

## GRI Content Index

**1.1 to 4.17; For Management Approaches, see Sustainability-Based Annual Report, pages 5-11**

Profile	Description	Page No.	Reporting Level	Location/Notes
1.1	Statement from the most senior decision-maker of the organization (e.g., CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and its strategy. The statement should present the overall vision and strategy for the short-term, medium-term (e.g., 3-5 years), and long-term, particularly with regard to managing the key challenges associated with economic, environmental, and social performance...	5	Reported	Located in Sustainability-Based Annual Report
1.2	Description of key impacts, risks, and opportunities. The reporting organization should provide two concise narrative sections on key impacts, risks, and opportunities. Section One should focus on the organization's key impacts on sustainability and effects on stakeholders, including rights as defined by national laws and relevant internationally agreed standards....	6--11	Reported	Located in Sustainability-Based Annual Report
2.1	Name of the organization.	2	Reported	Located in GRI Filing
2.2	Primary brands, products, and/or services. The reporting organization should indicate the nature of its role in providing these products and services, and the degree to which it utilizes outsourcing.	2	Reported	Located in GRI Filing
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	2--3	Reported	Located in GRI Filing
2.4	Location of organization's headquarters.	3	Reported	Located in GRI Filing
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	3	Reported	Located in GRI Filing
2.6	Nature of ownership and legal form.	3	Reported	Located in GRI Filing
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	3	Reported	Located in GRI Filing

<b>2.8</b>	Scale of the reporting organization, including: * Number of employees; * Net sales (for private sector organizations) or net revenues (for public sector organizations); * Total capitalization broken down in terms of debt and equity (for private sector organizations); and * Quantity of products or services provided. In addition to the above, reporting organizations are encouraged to provide additional information, as appropriate, such as: * Total assets; * Beneficial ownership (including identity and percentage of ownership of largest shareholders); and * Breakdowns by country/region of the following: o Sales/revenues by countries/regions that make up 5 percent or more of total revenues; o Costs by countries/regions that make up 5 percent or more of total revenues; and o Employees.	4	Reported	Located in GRI Filing
<b>2.9</b>	Significant changes during the reporting period regarding size, structure, or ownership including: * The location of, or changes in operations, including facility openings, closings, and expansions; and * Changes in the share capital structure and other capital formation, maintenance, and alteration operations (for private sector organizations).	4	Reported	Located in GRI Filing
<b>2.10</b>	Awards received in the reporting period.	4--5	Reported	Located in GRI Filing
<b>3.1</b>	Reporting period (e.g., fiscal/calendar year) for information provided.	5	Reported	Located in GRI Filing
<b>3.2</b>	Date of most recent previous report (if any).	6	Reported	Located in GRI Filing
<b>3.3</b>	Reporting cycle (annual, biennial, etc.)	6	Reported	Located in GRI Filing
<b>3.4</b>	Contact point for questions regarding the report or its contents.	6	Reported	Located in GRI Filing
<b>3.5</b>	Process for defining report content, including: * Determining materiality; * Prioritizing topics within the report; and * Identifying stakeholders the organization expects to use the report. Include an explanation of how the organization has applied the 'Guidance on Defining Report Content' and the associated Principles.	6	Reported	Located in GRI Filing
<b>3.6</b>	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	6	Reported	Located in GRI Filing
<b>3.7</b>	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope). If boundary and scope do not address the full range of material economic, environmental, and social impacts of the organization, state the strategy and projected timeline for providing complete coverage.	6	Reported	Located in GRI Filing
<b>3.8</b>	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	6	Reported	Located in GRI Filing

