

Canadian Utilities Limited**Annual General Meeting**

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CORPORATE PARTICIPANTS

Nancy C. Southern

Canadian Utilities Limited — Executive Chair

Dennis A. DeChamplain

Canadian Utilities Limited — Executive Vice President and Chief Financial Officer

Siegfried Kiefer

Canadian Utilities Limited — President and Chief Executive Officer

CONFERENCE CALL PARTICIPANTS

Kurt Kadatz

Canadian Utilities Limited — Senior Manager, Corporate Communications

Jim Simpson

Canadian Utilities Limited — Director

Carol Gear

Canadian Utilities Limited — Corporate Secretary

Spencer Fargo

Canadian Utilities Limited — Shareowner

Carol Eisen

Canadian Utilities Limited — Shareowner

PRESENTATION

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Good morning everyone, and thank you for joining us. Welcome to the 93rd Annual General Meeting for Canadian Utilities, and our first-ever digital format.

Before we begin with the formalities today, I want to emphasize how deeply we regret not being able to see you all in person. Speaking on behalf of the entire Canadian Utilities team and our Board of Directors, this gathering is the event we most look forward to every year. However, your health and that of your families is of paramount importance to us.

The COVID crisis has required that all of us adopt enhanced health and safety protocols, and the decision to hold our Annual General Meeting in the digital format is just another example of this. Very few aspects of our lives have been untouched by the coronavirus or by the resulting global lockdown. The pandemic is first and foremost, a human tragedy, and its terrible toll continues to grow. To those of us joining us today, or those of you joining us today that have been affected by the virus, our thoughts are with you; and for those of you who have lost loved ones to the virus, please accept our deepest sympathies.

During these difficult and uncertain times, the pandemic has also taken its toll on national, local, and international economies, as both the supply and demand shock is delivering deeply penetrating blows to commerce and financial markets, unlike anything we've seen in a century. Layering on top of the pandemic is the historic collapse of oil prices. It is a grave issue, particularly here in our home

province of Alberta. But indeed for all Canadians, this is a big issue, even if the severity of the situation continues to be ignored by many of our parliamentary leaders.

At the start of the year, many investors expected the bull market to continue in 2020, albeit perhaps tempered by rising trade tensions, geographic and geopolitical uncertainty, and mounting concerns regarding government and corporate debt. Well, the world was quickly absolved of that notion by the frightening spread of this deadly virus just a few months ago, businesses have been shuttered, streets are emptied, schools have been closed, and millions of lives are forever changed. How long will it last? The full extent of the economic harm is impossible to forecast with any precision. But harm there will be to individuals, to companies, institutions, and nations.

The cumulative loss to global GDP over 2020 and 2021 is estimated that it could be as high as \$9 trillion. That is greater than the entire economies of Japan and Germany combined. But while the loss of life, societal damage, and financial impact is too early to be calculated, we still have much to be thankful for, and I hope you will feel the same pride that I have for our unsung and often overlooked frontline heroes of Canadian Utilities. They have kept our hospitals energized, our homes warm, our lights on, our kitchens open. The people of Canadian Utilities have been tireless in their support for our customers in Alberta, Australia, Mexico, and Chile, all the while continuing to create real value for our shareowners.

Under the first-rate leadership of our President and Chief Executive Officer, Siegfried Kiefer and his team, Canadian Utilities has responded with courage and agility to the crisis as we continue to position our Company to fuel the economies of tomorrow, whatever shape tomorrow takes. The premier of Alberta recently said, "The greatest asset this province has is the entrepreneurial spirit of its

people". Like Alberta, the greatest asset Canadian Utilities has above all else is its people. With their fierce determination and commitment, the heart and deep sense of duty and responsibility to the communities we have the privilege to serve, they are truly heroes. On behalf of you, the owners of this great Canadian Company, and our customers, I wish to thank the people of this enterprise sincerely. Just as safe, reliable energy has been the foundation for continuity during the pandemic, it will be the keystone in our recovery and future long-term growth.

With that, I would like to now move to the formal business at hand. Joining me today are Siegfried Kiefer, President and Chief Executive Officer of your Corporation, Dennis DeChamplain, Executive Vice President and Chief Financial Officer, and Carol Gear, our Corporate Secretary, whom unfortunately you're not able to see in the video. Our directors and other members of senior management are also joining us on the webcast.

I would like to also take a few moments to welcome some long-standing shareowners and guests who have taken the time to join our meeting today.

Emil, I'm sorry that I can't see you right now. Emil Shadney (phon) is on the call, Bernard Jathwick (phon), Ernest Wareway (phon), and Donna Humphreys (phon), welcome. I hope you're all doing very well. We have some special guests. Darrell Beaulieu, the CEO of Denendeh Investments, and the Director of Northland Utilities, Chief Sydney Halcrow, Kapawe'no First Nation, Chief Eric Shirt, Saddle Cree Nation, Tyler Fetch, Métis Nation of Alberta and Inter-governmental Relations Advisor. Also joining us on the call is Garth Rowswell, MLA for Vermilion-Lloyd here in Alberta, Richard Gotfried, MLA for Fish

Creek, and Shane Getson, MLA for Lac Ste. Anne-Parkland. I'd also like to welcome Dick Fry (phon) and one of our former directors, Hall Milner (phon).

We will conduct a formal business of the meeting followed by presentations from Dennis DeChamplain and Siegfried Kiefer, after which, there will be an opportunity for your questions. I have asked Kurt Kadatz to act as moderator for your questions and your comments. You may submit questions through the messaging icon on your screen at any time during the meeting and Kurt will read out your question for the meeting to hear.

