and estimated restoration time. Relevant safety tips are also provided in emergency or extended outage situations to help ensure our customers and the public know what to do.”

— Scott
Director, Corporate Communications.

Customer data protection and privacy

With scammers becoming increasingly more sophisticated, it's important that our customers are aware of how to tell the difference between legitimate messages and “spoofing” messages that look like the communication is from Manitoba Hydro.

We provide **ongoing customer outreach** and share **real-time updates** on emerging scams and fraud for **employee and customer awareness** to ensure people can let their loved ones and friends know messages are fake.

Since 2019, we have been a member of Utilities United Against Scams (UUAS) an association of over 150 U.S. and Canadian electric, water, and natural gas companies and their respective trade association that raises awareness of scams to protect customers.

Cybersecurity and data protection

“Cybersecurity is key to safeguarding the energy systems that power our homes, businesses, and critical infrastructure. Manitoba Hydro protects the information and digital technologies that support energy delivery and customer service.”

— Dawn,
Director, Cybersecurity.

Manitoba Hydro is committed to protecting critical infrastructure and maintaining public trust and as such, operates under strict governance and accountability requirements. These include the robust risk management and internal controls mandated by the **Crown Corporations Governance and Accountability Act** and the **North American Reliability Corporation Critical Infrastructure Protection (NERC CIP) standards**.

Manitoba Hydro aligns with national and industry standards to ensure the security and resilience of energy systems. We actively participate in annual national and international cybersecurity preparedness exercises and collaborate with key partners such as the Canadian Centre for Cybersecurity to strengthen our defenses against evolving threats.

In 2024-25, Manitoba Hydro conducted six simulated phishing campaigns.

A simulated phishing campaign is a fake phishing attack orchestrated by an organization (often through its IT or security team) to:

- assess how employees respond to phishing emails;
- educate employees on how to recognize and report suspicious messages; and
- improve the organization's overall cybersecurity defenses.

The annual mandatory corporate training campaign demonstrates organization wide engagement and awareness when it comes to cybersecurity.

In 2024-25, we exceeded our target of >98% of active personnel participation and completion of annual cybersecurity training.

Public outreach and safety awareness

It's critical to ensure our employees, customers, and all Manitobans, are safe around our electricity and natural gas products and the infrastructure we use to provide them. Through **public outreach, safety awareness campaigns, school safety presentations, and participation in community events and activities**, we strive to reach Manitobans of all ages with information.

Reminding agricultural producers to be safe around our infrastructure is critical. We collaborate with external parties, such as the **Keystone Agricultural Producers**, on farm safety initiatives, and broadcast ongoing and seasonal public awareness and media campaigns. Our **Farm Equipment Clearance**

Permit program better ensures there are no hazards when transporting equipment by inspecting routes in advance.

We promote and support water safety, working with external safety groups like the **Lifesaving Society Manitoba** and **Canadian Red Cross**.

We are part of the **Manitoba Common Ground Alliance** and actively promote the **Click Before You Dig MB service** that coordinates underground line locations for multiple utilities, including our underground electrical, natural gas and telecommunications lines. This services also includes safe and effective cable locates for our communications fibre optic and metallic cable systems.



ClickBefore
YouDigMB.com

“I look after the provincial damage prevention portfolio and the Winnipeg Operations locates and services team. We run about 75 000 line locates per year, which predominantly happens during the six- to eight-month construction season.

But it's not just about our programming, it's also about our interactions and relationships with industry associations such as Manitoba Heavy Construction Association and the Construction Association of Rural Manitoba.

I also sit on the boards of the Manitoba Common Ground Alliance and the Canadian Common Ground Alliance, which have been instrumental in understanding industry needs and opportunities that other jurisdictions have implemented in their damage prevention programs.”

— Rob,
Damage Prevention and Services

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.

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



Community

Investing in your communities

“Our heartfelt gratitude to Hydro employees for being an amazing and generous friend of CancerCare Manitoba Foundation. Because of you, CancerCare Manitoba is able to provide not only innovative clinical trials, but also hope and comfort to those navigating their cancer journey. This generosity funds vital research and equipment, improves the patient experience, and creates a community of hope for those facing a cancer diagnosis.”

