

FACT SHEET: PUC Services Inc. 2025 Sustainability Report

Note: PUC Services Inc.'s Sustainability Report is presented annually to the City of Sault Ste. Marie at a Council meeting open to the public. **Watch the July 13, 2026, session on [YouTube \(0:53:26 – 1:39:00\)](#); the Q&A portion begins at 1:13:00 and clarifies some recent questions around outages, power supply to the electric arc furnaces, and the Sault Smart Grid.**

Strong Performance, Reliable Service, Powered by People and Technology

1. The PUC Group of Companies continues to achieve strong operational and financial results.

- We achieved **record net earnings of \$17.9 million**, improving efficiency and strengthening value delivered to customers and the community.
- Total capital expenditures for 2025 were **\$23.8 million**, reflecting our continued investment in upgrading and modernizing critical infrastructure across the community.
- Our cost-to-revenue ratio continues to improve, showing that we're not only delivering value to our customers, but doing so more efficiently year over year.

2. Public Utilities Commission driving reinvestment as a non-profit municipal services board.

- The Public Utilities Commission of the City of Sault Ste. Marie owns and operates the infrastructure that provides safe, reliable drinking water to customers in Sault Ste. Marie and the Rankin Reserve of the Batchewana First Nation.
- Every dollar from customers' pre-tax water bills is reinvested in the local community.
- In 2025 its annual surplus was **\$9.4 million** – an increase from 2024, supporting future reinvestment in critical infrastructure repairs and replacement.

3. Electricity reliability remains strong.

- PUC achieved its **best reliability performance** in Ontario Energy Board (OEB) data dating back to 2013, with the lowest average outage duration (**SAIDI 0.94**) and frequency (**SAIFI 1.03**) on record over the period.

4. Transparency is a priority.

- Like all Ontario utilities, PUC Distribution Inc.'s reliability and other performance data is publicly reported through [OEB](#).
- The full 2025 Sustainability Report is available on PUC's [website](#).

5. PUC is advancing sustainability that is good for the environment – and the local economy.

- By supporting Algoma Steel's Electric Arc Furnace transition, PUC (Transmission) LP will support a **70%** reduction in GHG emissions, marking one of Canada's largest industrial decarbonization projects.
- This project also positions PUC to pursue future transmission development opportunities across Ontario, creating access to stable, regulated returns.

- PUC Services Inc. continues to expand electric transportation, with **36%** of our light-duty fleet now electric, helping reduce operating costs by an estimated **20%** annually. We also operate **25** EV chargers across PUC facilities and support **31** public and private chargers throughout the community.

6. The Sault Smart Grid is delivering measurable results.

- In 2025, the Sault Smart Grid prevented outages for more than **10,000 customers** and avoided more than **900,000 customer outage minutes**.
- This marks an increase in customer benefits of **60%** for outages prevented and **40%** for outage minutes avoided compared with 2024.

7. Technology and people work together.

- Adding Real-Time Kinematic technology into our locates process for underground water and electrical infrastructure has improved accuracy from 3–5 metres to just **2.5 centimetres**, with data captured in the field and uploaded directly into our GIS system.
- System operators monitor the grid using advanced technology to respond quickly and alert crews when issues occur. Lineworkers investigate grid issues and customer tips, make repairs, restore service safely, conduct maintenance, and more.

8. Restoring power comes before sharing the cause.

- When an outage occurs, crews focus first on restoring power safely and as quickly as possible. While service is being restored, the cause may be listed as "under investigation" until crews confirm and report the cause publicly on our app and website, and later to the OEB.
- Unknown causes are common across the utility industry, as outages can be caused by weather, wildlife, vegetation, or other temporary events that leave no visible signs, even after crews patrol the area.

9. PUC's channels are the official source of information.

- The outage map, website, app, and customer alerts provide accurate, real-time information directly from crews and system operators responding to outages.
- These tools offer customers more visibility and transparency than ever before.
- PUC shares confirmed outage causes whenever they can be determined and reports outage data to the OEB, where it is also publicly available.

10. Safety and community are embedded in everything we do.

- In 2025 PUC achieved **100 per cent** employee participation in mandatory, field-based safety observations, with **900+** observations completed.
- In 2025 PUC led educational events and programs and donated **\$126,000** to more than **50 local grassroots organizations** that strengthen the region.

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