If you're calling into the meeting with a question, please press star, one and you will be placed on hold before the Operator connects you to the meeting. Please indicate if your question relates to the formal business of the meeting and we will answer your question when we reach that particular item. All other questions or comments will be answered during the question-and-answer period following management's presentations. An audio recording of the meeting will be available on the Company's website following our meeting this morning.

I now call the meeting to order. I will be your Chair today and Carol Gear will act as Secretary for this year's meeting. I will ask Nazine Natu (phon) and Christine Kaleso (phon) of AST Trust Company Canada, our registrar and transfer agent to act as our scrutineers.

Now mailing of the notice of this annual meeting to all shareowners of record at March 26 was completed on April 6. The scrutineers have advise there's a quorum present, and therefore, I declare this meeting regularly called and properly constituted for the transaction of business. In order to expedite matters, I've asked employees who own shares in the Company to move and second the motions.

As you know, all shareowners and visitors are welcome to participate in this meeting by asking questions and joining our discussion. However, only the owners of the Class B voting shares and the holders of valid proxies of those shares are entitled to vote on the election of directors and the appointment of the auditor.

We will conduct the votes on the matters before us through an online ballot, which will appear on the screen for those shareholders who are entitled to vote. The polls for all resolutions are now open. You may vote at any time during the meeting until the polls are closed after the last item of business has concluded. The scrutineers will collect and tabulate the ballots for each motion and the results will be announced at the end of the meeting. If you are a shareowner who submitted voting instructions in advance of the meeting, your vote has been registered with our transfer agent and will be included in the final count.

Now, the minutes of our annual meeting of shareowners held on May 8, last year have been signed and filed in the corporations minute book. If any shareholder wishes to have a copy of these minutes, please contact our corporate secretary after the meeting.

First, I wish to table the Company's consolidated financial statements and the auditor's report for the year ended December 31, 2019. Now, copies of the financial statements, management's discussion and analysis, and the Proxy Circular have been mailed to all registered shareowners and to beneficial owners who have requested a copy.

The next item is to proceed with the election of our directors as proposed in the Management Proxy Circular. The 11 nominees being proposed for election are Matthias Bichsel, Loraine Charlton,

Robert Normand, Alexander Pourbaix, Hector Rangel, Laura Reed, Linda Southern-Heathcott, Roger Urwin, Charles Wilson, Wayne Wouters, and myself, Nancy Southern.

With the exception of Roger Urwin, the nominees are currently directors and their detailed biographies are contained in the Management Proxy Circular. Roger Urwin is a director of ATCO and he is the Chair of ATCO Australia. He was previously a director of Canadian utilities from 2017 until 2015 and was a director of Barking Power Limited, our former power generation Company and facility in the U.K. He has worked in gas, electric, and telecom utilities throughout his career, retiring as Chief Executive Officer of National Grid based in London in 2006. I believe Rogers' extensive experience will be a considerable asset to your Board of Directors, and I recommend him to you.

I would also like to introduce Alex Pourbaix, who is standing for election by shareowners for the first time, however, Alex was appointed to the Canadian Utilities Board this past fall. Alex is the President and Chief Executive Officer of Cenovus Energy and is also a member of their Board. Prior to joining Cenovus, Alex held a broad range of leadership roles, including Chief Operating Officer during his 27 years with TC energy. He brings a wealth of knowledge and expertise and is a great addition to your Board.

Now, I would also like to take this opportunity to thank Jim Simpson, who is retiring from the Board as your lead director in the Board of Directors after 16 years of service. Jim has also been the chair of our audit committee since 2006. His knowledge, sound advice, and integrity have been the bedrock of many significant deliberations over the years. He has consistently provided principal guidance and sterling governance in all aspects of his role as Lead Director.

Jim has participated on a number of independent directors committees for the Company reviewing such things as acquisitions and dispositions, fair market values, transfer pricing, and strategy. Since 2006, Jim has been a member of Goldcorp, which is your Company's governance, nominations, compensation, and succession committee, where he has brought sound measured counsel with regards to people, compensation, the environment, safety, and all matters of stewardship.

Jim Simpson has truly been generous of his time, wisdom, and experience. He is a first-ranked leader of singular importance in the governance of our Company. His legacy will benefit customers, shareowners, and management for many years to come. Jim, on behalf of the directors, the shareowners, and the management of your Company as well as our customers, I offer my deepest appreciation for your tremendous contributions to our enterprise. We wish you and Velma (phon) a long, happy, and healthy next chapter in your remarkable journey. Thank you, Jim.

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

Mr. Simpson is on the line and I invite him to say a few words.

Jim Simpson – Director, Canadian Utilities Limited

Thank you.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Hello, Jim.

Jim Simpson – Director, Canadian Utilities Limited

Well, I just like to thank you for your very kind and very generous remarks, somewhat overwhelming. I'd like to take this opportunity and I'll make a few additional comments if I may. Thanks for having me. Going back over 16 years ago, I recall when (inaudible) asked me to join the Board, and I had asked—I didn't know much about utility business, but I did know it's a big family. I knew that they live by values that I could plainly see integrity, caring, collaboration. Can you hear me okay, Nancy?

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Yes, we can, Jim.

Jim Simpson – Director, Canadian Utilities Limited

Thank you. I just noticed an aberration on the screen, but the values that meant something to me were integrity, caring, collaboration, and I really felt—I was attuned to that. I really didn't need to know much more to convince me to join the Board. Living by these values has made my tenure on the Board a pleasure. Here's the key, there was never any doubt that the Company would do the right thing. I've had the great good fortune to work with terrific people at all levels in the Company, and it's hard to imagine the more qualified, hardworking, dedicated groups of people. I'm especially fortunate to benefit from working with a sterling executive team and an outstanding Board of Directors. I thank each and every one of them.