— Sharon Loewen,
CancerCareManitoba Foundation.

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.

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

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

Employee champions and volunteerism

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.

“It was really great and so many people came! I think we’re over \$11 000 in donations now.”

— **Ellie,**
raised almost \$17 000 with her sister, hosting Lemonade Stand for Hope.

“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.



Employee Champion, Michelle, with her daughters and friends.

Proceeds from the lemonade stands go toward funding cancer prevention, early detection, clinical trials, leading-edge research, and treatment in Manitoba. Donations fund over 65 per cent of the pediatric trials in our province. Every dollar raised stays in Manitoba.

Employee champion charities

- 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

“I try to offer support however I can, and I also advocate and try to raise awareness through speaking engagements and fundraising events.”



— Adam,
Distribution Construction Underground and employee champion for the Kidney Foundation of Manitoba.

Adam is among several Hydro employees who raised funds and participated in Share A Spare, a bowling fundraiser and awareness event hosted by the Kidney Foundation of Manitoba. The goal was to raise funds to support and assist patients by providing financial assistance to offset the over \$2 000 a month expenses facing most dialysis patients.

“We had an overwhelming response, both with the sale of the original 2023 calendar but also the event we had here at 360 Portage as well. I’m so grateful for all the support for an organization I spend most of my free time volunteering for.”



— Kyle,
Employee Champion for Manitoba Underdogs Rescue.

Making a difference in our communities together with the United Way

Since 1988, Manitoba Hydro has been committed to supporting the United Way of Winnipeg by matching its employees’ charitable donations dollar for dollar. This initiative, known as our “corporate gift,” reflects our dedication to making a meaningful impact in the communities we serve.

In 2016, we expanded this initiative to include five additional rural and regional charities. This expansion allows employees to direct their corporate gift to the region of the province where they grew up or currently work, fostering a deeper connection to their local communities.

The regional charities benefiting from this initiative are located in Brandon (South Central), Dauphin (Parkland West), Lac du Bonnet (Eastman), Selkirk (Eastman), and Thompson (Interlake North). By supporting these charities, we aim to address local needs and enhance the well-being of residents across Manitoba.

Together, we are making a difference and building stronger, more vibrant communities.

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

Sponsorships



Manitoba is an exciting and interesting place to live, work, and visit. There are many opportunities year-round for our community to come together to celebrate, honour and commemorate significant events and activities across our province.

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.

“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.

May 2024 marked our 19th annual sponsorship of the Manito Ahbee Festival that celebrates Indigenous arts, culture and music in Winnipeg, Manitoba annually on May long weekend.





“Building off the great turnout in 2023, we had an amazing crowd again this year. It was a great way to celebrate as a community and create lifelong memories for families. None of this would have been possible without our dedicated employee volunteers who assisted with the pre-parade block party, provided transportation for our parade entries, and of course, those who proudly represented Manitoba Hydro in the parade.”

— **Alexis,**
Community Investment and Public Safety Supervisor.

Our Indigenous and Community Relations team make waves at community events with their “The Boat Barbecue”. The barbecue is the result of a collaboration between Indigenous and Community Relations and Skills Shop North, a maker space/fabrication lab in Thompson that provides partnerships and skill building opportunities in the North.

Partnering with students and staff from the Alliance Air Maintenance AME Program, Skills Shop North designed and delivered a one-of-a-kind custom build that celebrated the work of Manitoba Hydro's Boat Patrol team. It is made from a salvaged boat and materials that otherwise may have ended up in a landfill.

“We’ve had a few chances to use it already and hope to use it for different community events that Manitoba Hydro is either sponsoring or involved with in some way. It’s another way of engaging people.”

— **Ryan,**
Waterways Programming Manager.



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

Engaging with communities

“This workshop helped Manitoba Hydro understand regional preferences and perspectives on the route options and what shared perspectives were from key audiences engaged on the project.”

