

Strategic Plan

Energizing Our Community's Future

2027–2031



Executive Summary

Orangeville Hydro Limited (OHL) is a municipal electricity distribution company serving the Town of Orangeville and the former Village of Grand Valley. Strategic Plan 2027 sets a clear and disciplined direction for the organization in a period defined by rising customer expectations, increasing electrification, growing infrastructure demands, and evolving provincial energy policy and priorities.

The Plan is anchored on three strategic commitments for the 2027–2031 period:

- (1) Reliability, Capacity, and Cost—Without Exception;**
- (2) Modern Service Delivery; and**
- (3) System Readiness for Electrification & DERs.**

Together, these commitments reinforce OHL's core mandate while modernizing how service is delivered and strengthening readiness for future growth.



Purpose, Vision, Mission, & Values

Purpose

To deliver safe, reliable, and affordable electricity distribution service with local accountability and strong stewardship of community value.

Vision

To be recognized as a leading municipal electricity distributor for reliability, cost discipline, customer experience, and readiness to serve growth and electrification.

Mission

To provide safe, reliable, efficient electricity service while remaining accountable to our community and shareholder municipalities.

Values

- Safety and professionalism
- People
- Integrity and communication
- Local accountability and community leadership
- Accessible service
- Continuous improvement



Strategic Discipline

Orangeville Hydro will remain focused on a small number of priorities where it can deliver clear value to customers. The organization will adopt proven solutions where they improve outcomes, maintain fairness across all customers, and avoid initiatives that introduce unnecessary risk, complexity, or cost beyond its role as a rate-regulated local electricity distributor.





Strategic Commitments 2027–2031

Commitment 1 — Reliability, Capacity, and Cost: Without Exception

Orangeville Hydro's foremost commitment is to deliver safe, reliable, and affordable electricity service while ensuring sufficient capacity to support new and growing customers. Reliability and prudent cost management remain non-negotiable foundations of the organization's role in the community.

Commitment 2 — Modern & Accessible Service Delivery

Orangeville Hydro will deliver service in a manner that reflects how customers expect essential services to function today: reliable, predictable, and easy to interact with. Modern service delivery means customers receive timely, accurate information; can complete interactions effortlessly; and can reach a person when needed.

Modern service delivery is treated as infrastructure rather than marketing. It is designed and improved with the same discipline applied to the distribution system itself, focusing on proactive communication, clear information, practical digital tools, and continued access to human support.

Commitment 3 — System Readiness for Electrification & DERs

Orangeville Hydro will remain infrastructure-ready for electrification and distributed energy resources and will serve as a trusted source of accurate information about grid impacts.

Planning and investment decisions will focus on readiness and resilience without expanding beyond the distributor's role.





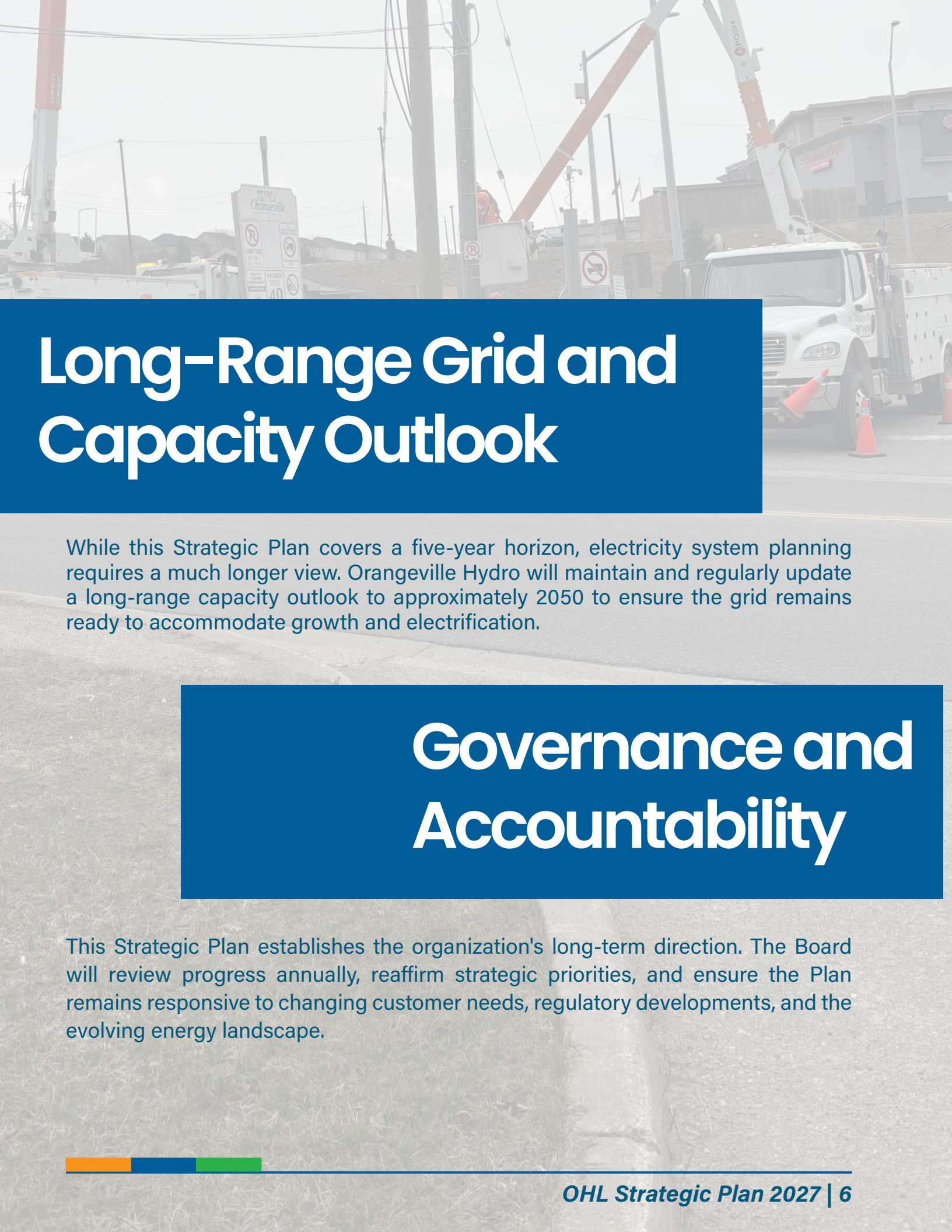
Organizational Effectiveness, Safety, and Community Leadership

Delivering on these strategic commitments depends on maintaining a high-performing, safety-focused organization and strong connection to our communities.

Orangeville Hydro will:

- Maintain a strong safety culture grounded in accountability, prevention, and continuous improvement
- Build organizational capacity through effective workforce planning, clear processes, and disciplined execution
- Operate as a responsible corporate citizen and trusted community partner, contributing to local priorities and public confidence

These capabilities support the consistent and effective delivery of all strategic commitments.



Long-Range Grid and Capacity Outlook

While this Strategic Plan covers a five-year horizon, electricity system planning requires a much longer view. Orangeville Hydro will maintain and regularly update a long-range capacity outlook to approximately 2050 to ensure the grid remains ready to accommodate growth and electrification.

Governance and Accountability

This Strategic Plan establishes the organization's long-term direction. The Board will review progress annually, reaffirm strategic priorities, and ensure the Plan remains responsive to changing customer needs, regulatory developments, and the evolving energy landscape.