I am proud to have been a part of this Company. I can't say that enough, it meant so much to me actually to be part of this Company, and I'd like to thank the shareowners for supporting me for the last 16 years.

So thanks, again, Nancy for your generous and kind comments, and I'll sign off. Thank you very much.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you, Jim. Thank you for those very kind words, and I apologize for being quite emotional, but I know that Jim Simpson has been a great mentor to Siegfried, and Dennis, and myself, and a great coach to many of our management teams. Most importantly, Jim has been a great friend. So thank you very much, Jim. We will miss you, but we will chat often.

Jim Simpson – Director, Canadian Utilities Limited

Good deal.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Okay. Okay. Let us continue. The meeting is now open to receive nominations for Directors.

Carol Gear – Corporate Secretary, Canadian Utilities Limited

I'm Carol Gear and I'm a proud shareowner. I nominate to election as Directors of the Cooperation: Matthias Bichsel, Loraine Charlton, Robert Normand, Alexander Pourbaix, Hector Rangel, Laura Reed, Nancy Southern, Linda Southern-Heathcott, Roger Urwin, Charles Wilson and Wayne Wouters.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you, Ms. Gear. Kurt, are there any other nominations coming in through the phone lines or the webcast?

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

No. There are no other nominations, Chair.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

I therefore, declare the nominations closed. May I have a motion to elect those nominated as Directors?

Spencer Forgo – Shareowner, Canadian Utilities Limited

Yes. Good morning. My name is Spencer Forgo and I'm a proud shareowner. I moved that the 11 persons nominated be individually elected as Directors of the Corporation until the next Annual Meeting of shareowners or until their successors are elected or appointed.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you, Mr. Forgo. I'm going to have to get a nominated employees who are posing the motions and seconding them to make sure that they speak up so all of you can hear them. May I have a seconder please?

Carole Eisen – Shareowner, Canadian Utilities Limited

My name is Carole Eisen, and I have been with the Corporation for 12 years, and I'm a proud shareowner. I second the motion.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you. Ms. Eisen. Kurt, have you received any questions regarding this motion?

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

No questions have been received.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you. We will pause briefly to allow shareholders to complete their online voting. Remember, the polls are still open, so if you were not able to get your vote in, then please continue to try and do so. We'll continue with the next item on our agenda, which is the appointment of the auditors. May I have a motion to appoint the auditor for the Corporation, please?

Spencer Forgo – Shareowner, Canadian Utilities Limited

My name is Spencer Forgo, and I move that PriceWaterhouseCoopers, Chartered Accountants be pointed auditor of the Corporation to hold the office until the next Annual Meeting of shareowners.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you. Mr. Forgo. May I have a seconder, please?

Carole Eisen – Shareowner, Canadian Utilities Limited

I'm Carole Eisen and I second the motion.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you very much Ms. Eisen. Kurt, are there any questions regarding the appointment of auditors?

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

I see no questions on the motion.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you. Again, we'll pause just briefly for shareholders to complete the voting process online for the appointment of the auditors. Kurt, any questions regarding the matters of business before we decide to close the polls?

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

I have received no questions, Chair.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you very much, Kurt. As there is no further business, I declare the polls are closed and we should now wait for the scrutineers to count the votes and declare the vote results, which happens quite

quickly in a digital fashion. Thank you. Our Corporate Secretary has now received the scrutineers' preliminary report, and I would ask Carol Gear to read the results.

Carol Gear – Corporate Secretary, Canadian Utilities Limited

With respect to the election of Directors, the scrutineers has have reported that shareholders voted 99 percent or more in favor of the election of each nominee director.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you Ms. Gear. I therefore declare the motion passed, and congratulations to all of our directors on behalf of all shareowners. I want to thank each of you for your great commitment to this Company and for the hard work you do year round. Thank you.

Carol Gear – Corporate Secretary, Canadian Utilities Limited

With respect to the motion to reappoint Price Water-house Coopers as the Company's auditor for the ensuing year, the scrutineers have reported that shareholders voted 99 percent in favor of the motion.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you, Miss Gear. I therefore declare the motion carried, and as that concludes the formal business to be conducted at this year's annual meeting, I declare the meeting closed. Now, it is my great pleasure to call on your Chief Financial Officer, Dennis DeChamplain.

Dennis A. DeChamplain – Executive Vice President and Chief Financial Officer, Canadian Utilities Limited

Thank you, Nancy. Good morning, ladies and gentlemen. It's truly my pleasure to address this meeting as your Chief Financial Officer. I'd like to pass on my congratulations to Jim Simpson as well. Jim, your sound council at Audit Committee will be sorely missed. Wish you and Velma all the best for a very long, happy and healthy retirement, if you're retired that is.

My presentation today will address three main themes. The first theme is our continued strong financial performance in 2019. The second theme I'd like to talk about today is our financial strength and how the actions we took in 2019 have improved our financial position in the midst of these challenging global economic conditions. My final theme for today, is the incredible resiliency of your Company creating shareowner value over many economic and regulatory cycles.

Let's begin with a review of 2019's financial performance. In 2019, we generated \$608 million in earnings. Our ability to provide consistent year-over-year earnings in an evolving and disruptive energy landscapes speaks to the world-class operational, regulatory, financial, and customer service expertise of your Company. This includes both the energy infrastructure business and our natural gas and electric utilities, which are the fundamental building blocks of our business. Our strong financial performance in 2019 was led by our utilities.