— Maria,
Community Relations Advisor.

“This tour was an opportunity to see Manitoba Hydro’s mitigation measures on an in-service transmission line in eastern Manitoba. It provided the opportunity for discussion about mitigation measures if Manitoba Hydro were to receive regulatory approval to proceed with construction.”

— Trevor,
Environmental Specialist.



Public engagement and input

In April 2024, Manitoba Hydro invited representatives from the Manitoba Métis Federation (MMF), Peguis First Nation, the Rural Municipality of Gimli and the Rural Municipality of Armstrong to attend a field tour and workshop to help evaluate route options for the Silver to Rosser (S65R) transmission project.

The workshop provided key audiences with the opportunity to directly inform and influence the routing and environmental assessment processes for the proposed transmission line through facilitated activities. Feedback was gained related to key values to consider during routing, mapping of concerns and constraints on the landscape, and identifying potential impacts of the route options.

Transmission projects

In October 2024, Manitoba Hydro invited First Nations, the Manitoba Métis Federation, and Northern Affairs Communities engaged on the **Pointe du Bois to Whiteshell (PW75) transmission project** to attend a field tour of the Lake Winnipeg East System Improvement Project (PQ95) transmission line (a 115-kiloVolt {kV}) transmission line that runs between Powerview-Pine Falls and Manigotagan, Manitoba.

The tour was in response to questions received through PW75 project engagement about how Manitoba Hydro protects important and sensitive sites during construction and operation, and what mitigation measures could be used to reduce project effects.

“The Indigenous Perspectives Workshop focused on broad considerations for including Indigenous perspectives into Manitoba Hydro’s transmission routing process through open dialogue and facilitated activities. Participants highlighted the need for ongoing engagement and collaboration, ensuring Indigenous perspectives are consistently included in future routing processes.”

— Geneva,
Environmental Specialist.

Since 2013, Manitoba Hydro has used a series of models to guide transmission line routing, identifying study areas, corridors, and preferred routes. These models were originally developed with input from engineers, environmental groups, planners, and government agencies, but lacked significant Indigenous input in their development.

Recognizing the need to update these models, Manitoba Hydro initiated a series of workshops aimed at updating the corridor model while also continuing to explore how Manitoba Hydro can better include Indigenous perspectives earlier in the routing process.

Business opportunities and local employment

In 2024, Manitoba Hydro held **Tower Assembly training workshops** with community members in Peguis First Nation, Brokenhead Anishinaabemowin Nation, Black River First Nation, Fox Lake Cree Nation, Sagkeeng Anicinabe Nation, and Tataskweyak Cree Nation.

When community members have completed the training, they receive a certificate from Manitoba Hydro to share with contractors and at hiring fairs.

The impact of these types of **hands-on sessions** and other **on-the-job training (OJT) programs** are training, skills upgrades and employment experiences supporting **further growth of a Manitoba-based Indigenous workforce**. Workers bring skills and expertise from project-to-project and grow their careers.

“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.



Strengthening Indigenous relationships



“I consider how to move towards reconciliation in my work which relates to the environment (land, water, and people), mercury and human health, different ways of knowing, developing programming and meaningful engagement strategies and materials, heritage, site re-vegetation, property and land issues, and more.”

— Monica,
Partnership Agreements and Engagement Lead.

Our past and our future are fundamentally connected with Indigenous people and communities.

Manitoba Hydro operates throughout Manitoba, on the traditional territory of the Anishinaabe, Anishinew, 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.

Indigenous economic opportunity

As part of the Manitoba Affordable Energy Plan, Manitoba Hydro began planning a procurement process for **Indigenous majority-owned wind projects** to increase the supply of energy and help advance economic reconciliation in Manitoba.

Up to 600 megawatts of new wind power in southern Manitoba is planned to be procured through power purchase agreements for projects that are majority-owned by Indigenous Nations in Manitoba.