<b>3.9</b>	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	6--7	Reported	Located in GRI Filing
<b>3.10</b>	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	7	Reported	Located in GRI Filing
<b>3.11</b>	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	7	Reported	Located in GRI Filing
<b>3.12</b>	Table identifying the location of the Standard Disclosures in the report. Identify the page numbers or web links where the following can be found: * Strategy and Analysis 1.1 - 1.2; * Organizational Profile 2.1 - 2.10; * Report Parameters 3.1 - 3.13; * Governance, Commitments, and Engagement 4.1 - 4.17; * Disclosure of Management Approach, per category; * Core Performance Indicators; * Any GRI Additional Indicators that were included; and * Any GRI Sector Supplement Indicators included in the report.	3	Reported	Located in Sustainability-Based Annual Report
<b>3.13</b>	Policy and current practice with regard to seeking external assurance for the report. If not included in the assurance report accompanying the sustainability report, explain the scope and basis of any external assurance provided. Also explain the relationship between the reporting organization and the assurance provider(s).	7	Reported	Located in GRI Filing
<b>4.1</b>	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. Describe the mandate and composition (including number of independent members and/or non-executive members) of such committees and indicate any direct responsibility for economic, social, and environmental performance	33--35	Reported	Located in Sustainability-Based Annual Report
<b>4.2</b>	Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organization's management and the reasons for this arrangement).	8	Reported	Located in GRI Filing
<b>4.3</b>	For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members. State how the organization defines 'independent' and 'non-executive'. This element applies only for organizations that have unitary board structures. See the glossary for a definition of 'independent'.	33--35	Reported	Located in Sustainability-Based Annual Report

4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. Include reference to processes regarding: * The use of shareholder resolutions or other mechanisms for enabling minority shareholders to express opinions to the highest governance body; and * Informing and consulting employees about the working relationships with formal representation bodies such as organization level 'work councils', and representation of employees in the highest governance body. Identify topics related to economic, environmental, and social performance raised through these mechanisms during the reporting period.	8	Reported	Located in GRI Filing
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	8	Reported	Located in GRI Filing
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	33--35	Reported	Located in Sustainability-Based Annual Report
4.7	Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	8--9	Reported	Located in GRI Filing
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation. Explain the degree to which these: * Are applied across the organization in different regions and department/units; and * Relate to internationally agreed standards.	9	Reported	Located in GRI Filing
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles. Include frequency with which the highest governance body assesses sustainability performance.	33--35	Reported	Located in Sustainability-Based Annual Report
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	9	Reported	Located in GRI Filing
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization. Article 15 of the Rio Principles introduced the precautionary approach. A response to 4.11 could address the organization's approach to risk management in operational planning or the development and introduction of new products.	9	Reported	Located in GRI Filing

4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses. Include date of adoption, countries/operations where applied, and the range of stakeholders involved in the development and governance of these initiatives (e.g., multi-stakeholder, etc.). Differentiate between non-binding, voluntary initiatives and those with which the organization has an obligation to comply.	9--10	Reported	Located in GRI Filing
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic. This refers primarily to memberships maintained at the organizational level.	10	Reported	Located in GRI Filing
4.14	List of stakeholder groups engaged by the organization. Examples of stakeholder groups are: * Communities; * Civil society; * Customers; * Shareholders and providers of capital; * Suppliers; and * Employees, other workers, and their trade unions.	10--11	Reported	Located in GRI Filing
4.15	Basis for identification and selection of stakeholders with whom to engage. This includes the organization's process for defining its stakeholder groups, and for determining the groups with which to engage and not to engage.	11	Reported	Located in GRI Filing
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group. This could include surveys, focus groups, community panels, corporate advisory panels, written communication, management/union structures, and other vehicles. The organization should indicate whether any of the engagement was undertaken specifically as part of the report preparation process.	11	Reported	Located in GRI Filing
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	11	Reported	Located in GRI Filing
<b>EC1-PR9, Including Electric Utility ('EU') Sector Supplement Commentaries</b>				
<b>Indicator</b>	<b>Description</b>	<b>Page No.</b>	<b>Reporting Level</b>	<b>Location/Notes</b>
EC1	Economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.(Core)	12--13	Reported	Located in GRI Filing