Earnings in our utilities increased by \$50 million, that's nearly a 10 percent increase over 2018. Our strong performance in 2019 was mainly the result of continued cost improvements, favorable regulatory decisions, and ongoing capital investment. We invested more than a billion dollars in our utilities in 2019 on projects like the urban pipelines replacement program and the Pembina-Keephills

natural gas pipeline to support the coal-to-gas conversion, and lower greenhouse gas emissions from Alberta's power producers.

We also continued to leverage innovation and technology in order to keep lowering costs. Going forward, we will focus on providing additional cost savings through IT improvements. For example, by leveraging software to improve the flow of information, we can reduce the time and resources required to process customer requests. We're also implementing streamline workforce management and improved customer connection processes to lower costs and enhanced customer service. By remaining focused on innovation within our utilities and across our entire Company, shareowners and customers, both benefit.

In our energy infrastructure business, we recorded higher earnings in 2019 from our ongoing operations. In 2018, there was \$60 million in earnings associated with non-recurring events in our generation and Alberta PowerLine businesses. While those were good financial outcomes in 2018, they were simply not repeatable in 2019, and it set us up for quite a challenge in 2019 to close that earnings gap. Two thousand and nineteen's success was due in part to two new hydrocarbon storage assets that we built and brought into service under long-term contract. We secured a long-term contract and commenced construction on a fifth hydrocarbon storage cavern late in 2019. Across Canadian utilities, we are focused on reducing emissions and phasing in lower-remitting technologies. This includes building our renewable electricity generation presence.

In Chile, we entered into a partnership in 2019 to build, own, and operate an 18-megawatt solar project. It's fair to say that our energy infrastructure business has undergone dramatic changes over the past two years.

Due to the great work of our people, not only did we close that earnings gap, we recorded ever so slightly, new record earnings in 2019. This is truly a remarkable achievement, and I applaud all of our people for completing more than a billion dollars in construction projects with the highest of safety standards, embracing innovation in search of more cost-effective ways of delivering our products and services, and going the extra mile for each other and for our customers.

Now, I'd like to take a couple of minutes to discuss our commitment to financial strength. In August, DBRS completed its annual review of Canadian utilities and confirmed its A credit rating with a stable outlook. In September, Standard and Poor's completed its annual review and confirmed its A minus credit rating, also with a stable outlook. Our commitment to sound fiscal stewardship remains the same, and this commitment is supported by our conservative financial policies and prudent capital management.

The financial strength isn't just about the credit rating, it's also about being disciplined and taking the necessary steps to refresh our business. We continuously review our holdings to look for opportunities to monetize assets, and increase growth in our portfolio. We also take a disciplined approach to capital recycling, and that impacted our electricity generation business in 2019. In the third quarter of 2019, we completed the sale of approximately 90 percent of our generation portfolio and received \$821 million of aggregate proceeds from the sale. In the fourth quarter of 2019, we completed

the sale of our ownership of Alberta PowerLine or APL, for total proceeds of \$222 million. The buyers also assumed \$1.4 billion of APL debt. This was a key factor for us for improving the strength of our balance sheet.

The sales of our power assets and APL generated about \$1 billion in cash proceeds, which significantly improved our financial strength and bolstered our cash and liquidity. By liquidity, I mean our overall access to cash. Cash-on-hand increased from \$600 million at the end of 2018 to \$1 billion at the end of our first quarter of 2020. Our liquidity is also supported by \$2.2 billion of readily available lines of credit. We do not, however, plan to draw on all of these credit lines. It is important, though, to have these options in place so that we can withstand any economic storm. In today's global climate, with the impact of COVID-19 pandemic and low oil prices impacting many of our customers, we are in stormy times indeed. Maintaining our strong financial position during these turbulent times enables the Company to sustain its operation and whether these economic cycles.

Which brings me to my third and final topic for today, the resiliency of Canadian Utilities. We have a long track record of earnings growth through various regulatory and economic cycles, from the National Energy Program of the '80s to the Dot-Com Boom and Bust, the financial crisis of 2008, and the 2015 generic cost-of-capital decision and commodity price drop. We've had to deal with adverse regulatory decisions and regulatory lag a lot along the way.

But despite these bumps in the road, we have continually demonstrated our ability to be resilient and grow through these economic cycles and headwinds. By maintaining a steady course, Canadian Utilities has been able to increase its dividend every year for 48 years, including this year. It was the

prudent choice to adjust down the size of the dividend increase in January of this year to be more in line with our sustainable earnings growth. We're very proud of our track record of dividend increases.

In summary, Canadian Utilities has a strong stable foundation of regulated utility and long-term contracted energy, infrastructure, assets, and services. This foundation, combined with our operational excellence and conservative financial policies, were the basis for 2019's strong financial performance and our enduring financial strength. With the COVID-19 pandemic and low oil price environment upon us, we are in the midst of an economic slowdown in 2020 and beyond. We've seen these economic cycles before, many times, and we have continually demonstrated our ability to be resilient and grow through these challenges and I'm confident we will do that again.

I'll now turn the mic over to your President and CEO, Siegfried Kiefer.

Siegfried Kiefer – President and Chief Executive Officer, Canadian Utilities Limited

Well, thank you Dennis for that very insightful review of our financial performance. Good morning, everyone.

As a proud member of the ATCO Group of Companies, Canadian Utilities is steadfastly focused on delivering operational excellence and exceptional customer service while generating superior returns for our shareowners. I'm proud to say that 2019 was a terrific year on both fronts, even as global economic conditions began to deteriorate, and well before COVID-19 began to exact its terrible toll on our public health and economic systems.

As both Nancy and Dennis have alluded to you, the landscape in 2020 has changed radically and in ways none of us would have anticipated just a few months ago. Across all facets of society, in every industry, there are immense challenges to overcome. The lingering effects of the coronavirus will accelerate many of the structural changes already facing our economy, transforming supply-chains, travel, trade, and remote work.