“Through the development of new wind energy, we can help support affordability and advance economic reconciliation. Indigenous majority-owned wind development will create economic development opportunities for Indigenous Nations and strengthen energy reliability for all Manitobans.”

— Vicky,
Director, Indigenous & Community Relations and Environmental Stewardship.

To **further economic reconciliation** and **increase Indigenous opportunities** on our projects, our tendering practices promote engagement and build relationships between Manitoba Hydro, our contractors, and Indigenous communities.

We actively work to involve Indigenous Nations on our projects to promote opportunities for Indigenous employment, training and business opportunities.

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 per cent of the total hires.

“Manitoba Hydro is committed to reconciliation, which includes working with Indigenous communities, understanding their interests and needs, providing them with information about opportunities on our projects and encouraging them to apply. When contractors on Manitoba Hydro projects have training and employment opportunities, we connect them with individuals in our job seeker database who have relevant experience and are interested in applying.”

— Robin,
Project Collaboration.

Partnering for reliability and safety

Manitoba Hydro **works with Indigenous communities** across the province to **help reduce safety hazards** and **protect reliability through vegetation management**, maintenance, and preventative measures on our infrastructure and right of ways (ROW).

Work completed in 2024-25, with Indigenous communities included:

Installation of mesh-style fireshield installations to reduce risk of wildfire damage to our wood pole infrastructure:

Work included projects with Sapatawayak Cree Nation, Camperville, Pine Creek First Nation, Ebb & Flow First Nation, Skownan First Nation, O-Chi-Chak-Ko-Sipi First Nation, Black River First Nation, and Sagkeeng Anicinabe Nation.

Hand or mechanically-cleared vegetation or herbicide application on distribution and transmission line spans:

Work included projects with Red Sucker Lake Anishinew First Nation, Dauphin River First Nation, Lake St.Martin First Nation, Gods Lake Narrows First Nation, Garden Hill First Nation, Bunibonibee Cree Nation, Chemawawin Cree Nation, Sapatawayak Cree Nation, Grand Rapids Fishermen's Co-op, Nisichawayasihk Cree Nation, Pimicikamak, Tataskweyak Cree Nation, and Fox Lake Cree Nation.

Our Job Seeker Database connects individuals from Indigenous communities in Manitoba interested in working on Hydro projects in trades or other roles.



The Peguis training was in preparation for the tower construction component of the Pointe du Bois Renewable Energy Project (PREP). The work will focus on the building of a new 115 kiloVolt transmission line from Pointe du Bois to Whiteshell Station.

In August 2024, the Manitoba Hydro-Electric Board visited Gillam, including a tour of the Keeyask Generating Station to meet with local First Nations leadership.

In 2025, the Keeyask Monitoring Advisory Committee (MAC) recognized the importance of the habitat compensation island by giving it an official name: Wawa Ministik (Egg Island).

Environmental monitoring and mitigation

The **Indigenous Monitoring Stewardship Fund** offers funding for activities of local importance that build understanding of the waters and shorelines in Manitoba affected by hydroelectric development.

Funding is specifically for Indigenous communities, Indigenous governments, regional Indigenous governance organizations, and tribal councils that have a connection to the waters and shorelines affected by hydroelectric development on the Churchill, Burntwood, Nelson, Saskatchewan, Laurie, and Winnipeg River systems.

“The Indigenous Monitoring Stewardship Fund supports community-based monitoring and stewardship work designed and implemented by Indigenous peoples to strengthen understandings of the environments within which we operate.”

— Vicky,
Director, Indigenous and
Community Relations.

Long-term environmental monitoring based on **local Indigenous Traditional Knowledge** and technical science continues at our two most recent hydropower projects — the Wuskwatim Generating Station and Keeyask Generating Station, both in operation.

This work includes the **Keeyask Monitoring Advisory Committee** where Keeyask Hydropower Limited Partnership (KHLP) First Nations representatives and Manitoba Hydro discuss **monitoring and mitigation efforts** to address license commitments or other items that may arise.