<b>EC2</b>	Financial implications and other risks and opportunities for the organization's activities due to climate change. (Core)	14	Reported	Located in GRI Filing
<b>EC3</b>	Coverage of the organization's defined benefit plan obligations. (Core)	14	Reported	Located in GRI Filing
<b>EC4</b>	Significant financial assistance received from government. (Core)	14	Reported	Located in GRI Filing
<b>EC5</b>	Range of ratios of standard entry level wage compared to local minimum wage at significant locations of operation. (Additional)	14	Reported	Located in GRI Filing
<b>EC6</b>	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation. (Core)	14--15	Reported	Located in GRI Filing
<b>EC7</b>	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation. (Core)	15	Reported	Located in GRI Filing
<b>EC8</b>	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement. (Core)	15	Reported	Located in GRI Filing
<b>EC9</b>	Understanding and describing significant indirect economic impacts, including the extent of impacts. (Additional)	15	Reported	Located in GRI Filing
<b>EN1</b>	Materials used by weight or volume. (Core)	19	Reported	Located in GRI Filing
<b>EN2</b>	Percentage of materials used that are recycled input materials. (Core)	19	Reported	Located in GRI Filing
<b>EN3</b>	Direct energy consumption by primary energy source. (Core)	20	Reported	Located in GRI Filing
<b>EN4</b>	Indirect energy consumption by primary source. (Core)	20	Reported	Located in GRI Filing
<b>EN5</b>	Energy saved due to conservation and efficiency improvements. (Additional)	20	Reported	Located in GRI Filing
<b>EN6</b>	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives. (Additional)	20	Reported	Located in GRI Filing
<b>EN7</b>	Initiatives to reduce indirect energy consumption and reductions achieved. (Additional)	20	Reported	Located in GRI Filing
<b>EN8</b>	Total water withdrawal by source. (Core)	20	Reported	Located in GRI Filing
<b>EN9</b>	Water sources significantly affected by withdrawal of water. (Additional)	21	Reported	Located in GRI Filing
<b>EN10</b>	Percentage and total volume of water recycled and reused. (Additional)	21	Reported	Located in GRI Filing
<b>EN11</b>	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas. (Core)	21	Reported	Located in GRI Filing
<b>EN12</b>	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas. (Core)	21	Reported	Located in GRI Filing
<b>EN13</b>	Habitats protected or restored. (Additional)	22	Reported	Located in GRI Filing
<b>EN14</b>	Strategies, current actions, and future plans for managing impacts on biodiversity. (Additional)	22	Reported	Located in GRI Filing

<b>EN15</b>	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk. (Additional)	22	Reported	Located in GRI Filing
<b>EN16</b>	Total direct and indirect greenhouse gas emissions by weight. (Core)	22-23	Reported	Located in GRI Filing
<b>EN17</b>	Other relevant indirect greenhouse gas emissions by weight. (Core)	22-23	Reported	Located in GRI Filing
<b>EN18</b>	Initiatives to reduce greenhouse gas emissions and reductions achieved. (Additional)	23	Reported	Located in GRI Filing
<b>EN19</b>	Emissions of ozone-depleting substances by weight. (Core)	23	Reported	Located in GRI Filing
<b>EN20</b>	NOx, SOx, and other significant air emissions by type and weight. (Core)	23	Reported	Located in GRI Filing
<b>EN21</b>	Total water discharge by quality and destination. (Core)	23	Reported	Located in GRI Filing
<b>EN22</b>	Total weight of waste by type and disposal method. (Core)	23	Reported	Located in GRI Filing
<b>EN23</b>	Total number and volume of significant spills. (Core)	23--24	Reported	Located in GRI Filing
<b>EN24</b>	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally. (Additional)	24	Reported	Located in GRI Filing
<b>EN25</b>	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff. (Additional)	24	Reported	Located in GRI Filing
<b>EN26</b>	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation. (Core)	24	Reported	Located in GRI Filing
<b>EN27</b>	Percentage of products sold and their packaging materials that are reclaimed by category. (Core)	24	Reported	Located in GRI Filing
<b>EN28</b>	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. (Core)	24	Reported	Located in GRI Filing
<b>EN29</b>	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce. (Additional)	24-25	Reported	Located in GRI Filing
<b>EN30</b>	Total environmental protection expenditures and investments by type. (Additional)	25	Reported	Located in GRI Filing
<b>LA1</b>	Total workforce by employment type, employment contract, and region. (Core)	26	Reported	Located in GRI Filing
<b>LA2</b>	Total number and rate of employee turnover by age group, gender, and region. (Core)	26--27	Reported	Located in GRI Filing
<b>LA3</b>	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations. (Additional)	27	Reported	Located in GRI Filing
<b>LA4</b>	Percentage of employees covered by collective bargaining agreements. (Core)	27	Reported	Located in GRI Filing