However, at Canadian Utilities, we have always approached our business with a long-term view, not necessarily measured in months, but in years or might I even say decades. It's the same long-term focus that has allowed Canadian Utilities to increase its common shared dividend for 48 years consecutively. It's that long-term focus that underpins our mission for the future, which is to build a global portfolio of utilities and energy infrastructure assets that consistently delivers operational excellence, which, for our Company, means delivering safe, reliable, sustainable, and affordable energy to our customers, all the while delivering superior returns to our shareowners.

Today, I'd like to spend a bit of time discussing our 2019 achievements which at the moment, feel like distant memories in the age of COVID-19, but are nonetheless, still relevant to our long-term strategy and are worth celebrating.

Next, I'd like to outline our vision for the future and the steps we are taking to capitalize on the convergent trends of de-carbonization and digitization.

Finally, I'll conclude with a few comments on the challenges and opportunities for our Company and the economy in the wake of this pandemic, and importantly, the need for policymakers to assert and enhance the competitive advantages of our economy as we look to rebuild.

Our 2019 performance is perhaps best characterized by the term I used and defined earlier, operational excellence. It is the core of who we are as a Company, and it is our hallmark as we seek to export our expertise to new jurisdictions around the world. Operational excellence defined our 2019 performance just as it defines the way our people operate today. Across our enterprise, even in these uncertain times, Canadian Utilities is executing to the highest standards and delivering results that far outpace our competitors.

This is not achieved by accident. It's a testament to the expertise, the hard work, commitment, and dedication of our people. They're uncompromising about safety, service quality, and reliability, and they're unrelenting in driving efficiency and long-term effectiveness throughout our business to ensure that the affordable and sustainable delivery of energy reaches our customers.

Take for example, our electricity distribution business here in Alberta, where we have achieved a 30 percent improvement in reliability since 2014, outperforming both our regulators targets as well as our peer group, while reducing our distribution O&M costs per kilometer of line by almost 20 percent over that same period. In fact, our distribution and transmission costs are 21 percent and 37 percent lower than our peer average respectively.

Our natural gas customers in Alberta are similarly benefiting from our expertise. Our O&M costs are nearly 60 percent below the industry average and we are almost 60 percent faster to install new gas services with 71 percent fewer hit lines and 77 percent fewer leaks when compared to the industry average. To give you a sense of how our commitment to excellence manifests itself even now during the greatest public health crisis of our time, we have a brief video to share with you.

(Video Presentation)

Siegfried Kiefer – President and Chief Executive Officer, Canadian Utilities Limited

Terrific work and a true testament to the care, dedication, and professionalism of the people of your Company.

In addition to the uninterrupted essential services we're providing our communities, we're working hard to support customers who may be struggling with the financial impacts of COVID-19. In March, the government developed to announce the option of a temporary 90-day bill deferral for residential, small commercial businesses, and farm customers. An important measure to help those experiencing hardship from the pandemic.

Within our retail energy business, ATCO Energy is providing our customers with greater flexibility, including payment plans, and we have ceased collection calls, interest charges, and late penalty fees during this difficult time. We're also working with our business customers to advise them of government assistance programs, that they may qualify for, and we're providing payment deferrals for qualifying organizations. Of course, supporting our customers in times of crisis is nothing new for your Company. Our people are on the job day and night to respond to our communities.

Last spring, when wildfires again spread across Northern Alberta, pumping states of emergency and mandatory evacuations, including the community of high-level, we mobilized with truly exceptional speed to ensure that our customers had continued access to the electricity that they rely on.

More than 240 of our people contributed to a coordinated response that lasted more than 40 days. We responded to requests from government agencies and local emergency operations centers to safely replace damaged infrastructure, prevent further damage, and secure backup generation. Our people did so with the precision, agility, and discipline, that define our operations around the world. In fact, we received the Emergency Recovery Award from the prestigious Edison Electric Institute, for our outstanding restoration of service; further evidence to the incredible response of our crews in the phase of great adversity.

As a critical infrastructure provider, we're continuously evaluating how we can match emerging technologies to existing infrastructure, without sacrificing affordability. In fact, just a few weeks ago, we completed our \$230 million Pembina-Keephills Transmission Pipeline, which will carry natural gas from Drayton Valley to support the coal-to-gas conversion of power plants in the Genesee and Wildman lake areas of Alberta. This new 59-kilometer pipeline supports Alberta's commitment to phase out coal power by 2030. It has the capacity to power up to 30 percent of Alberta's electricity generation, reducing emissions through the use of clean-burning natural gas.

Over the seven and a half months of construction, the project employs more than 600 people, including employees from local and nearby indigenous communities. I'd like to take this opportunity to personally thank all the local businesses who offered their support and to the many communities who partnered with us to help make this project a success.

As we chart our course for the future, which is increasingly shaped by sweeping global change, it is vital that we do not lose sight of those we haven't been entrusted to serve, our customers, including

many indigenous and remote Northern communities. Perhaps, no project better exemplifies our commitment into working collaboratively with our indigenous partners, then Alberta PowerLine or APL. A true Canadian success story, setting an example for the world of how industry and indigenous communities can work together to develop energy infrastructure.

To those who may be unfamiliar, APL was selected in 2014 by the Alberta Electric System Operator to design, build, own and operate the Fort McMurray West 500 KV transmission project. With APL, we have developed a new model for the full lifecycle of project development. Valued at 1.6 billion, APL was the first transmission infrastructure, P3 or public-private partnership to be procured in Canada, and is the largest P3 bond in the country.