The **Harmonized Gillam Development (HGD)** provides a forum to work with Fox Lake Cree Nation and the Town of Gillam to collaboratively identify issues and optimize areas of mutual benefit.

The Indigenous Monitoring and Stewardship Fund is a pilot program at Manitoba Hydro. Eligible projects may receive up to \$125 000 for the proposed work. Funding selections are made annually.



Wawa Ministik (Egg Island)

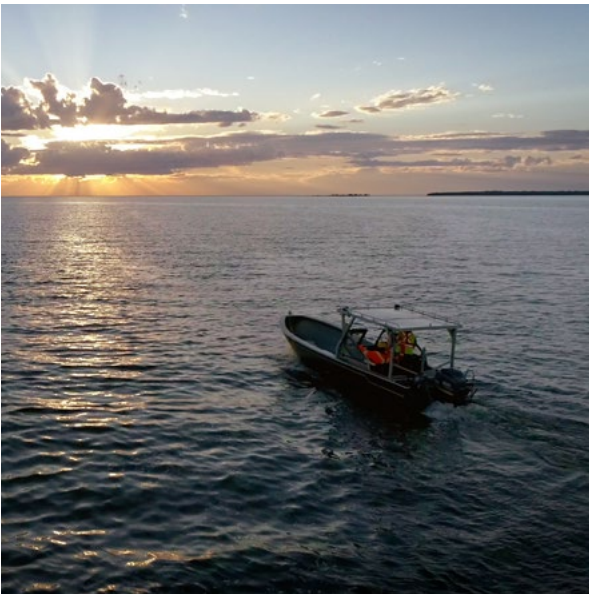
“Built in 2019, by the Keeyask Hydropower Limited Partnership for the Keeyask Project, the bird habitat compensation island for gulls and terns continues to serve as an important and successful wildlife mitigation project.”

— Rachel,
Environmental Specialist.

Mitigation programming

Starting in the 1970's, we established **mitigation programming** to address the past, present and ongoing effects of historical hydroelectric development. Mitigation and compensation related to hydroelectric development is provided through settlement agreements with communities and resource-user organizations, as well as programming and remedial works.

Since 1998, our Waterways Management Program has supported safety across the north with boat patrols, debris-clearing programs, ongoing shoreline stabilization and an annual winter installation of safe ice trails. In times of need, we are there to support emergency operations like sandbagging, helping fight wildfires, and assisting with search and rescue efforts.



Annually from May through October, approximately 42 individuals from nearby Indigenous communities are employed as Boat Patrollers. During the 2024 season, our 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.



Environment



“In the design of our Riel Construction Office, we aimed for a 25 per cent energy reduction below the Manitoba Energy Code for Buildings, a 20 per cent 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.



For over 20 years, we have incorporated sustainability in our building and facility designs. Our Corporate Facilities' Energy and Sustainability Policy provides high-level targets and construction standards for facility renovation and new construction projects.

Manitoba Hydro headquarters, located in downtown Winnipeg, is a **LEED Platinum certified** building.

Our 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 newest facility – Riel Construction Office. The facility's design features include geothermal heating/cooling, low-carbon materials, and natural daylight to reduce electrical use for lighting.

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

Water stewardship, land use and biodiversity management

In 2024-25, approximately 8 900 fingerlings and 1 600 yearlings were stocked into the upper Nelson River.

Lake Sturgeon stewardship

Lake Sturgeon, also known as **Namew/Namao** in Anishinaabemowin and Cree, have a rich cultural significance to Indigenous people and, historically, represented an important food source providing fresh meat, caviar, and dried meat that could be kept for years. Currently, the fish are being considered for listing as endangered under the federal *Species at Risk Act* (SARA).

Manitoba Hydro recognizes that its operations and infrastructure may affect Lake Sturgeon and has made a long-term and ongoing commitment to the recovery of Lake Sturgeon in Manitoba.

The **Lake Sturgeon Stewardship & Enhancement Program (LSSEP)** was established in 2008 and undertakes studies and research to enhance our understanding of the status of sturgeon populations in Manitoba and the effectiveness of conservation efforts.

