

JUST THE **FACTS**

ALTALINK



GARY L. HART
President and CEO

REGULATED TRANSMISSION

- With 226,000 square kilometers of service area, AltaLink is the largest regulated transmission company in Alberta, Canada.
- AltaLink owns 13,000 kilometers of transmission lines and more than 300 substations.
- AltaLink delivers top decile safety performance.
- In 2023, AltaLink invested \$279 million in capital assets to ensure the continued reliability of Alberta’s transmission system.
- AltaLink is constantly working to improve its system reliability for customers and consistently outperforms its Electricity Canada peers.



CUSTOMER SERVICE

- AltaLink is committed to delivering exceptional service to its customers and is consistently improving its customer satisfaction performance. In 2023, AltaLink achieved its best-ever result with an average satisfaction rating of 9.59 out of 10.
- Since 2015, AltaLink has delivered more than \$1.4 billion in rate levelization or rate reductions for Albertans, and in 2023 AltaLink delivered on its commitment to keep customer rates flat for five years.



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RESPONSIBILITY

- AltaLink has a world-class safety record and is committed to upholding the highest standards of safety. For the seventh consecutive year, AltaLink received the Electricity Canada President’s Award of Excellence for Employee Safety as the best performing transmission company with 300-1,500 employees.
- In November 2023, AltaLink received the Electricity Canada 2023 Resiliency and Reliability Award that recognizes a utility that has displayed excellence in asset management, innovation in reliability, outage communications, and overall reliability and resiliency management.
- As wildfires increase in frequency and intensity throughout Alberta, AltaLink is focused on protecting communities where it operates while providing safe, reliable power. In 2019, AltaLink was the first utility in Canada to implement a Wildfire Mitigation Plan and in 2020 partnered with Electricity Canada to develop and publish a best-practices guide for utilities on mitigating wildfire risk and promoting industry resilience.
- To ensure the safe operation and maintenance of its transmission assets, AltaLink has a long-term vegetation management plan for the areas on and adjacent to its rights-of-way. AltaLink is the first and only Canadian utility to be accredited by the Right-of-Way Stewardship Council for Sustainable Integrated Vegetation Management and has maintained the accreditation since 2015.
- AltaLink is an environmentally responsible corporate citizen and strives to protect the wildlife, land and water near its operations. AltaLink was the first electricity transmission company and only the second electricity company in Canada to receive Electricity Canada’s Sustainable Electricity Company designation. In 2019, AltaLink became the first Canadian utility to be re-designated in the program.
- AltaLink has joint limited partnerships with two First Nations in Alberta, the Piikani Nation and the Kainai Nation (Blood Tribe), who are now long-term investors in high-voltage electricity infrastructure on their lands. These partnerships were recognized with the Electricity Canada’s 2020 Award for Advancement of an Integrated Approach to Sustainability.
- Since 2002, AltaLink has donated \$11 million to United Way agencies and other registered charities across Alberta through its annual giving campaign. In 2023, AltaLink and its employees raised \$804,496.

MANAGEMENT TEAM

SHERI L. ALLEN

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MIKE H. BARTEL

Vice President, Operations

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