<b>LA5</b>	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements. (Core)	27	Reported	Located in GRI Filing
<b>LA6</b>	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs. (Additional)	27	Reported	Located in GRI Filing
<b>LA7</b>	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region. (Core)	27--28	Reported	Located in GRI Filing
<b>LA8</b>	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases. (Core)	28	Reported	Located in GRI Filing
<b>LA9</b>	Health and safety topics covered in formal agreements with trade unions. (Additional)	28	Reported	Located in GRI Filing
<b>LA10</b>	Average hours of training per year per employee by employee category. (Core)	29	Reported	Located in GRI Filing
<b>LA11</b>	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings. (Additional)	29	Reported	Located in GRI Filing
<b>LA12</b>	Percentage of employees receiving regular performance and career development reviews. (Additional)	29	Reported	Located in GRI Filing
<b>LA13</b>	Composition of governance bodies and breakdown of employees per category according to gender, age group, minority group membership, and other indicators of diversity. (Core)	29	Reported	Located in GRI Filing
<b>LA14</b>	Ratio of basic salary of men to women by employee category. (Core)	30	Reported	Located in GRI Filing
<b>HR1</b>	Percentage and total number of significant investment agreements that include human rights clauses or that have undergone human rights screening. (Core)	32	Reported	Located in GRI Filing
<b>HR2</b>	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken. (Core)	32	Reported	Located in GRI Filing
<b>HR3</b>	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained. (Additional)	32	Reported	Located in GRI Filing
<b>HR4</b>	Total number of incidents of discrimination and actions taken. (Core)	32	Reported	Located in GRI Filing
<b>HR5</b>	Operations identified in which the right to exercise freedom of association and collective bargaining may be at significant risk, and actions taken to support these rights. (Core)	32	Reported	Located in GRI Filing
<b>HR6</b>	Operations identified as having significant risk for incidents of child labor, and measures taken to contribute to the elimination of child labor. (Core)	33	Reported	Located in GRI Filing

<b>HR7</b>	Operations identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of forced or compulsory labor. (Core)	33	Reported	Located in GRI Filing
<b>HR8</b>	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations. (Additional)	33	Reported	Located in GRI Filing
<b>HR9</b>	Total number of incidents of violations involving rights of indigenous people and actions taken. (Additional)	33	Reported	Located in GRI Filing
<b>SO1</b>	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting. (Core)	34		Located in GRI Filing
<b>SO2</b>	Percentage and total number of business units analyzed for risks related to corruption. (Core)	34	Reported	Located in GRI Filing
<b>SO3</b>	Percentage of employees trained in organization's anti-corruption policies and procedures. (Core)	34	Reported	Located in GRI Filing
<b>SO4</b>	Actions taken in response to incidents of corruption. (Core)	34	Reported	Located in GRI Filing
<b>SO5</b>	Public policy positions and participation in public policy development and lobbying. (Core)	34	Reported	Located in GRI Filing
<b>SO6</b>	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country. (Additional)	34	Reported	Located in GRI Filing
<b>SO7</b>	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. (Additional)	34	Reported	Located in GRI Filing
<b>SO8</b>	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations. (Core)	34	Reported	Located in GRI Filing
<b>PR1</b>	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures. (Core)	36	Reported	Located in GRI Filing
<b>PR2</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes. (Additional)	36	Reported	Located in GRI Filing
<b>PR3</b>	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. (Core)	37	Reported	Located in GRI Filing
<b>PR4</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. (Additional)	37	Reported	Located in GRI Filing
<b>PR5</b>	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction. (Additional)	37	Reported	Located in GRI Filing