Over a three-year period, we engaged extensively with landowners and communities, including 27 indigenous communities with traditional land use, in proximity to the line. We held more than 3,000 in-person meetings. We also executed a comprehensive indigenous contracting strategy totaling \$85 million. In June, as Dennis mentioned, we announced the sale of APL and the opportunity for indigenous communities along the route to obtain an equity stake, providing them with a stable long-term investments that further enables economic and social development for their communities.

With the close of the sale in December, seven indigenous communities now have a combined 40 percent interest in this essential piece of Canadian energy infrastructure. The Athabasca Chipewyan First Nation, the Bigstone Cree Nation, the Gunn Métis Local 55, Mikisew Cree First Nation, Paul First Nation, the Sawridge First Nation, and the Sucker Creek First Nation. We're deeply appreciative for the

collaboration from all the indigenous communities along the line, whose centuries-old knowledge helped us shape the road.

Now, an exceptional business is not only defined by its financial success or operational performance but by the difference it makes for customers and communities. By that measure, the people of Canadian Utilities are truly exceptional. Every year through our epic campaign, they demonstrate their commitment in hundreds of communities where we work, live, and raise our families, contributing both volunteer hours and charitable donations.

In 2019, our people volunteered more than 7,700 hours, bringing the cumulative total to nearly 249,000 hours. As well, they raised \$2.7 million, bringing their total contributions to more than \$44 million since the program's inception in 2006. These are just some of the many terrific achievements for your Company last year, all of which were made possible by the women and men of Canadian Utilities. They are as Nancy mentioned, our greatest competitive strength and their expertise is vital as we build your energy Company of the future.

Once considered a stable unobtrusive pillar of our economy, our industry is experiencing a significant transformation with the convergence of energy sources and new adaptive technologies. Canadian Utilities will be at the forefront of these changes.

We intend to play a critical role as a conduit for the society wide de-carbonization, and we are determined to do our part in driving the transition towards cleaner fuels and electricity. Building the energy company of the future requires that we re-examine our traditional business models, and determine how best to capitalize on the evolution of the industry. With operations across the energy

value chain, opportunities for our Company will arise in areas such as adaptive technologies, artificial intelligence, and digital innovation. In our utilities, for example, we've already created improvements using new technologies. We've implemented remote monitoring technology, digitized high-pressure natural gas stations and are in the process of implementing workforce and asset management systems, which will digitize our work processes, and enable enhanced data collection from our infrastructure.

These investments are delivering immense value during the pandemic, allowing our people to provide continuous service, even as much of the world has been disrupted. For example, we recently introduced an application called *I See What You See*. A virtual interface to connect with our natural gas customers, and troubleshoot problems in real-time, while respecting physical distancing guidelines required during the pandemic. Today's circumstances reinforce the importance of continued investment in technologies that provide real-time data and insights, both to keep our networks reliable and our people safe.

Moving forward, we will also continue to modernize our infrastructure to accommodate, produce, and distribute greater volumes of low carbon and distributed energy. In Australia, we are exploring different combinations of energy blends, integrating solar, battery storage, green hydrogen, and natural gas, at our Clean Energy Innovation Hub. Located at our Jandakot Operations Center in Western Australia and officially opened in July. The hub positions us at the forefront of hydrogen energy research.

Building on the success of this project, we have been awarded funding from the state government to conduct a feasibility study into the development of a larger commercial scale hydrogen

production plant, and we have recently signed an agreement with Fortescue Metals Group to explore hydrogen vehicle fueling infrastructure in Western Australia, including the construction of an initial hydrogen fueling facility at our hub.

In Canada, we're assessing similar opportunities for hydrogen, including blending it with our natural gas distribution networks as a means of de-carbonizing the production of heat, a particularly crucial task in this cold Canadian climate. In fact, Alberta can produce blue hydrogen derived from natural gas and connected to carbon capture infrastructure at a lower cost than almost anywhere else in the world. This competitive advantage represents us with an opportunity to lead Canada's net zero transition while growing and diversifying our economy in the decades ahead. Of course, we're still coming to terms with the new normal, and it is too early to predict the next week, let alone the next year. One thing we can say for certain though, is the pandemic has revealed how reliant our economy and health systems are upon reliable energy infrastructure and the people who keep running it.

When the virus has been defeated and after the dust has settled, I believe society will want to ensure that we have the capability within our systems to meet any other challenges that come our way. As our global focus shifts to economic recovery, we have a rare opportunity to advance infrastructure projects that provide both an immediate stimulus, but also support our national security and energy objectives. Large-scale infrastructure investments can generate a high number of jobs that leverage both public procurement and local value chains, and there are several opportunities available to us in the near to medium-term. Even if project execution doesn't come until 2021 or later, there would be immediate jobs and economic activity in engineering and other professional sectors. We have already touched on hydrogen, which presents one such opportunity for both Canada and Australia.

Additional strategic investments could include expanding our national electrical transmission infrastructure, enhancing our telecommunication networks, and the creation of a strategic petroleum reserve. Now, we have long believed that strategic transmission lines between provinces would be a powerful way to strengthen the East-West ties that bind Canada together, and confer a national competitive advantage in a lower carbon future. Accordingly, we've identified a number of projects here in Alberta, including new enter ties to British Columbia, Saskatchewan, and the Northwest Territories, each of which would improve the reliability and resilience of our grid, enable the flow of surplus clean power between provincial boundaries, and pave the way for low carbon energy growth.

We're also evaluating similar opportunities in Australia where a lack of transmission capacity has begun to bottleneck renewable energy. By some estimates, between \$10 and \$20 billion in new transmission investment is required to connect priority renewable projects to the country's grid in the years ahead.

