

2024 Productivity Performance Measures

2026-2030 Custom IR
EB-2024-0115
Exhibit 1
Tab 3
Schedule 4
Attachment A ORIGINAL
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	Measures	Description	2022A	2023A	2024 Target	Q3 YTD Target	Q3 YTD Actual	Assessment	2024 Q3 Explanation
Labour Utilization	Productive Time	% of Billable Hours / Total Regular Hours	69%	73%	≥ 73%	≥ 73%	73%	●	Achieved target
	Regular Labour Allocation to Maintenance & Admin	% of Labour Time on Mtnc & Admin / Total Productive Time	35%	35%	≤ 33%	≤ 33%	34%	✗	Missed target due to increase in metering and stations maintenance.
	Average Sick Days per FTE (annualized)	Total Sick Days / Total Employees	8.1	6.0	≤ 6.0	≤ 6.0	6.1	✗	Missed target but improved from Q1 and unchanged from Q2. Similar to same time last year.
	e-Learning Training per employee (annualized)	Number of hours of e-learning / Total Employees	4.9	6.2	≥ 6.0	≥ 6.0	6.7	●	Surpassed target
OM&A	Bad Debt as a % of Total Electricity Revenue	Bad Debt / Total Electricity Revenue	0.18%	0.20%	≤ 0.16%	≤ 0.13%	0.16%	✗	Missed target. September bad debt expenses rose due to an increase in provision for unbilled revenue
Asset Efficiency	Technology Infrastructure Cost per Employee (annualized)	(External IT support costs + computer hardware & software depn) / # of FTE	\$30.0K	\$32.7K	≤ \$32.3K	≤ \$32.0K	\$32.5K	✗	Missed target. Although costs below budget, the number of employees continues to be below budget.
Profitability Metrics									
	EBITDA as a % Revenue								
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* Starting 2023, Inventory Turnover ratio excludes capital spares that HOL is required to hold in safety stock