<b>PR6</b>	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship. (Core)	37	Reported	Located in GRI Filing
<b>PR7</b>	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes. (Additional)	37	Reported	Located in GRI Filing
<b>PR8</b>	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data. (Additional)	38	Reported	Located in GRI Filing
<b>PR9</b>	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services. (Core).	38	Reported	Located in GRI Filing
<b>Electric Utility Sector Supplement</b>				
<b>Profile</b>	<b>Description</b>	<b>Page No.</b>	<b>Reporting Level</b>	<b>Location/Notes</b>
<b>EU1</b>	Installed capacity, broken down by energy source and by regulatory regime	15	Reported	Located in GRI Filing
<b>EU2</b>	Net energy output broken down by primary energy source and by regulatory regime	16	Reported	Located in GRI Filing
<b>EU3</b>	Number of residential, industrial, institutional and commercial customer accounts	16	Reported	Located in GRI Filing
<b>EU4</b>	Length of above and underground transmission and distribution lines by regulatory regime	16	Reported	Located in GRI Filing
<b>EU5</b>	Allocation of CO <sub>2e</sub> emissions allowances or equivalent, broken down by carbon trading framework	16	Reported	Located in GRI Filing
<b>EU6</b>	Management approach to ensure short and long term electricity availability and reliability	16	Reported	Located in GRI Filing
<b>EU7</b>	Demand-side management programs including residential, commercial, institutional and industrial programs	17	Reported	Located in GRI Filing
<b>EU8</b>	Research and development activity and expenditure aimed at providing reliable electricity and promoting sustainable development	17	Reported	Located in GRI Filing
<b>EU9</b>	Provisions for decommissioning of nuclear sites	18	Reported	Located in GRI Filing
<b>EU10</b>	Planned capacity against projected electricity demand over the long-term, broken down by energy source and regulatory regime	18	Reported	Located in GRI Filing
<b>EU11</b>	Average generation efficiency of thermal plants by energy source and by regulatory regime	18	Reported	Located in GRI Filing
<b>EU12</b>	Transmission and distribution losses as a percentage of total energy	18	Reported	Located in GRI Filing
<b>EU13</b>	Biodiversity of offset habitats compared to biodiversity of the affected areas.	21	Reported	Located in GRI Filing
<b>EU14</b>	Programs and processes to ensure the availability of a skilled workforce.	30	Reported	Located in GRI Filing

<b>EU15</b>	Percentage of employees eligible to retire in the next 5 and 10 years broken down by job category and region	30	Reported	Located in GRI Filing
<b>EU16</b>	Policies and requirements regarding health and safety of employees and employees of contractors and subcontractors	30--31	Reported	Located in GRI Filing
<b>EU17</b>	Days worked by contractor and subcontractor employees involved in construction, operation & maintenance activities	30--31	Reported	Located in GRI Filing
<b>EU18</b>	Percentage of contractor and subcontractor employees that have undergone relevant health and safety training	30--31	Reported	Located in GRI Filing
<b>EU19</b>	Stakeholder participation in the decision making processes related to energy planning and infrastructure development.	35	Reported	Located in GRI Filing
<b>EU20</b>	Approach to managing the impacts of displacement	35	Reported	Located in GRI Filing
<b>EU21</b>	Contingency planning measures, disaster/ emergency management plan and training programs, and recovery/restoration plans.	35	Reported	Located in GRI Filing
<b>EU22</b>	Number of people physically or economically displaced and compensation, broken down by type of project.	35	Reported	Located in GRI Filing
<b>EU23</b>	Programs, including those in partnership with government, to improve or maintain access to electricity and customer support services.	36	Reported	Located in GRI Filing
<b>EU24</b>	Practices to address language, cultural, low literacy and disability related barriers to accessing and safely using electricity and customer support services.	36	Reported	Located in GRI Filing
<b>EU25</b>	Number of injuries and fatalities to the public involving company assets including legal judgments, settlements and pending legal cases of diseases.	37	Reported	Located in GRI Filing
<b>EU26</b>	Percentage of population unserved in licensed distribution or service areas	38	Reported	Located in GRI Filing
<b>EU27</b>	Number of residential disconnections for nonpayment, broken by duration of disconnection and by regulatory regime.	38	Reported	Located in GRI Filing
<b>EU28</b>	Power outage frequency	38	Reported	Located in GRI Filing
<b>EU29</b>	Average power outage duration	38	Reported	Located in GRI Filing
<b>EU30</b>	Average plant availability factor by energy source and by regulatory regime	38	Reported	Located in GRI Filing