

# 2021 Highlights

## Environmental



**20.9%**  
GHG emission  
reduction  
compared to  
1990 levels



**Energy  
efficiency:**  
Tons of GHG reduced:  
**82,275 t.**  
vs. 82,062 in 2020



Tons of GHG  
reduced:  
**9,758**  
thanks to  
renewable  
natural gas

## Social



The amount  
donated is  
**\$1,732,135**  
in 2021  
vs \$1,804,659 in 2020



Low-income household  
support program:  
**1,263**  
households  
vs. 814 in 2020



Customer satisfaction:  
**95%** vs 92 %  
in 2020

## Governance



**Women**  
**37%** of the  
workforce  
**20%** of non-traditional  
trades for women

**10%**  
decrease  
in purchases  
of goods  
and services



Light decrease in  
the work accident  
rate - 6 events  
vs. 13 in 2020



**126**  
complaints  
vs. 131  
in 2020

**1** notice of  
non-compliance  
by the MELCC