Now, with respect to telecommunications, we believe that enhancements to Canada's network, such as the rollout of 5G networks can be accelerated and expanded by co-locating cellular infrastructure with our existing electrical transmission structures. This approach would yield several advantages, including reducing the total number of towers in our communities, reducing the capital cost of new installations, and allowing supporting infrastructure, maintenance, and site operations to be shared. But perhaps most importantly, it would enable Canadians in the vast remote regions of our country to capitalize on the immense promise of 5G technology, which will have the potential to transform these world economies.

Finally, Canada would also benefit from the creation of a strategic petroleum reserve, something that could enhance national energy security and offer a lever to support the energy industry by filling the reserve during challenging market conditions. By way of example, the United States has well over one billion barrels of storage capacity, including more than 700 million barrels in its strategic petroleum reserve on the Gulf Coast. China intends to boost its strategic reserve to more than 500 million barrels by the end of the year. Canada today has zero. By increasing oil storage capacity in Alberta, we could absorb short-term price shocks and supply demand imbalances, and even profit from it. As we know well, the geology in Alberta's industrial heartland, is well-suited for Salt Cavern Storage and provides proximity to upgrading and refining facilities and pipelines.

Now, we continue to engage with all levels of government on these projects, among others, which we believe could launch and support bold new enterprises for Canada. Although our roots in Canada are deep, we're focused on global prospects for growth, and as we seek these strategic opportunities to expand our geographic footprint, our operational, regulatory, and customer service expertise is our calling card. There's no better example than in Puerto Rico, where we are pursuing the opportunity to operate and modernize the islands electric grid along with our partner, Quanta Services. Following the devastation of Hurricane Maria in 2017, Puerto Rico's grid was at a crucial inflection point, and we have the expertise to create a resilient and sustainable system. One that can underpin the vitality, sustainability, and prosperity of the communities on the island for decades to come.

We prepared a brief video on this opportunity outlining our commitment to the communities and customers there.

(Video Presentation)

Siegfried Kiefer – President and Chief Executive Officer, Canadian Utilities Limited

If we're awarded the contract, which we hope to have more information on very soon, we're committed to bringing excellent customer service, a safe working environment, and a reliable, sustainable, affordable electric grid to the people of Puerto Rico.

Now until a vaccine is developed or a treatment widely available for COVID-19, industry, communities, and economies will remain a hostage of this pathogen. The idea that we can rely on our conventional approach to government policy to remain competitive while everyone else in the world is adopting more proactive strategies would be very important. Decisions made today could see Canada improve both its economic footing and national security in a world where self-sufficiency, particularly in times of crisis, is increasingly important. In Alberta, the provincial government has committed to bold steps to support the industries that help Albertans and the economy thrive and to working with businesses to create certainty, growth, and diversification.

What we now require is that our federal government in Ottawa step up their support for the critical industries in Western Canada, especially our energy sector, which is a pillar of the country's economy from coast, to coast, to coast.

We recently announced \$2.5 billion in funding to support orphan well reclamation and methane emission reductions is only a small first step, especially for an industry that accounts for more than 10 percent of Canada's GDP and generates an average of \$14 billion in government revenues annually, it is

nowhere near enough. Broadly speaking, practical policy reforms and greater collaboration between the provinces and federal government are needed to resolve some of the systematic challenges facing Canadian industry.

As we have felt acutely in recent years, too often political wrangling, the uncertainties of regulatory processes have discouraged private investment, delayed project completions, and undermined the competitiveness of our economy and job creation in this country. These are barriers that we can ill afford in these uncertain times. Here in Alberta, we're working actively with the government to reduce the excess of costs and lag associated with utility rate applications, as well as create greater certainty with respect to the recovery of prudently incurred costs, the risk of stranded assets, facility permitting timelines, and modernize our regulatory processes.

At the federal level, a more concerted effort is needed to achieve greater competitiveness. In the near-term, the government could pause on new regulations that increase costs to industry, like the Clean Fuel Standard and the increase in the carbon tax. This would provide companies that have already slashed capital expenditures with some critically needed extra cash flow to ride out this difficult period.

These measures, and I'm sure there are more, could alleviate the growing concerns held by credit rating agencies, investors, and industry with respect to Canada's competitiveness, investment certainty, and economic fortunes, and quite frankly, we'll need every competitive edge we can get as we chart our course back to shared provincial, national, and global prosperity.

In closing, I would like to extend to the people of Canadian Utilities a sincere thank you for your commitment to our communities, to the success of our Company, and to the bold future that we're

creating. Despite the uncertain times we find ourselves in, I am confident that with your hard work and resilience, we will weather the storm and more than that, we will emerge stronger, more focused, and better prepared to thrive in a digitized, low-carbon, and distributed energy future.

I'd also like to, once again, thank the directors of your Company and add my thanks and congratulations, Jim, to your retirement. For the directors of our Company and especially our Executive Chair and Nancy Southern, your guidance and support has been truly outstanding, particularly in these extraordinary times.

In closing, a thank you to all of you, our shareowners, for your continued trust and confidence, and investment in our Company and its future.

With that, I will return the microphone to our chair, Nancy Southern.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you very much, Siegfried and Dennis, excellent presentations, and very informative for our shareowners.

I will now open the meeting to any questions to those of you on our webcast for this annual general meeting may have. Kurt.

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

Thank you, Nancy. We have a couple of questions that have come in on the webcast and I will just remind our attendees that you can press star one if you're on the phone and have a question. If you are already using the webcast to dial-in, please use the messaging icon on your screen to ask a question.