In 2024-25, LSSEP field studies added to our understanding of sturgeon populations and movement patterns in the Winnipeg River.



At our **Grand Rapids Fish Hatchery**, Manitoba Hydro raises Lake Sturgeon to fulfill regulatory commitments for the Keeyask Hydropower Limited Partnership (KHLP) and support stewardship activities undertaken by the Nelson River Sturgeon Board (NRSB). The hatchery strives to contribute to fish recovery efforts, facilitate research, and educate the public. Upgrades to our fish hatchery are expected to boost our efforts to stock and bolster sturgeon populations.

Annually, approximately 2 000 sturgeon are raised over winter and tagged at the Grand Rapids Fish Hatchery before their release in the spring as yearlings.

Vegetation management

In October 2024, Manitoba Hydro was one of four “Forest-Level” sponsors at the annual, national Canadian Urban Forest Conference (CUFC). Our Forestry section participated on the executive committee and showcased Utility Vegetation Management at our booth in the exhibit hall.



“This conference provided an opportunity to not only educate conference guests about trees and power lines, but also to highlight that Manitoba Hydro plays a large role in maintaining Manitoba’s urban forests.”

— Brent,
Forestry.

Biodiversity management

Boreal Woodland Caribou monitoring

The boreal woodland caribou are federally and provincially threatened species with widespread critical habitat designated across much Manitoba. When Manitoba Hydro was considering route selection for our Bipole III transmission line, it was clear that the 1,388-kilometre length and 66-metre right-of way span would traverse through boreal caribou habitat.

To reduce any impacts of the Bipole III Reliability Project construction and ongoing operation of the Bipole III transmission lines, Manitoba Hydro embarked on careful planning, studying and monitoring. Planning included engagement with 27 First Nation and Metis communities; obtaining a Class 3 Environment Act License; and a Clean Environment Commission public hearing.

Monitoring studies of boreal woodland caribou concluded in 2024 show all monitored populations are occurring at natural levels of abundance; with a noted increase in two areas between 2019 and 2022. Monitoring has also contributed further knowledge of boreal woodland caribou ecology.

Avian protection

The nature and location of our work frequently has us interacting with birds and their habitats. Most birds are protected by federal and provincial laws that hold an individual and/or a company liable for destruction and/or possession of birds, nests, eggs, and chicks.

We endeavour to apply care and diligence in our work to respect important bird habitats and follow all regulations and requirements.

Bird diverters

Bird diverters are reflective, glow-in-the dark markers placed on transmission lines to help birds see the line and avoid collisions.

Studies have shown that bird diverters can reduce collisions with our wires by 50 to 90 per cent.

“We’ve had a busy year installing bird diverters on new transmission line projects. The St Vital Transmission Complex and the Southwest Winnipeg Improvement Projects both had new bird diverters installed this year. These devices are installed on the sky-wire to help prevent bird wire collisions in areas of important bird habitat.”

— Jonathan,
Environment Specialist

Pileated woodpecker protection

A federal law requires protection of pileated woodpecker nesting cavities in wooden poles or trees for a minimum of 36 months. These nest cavities on wooden poles must also be registered in the Government of Canada Abandoned Nest Registry.

Since March 2023, we have registered 159 protected poles with the new federal Abandoned Nest Registry.

Environmental management

Environmental Management System (EMS)

Manitoba Hydro implements an **Environmental Management System (EMS)** following the compliance standards outlined in ISO 14001.

One example of an operational control within our EMS is the **Contractor Environmental Responsibilities (CER) bulletins**. These bulletins — similar to Environmental Protection Plans — outline environmental responsibilities for construction and maintenance contractors retained by Manitoba Hydro. They cover various topics, from wildlife protection to excavating and backfilling.

By communicating our expectations to contractors before a project begins, we can attempt to mitigate environmental risks and associated lifecycle impacts. The CER bulletins provide clear, concise direction.

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.