At this point, we have a few questions coming in via webcast. The first one is the comment, which I think we can handle straightaway from Mustafa Sherwin-Williams, who asks, where can I watch this live video again at a later time and date? I would just direct you to our YouTube channel, where we will have those videos posted later today.

The second and third questions, come from (inaudible) with St. Lawrence Investments. He's a guest and he has two questions for us. Our first question is, are you anticipating an increase in credit issues or bad debts as a result of the weak Alberta economy once the payment moratorium ends, and what is your estimate of that amount? Let's handle that question straightaway. I'll repeat it. Are you anticipating an increase in credit issues or bad debt as a result of the weak Alberta economy once the payment moratorium ends, and what is your estimate of that amount?

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you, Kurt, and thank you for the questions. I will turn it over to Dennis, but before I do, I would like to say that the entire country is going to be facing very difficult issues of credit. While Alberta is hit with an additional impact of lower oil and gas prices or lower oil prices, I don't believe the entire nation actually understands the ripple effect of those low oil prices not providing revenues and increase GDP for the nation.

Yes, I think Albertan's, we'll feel the impact of the pandemic and these low oil prices, perhaps more acutely, in a quicker fashion than others. But, I believe the entire nation is going to feel the ripple effect of what has happened to oil prices. It has yet to dawn on most of Canada how important that is; \$20 billion a year goes from Alberta to help social programs across the country. Without those revenues, the rest of the provinces are going to feel the pain. Dennis?

Dennis A. DeChamplain – Executive Vice President and Chief Financial Officer, Canadian Utilities Limited

Thanks for the question. No doubt there's pressure. I'll answer it. In terms of our operations, we'll think of it in three buckets. The first bucket, over 90 percent of our business is in our regulated utilities. While there's pressure on the retailers, we believe we're adequately protected through regulation and some of them price mechanisms that we have in order to protect the investors and shareholders from higher anticipated credit losses.

The second bucket of our business is on our energy infrastructure business. We deal with large, creditworthy counterparts under long-term contract. We have over the recent years, centralized our credit monitoring facilities, so we have visibility to all of our customers across the entire enterprise. So our teams have been burning the midnight oil to make sure that they're on top of our customers working with our customers. So again, given the quality of our counterparties, again, we don't know what the future will hold, but we're comfortable in that regard as well.

The last aspect of our business was just mentioned is in our ATCO Energy, our retail side of the business. We do carry insurance for bad debts. We worked with our customers, as Siegfried mentioned

in his remarks. So that's not a major part of our business, so there will be a material impact to investors coming from ATCO Energy as a result. Thank you.

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you.

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

The second question from the same quest is, what are your projections for 2020 cash flow, free cash flow, and CAPEX? What are the key risk factors which would lead the Company to reassess this guidance?

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you. We're not providing guidance, and we never have, and we're not going to talk about what's going to happen in 2020. I hope that all of our shareowners, and all of our guests joining us today, look back on the slide that Dennis shows you. That demonstrated our resiliency through very difficult economic times. This Company is committed to the communities where we have the privilege to work and serve. Like those communities, we will go through difficult times. But as Dennis and Siegfried pointed out, we've shored up the balance sheet, we would be preempted in a low commodity price cycle, and I have no doubt that we are going to successfully work our way through a very difficult economic time in the coming years. I'm so proud of Dennis and Siegfried. It is not our position to provide guidance and forecast and try to hit some kind of target on behalf of what analysts would like to see.

This is a long-term institution of the great enterprise that will survive all economic difficulties and produce real value for our shareowners long-term. Thank you. Kurt, any further questions?

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

We have one more comment and question coming in from the webcast. Thank you. This is from Emil (inaudible). Thank you for a well done job. I'm not sure if Canadian utilities is involved in the port business. If so, how is that business doing?

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

In the port?

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

Port?

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

In the port business? No. Canadian utilities, Emil, is not involved in the port business, but I can tell you that our new ports at the ATCO level are actually faring quite well in these difficult times, but we're very proud of that investment at the ATCO level. Thank you, Emil.

Kurt Kadatz – Senior Manager, Corporate Communications, Canadian Utilities Limited

At this point, we have no further questions on the phone or on the webcast. I will remind our viewers that the complete video is actually available on the Canadian Utilities in the Investors section of the website, if you want to watch the complete video of today's proceedings.

Seeing no further questions coming in on the phone. Oh, we've had just the one last one on the webcast here. Let me get that for you. Just to comment from Basil. "I appreciate and concurred with the advice management has provided."

Nancy C. Southern – Executive Chair, Canadian Utilities Limited

Thank you. Thank you, Basil. Having no further questions, or if something comes up and you want to have more information about any of the points that have been raised today, please feel free to contact us through the website or through Carol Gear, our Corporate Secretary, and we'd be happy to answer any further questions or read any comments that you might have.

Thank you for your patients in our first try at a digital AGM. I really appreciate that so many of you took the time to join us today. I'd like to once again thank Siegfried Keeper and Dennis DeChamplain for their tremendous leadership in these very difficult times.

These two individuals have worked day and night. I know that they're giving accolades to all of our people who deserve them. Our people do deserve them, and they are unsound heroes, but so are these two gentlemen. I believe that your Company, our Company stands in great stead with their careful consideration of not only our financial position, but continuing to look for opportunities that take

advantage of the tremendous skills and expertise that our people provide. Well done. It was a terrific year in 2019.

Thank you to all of our shareowners for your support and your ongoing commitment to Canadian Utilities, and I look forward, hopefully, to seeing you all in person next year for the 94th Annual Canadian Utilities Annual General Meeting.

Once again, please stay safe, stay healthy, and keep up good spirits. There is much to be thankful for it. Bye.