Climate change research

Improving our understanding of climate change

The **Hudson Bay System (BaySys) project** was the largest integrated ecosystem study of Hudson Bay and its watershed to date. It established a baseline understanding of river-marine coupling in Hudson Bay and increased understanding of the impact of climate change on water supply relative to hydroelectric generation on northern aquatic and marine ecosystems.

The **Collaborative Research and Development project**, entitled “BaySys – Contributions of climate change and hydro-electric regulation to the variability and change of freshwater-marine coupling in the Hudson Bay system,” was co-led by **University of Manitoba** and Manitoba Hydro, and involved industry collaborators from **Hydro-Québec**, **Ouranos Consortium**, and **Environment and Climate Change Canada**, as well as several university research partners.

“As the Canadian energy landscape continues to evolve under a changing climate, it is increasingly important that university and industry organizations work together to plan and adapt based on high quality data and science. I offer my congratulations and appreciation to the entire [BaySys Project] team for their valuable contributions to the successful conclusion of the project.”

— **Kevin**,
Senior Hydrotechnical Engineer and BaySys Industry Lead.

Starting in 2015, roughly 300 researchers carried out major bay-wide science expeditions and developed computer models of continental-scale environmental processes.

The results culminated in a celebration in February 2025 to acknowledge the team’s dedication with special mention of the late Dr. David Barber who served as the Chief Scientist for the project.

Funding and in-kind contributions were received from the Natural Sciences and Engineering Research Council of Canada (NSERC), Manitoba Hydro as well as the industry and university partners.

In fiscal 2024, over 58* million megawatt-hours (MWh) of electrical energy flowed across the Canada-United States border in both directions, generating many benefits on both sides, including enhanced reliability, and increased grid resilience.

*This equates to enough energy to power (but not heat) more than 5 million homes.



Adapting and planning for climate change

The ability to analyze climate resilience by engaging with a broad team of subject matter experts across the corporation is largely facilitated by **Manitoba Hydro’s Climate Change Opportunities Risks and Adaptation (CCORA) Working Group** and through partnerships with various research and industry groups. This group typically meets annually to update and discuss adaptation initiatives within the enterprise.

“One of the ways we leverage scientific advances in our business is to apply future climate projections of variables such as temperature, precipitation and streamflow to help us understand our sensitivities.”

— Mike,
Climate and Meteorology Lead.



One example, in our **2023 Integrated Resource Plan (IRP)**, was the use of future climate scenarios to conduct climate change sensitivity analyses on hydroelectric energy generation and electrical loads. These analyses considered how such changes could influence decisions on the types of new energy resources to add, emissions, and net system costs. As expected, future scenarios that project increases in water supply tended to show reduced net system costs, while projected decreases in water supply resulted in increased net system costs.

We also learned that the effect of increasing temperatures on electric demand in Manitoba was relatively small compared the effects of accelerated decarbonization and steady decentralization.

Our **2025 IRP** will provide an updated analysis on capacity expansion planning sensitivity to future low flow and high flow conditions based on projections from the latest suite of Global Climate Models from the Coupled Model Intercomparison Project Phase 6 (CMIP6).

Innovation and diversification

As one of the largest integrated electricity and natural gas utilities in Canada, we are uniquely positioned to study the array of combined natural gas and electricity solutions that can meet our customers needs as we prepare for the energy transition.

Our past investments in energy infrastructure electricity and including interconnections to other energy markets jurisdictions create a solid foundation from which to start.

Integrated Resource Planning

Building new energy sources and creating new energy efficiency programs often takes multiple years. Throughout 2024-25, we began development of our **2025 Integrated Resource Plan (IRP)** — a repeatable process that helps us prepare for the energy world of tomorrow.

Including information about both our electrical and natural gas systems and building on learnings from our 2023 IRP, the 2025 IRP will result in a recommended development plan — a sequence of actions we'll need to take to help ensure we're ready for the energy future.

Input from our customers, interested parties, and the broader energy planning community will help inform the decisions we make as we plan to provide safe, reliable energy into the future.



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