

24/7/365

We're here  
for you.



Sandy Cardinal, Journeyman Lineman



**It's not enough to take our job seriously, be reliable and deliver power every day. Your electricity requirements are constantly evolving, so we're also planning for the future. The things you look for in a transmission company—reliability, affordability and customer service—are exactly the kinds of things we are committed to. With AltaLink, you can go about your daily routine with the confidence that we're delivering the power you need. As we move forward, we want you to know all the things we're doing to make sure you always have dependable and affordable power at your fingertips.**

**DENNIS FREHLICH**  
INTERIM PRESIDENT & CHIEF EXECUTIVE OFFICER

When  
it comes to  
Alberta,  
we power  
growth.



Cayla Saby, Manager, Customer Relations



## DELIVERING VALUE

We're always looking to find the best possible way to run our business and save you money. That's something we're committed to doing every step of the way. In fact, up to 85 per cent of our project costs go through a competitive bid process so we can make sure we're getting the best value for your dollar.

Cost-efficiency is about finding the best option for each situation to meet the needs of everyone involved. We find these solutions in every facet of our business. For example, when it's faster, cheaper and better for the environment, we use helicopters instead of trucks to build new transmission lines. We also designed a prefabricated modular substation (substations connect power lines of varying voltages) that's less expensive to build and quicker to construct. The major components of these substations are prefabricated in a shop and then assembled on-site like building blocks.

ABOVE —  
A helicopter stringing  
transmission wire  
along a 240 kV  
(240,000 volt) structure  
in southern Alberta

### BY THE NUMBERS

Our prefabricated substation design is expected to shave two months off the construction schedule for new substations.

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## FOCUSING ON CUSTOMERS

Customer focus is about you and your needs. You're the reason we exist and that makes us dedicated to putting you first. Whether that means helping you make a hot pot of coffee or powering a large sawmill, we're ready to deliver. We'll continue to work around the clock to service, repair, expand and improve our delivery systems so you have the power you need to go about your day and run your business.

Our dedication was showcased in northern Alberta when we went above and beyond for a nearby industrial customer while building a new project. This customer relies on our transmission system for a steam-assisted gravity drainage (SAGD) operation designed to produce 25,000 barrels of bitumen per day. We finished the project ahead of schedule and avoided costly outages. We're always looking at how we can provide innovative solutions and anticipate the needs of those who rely on us.

### BY THE NUMBERS

We currently have 70 industrial and generation customers, including oil refineries near Edmonton and wind farms by Pincher Creek, who rely on a direct connection to our facilities to power their operations.

70

ABOVE —  
Our employees working on the transmission system 85 per cent of Albertans rely on

## LEADING INNOVATION

Innovation isn't just a word we toss around. Our team is so committed to coming up with new solutions that we've got a room dedicated to it—the innovation den. Employees visit the innovation den to propose their leading-edge ideas as pilot projects. Two ideas to pass the test include a process that captures waste heat from substations and returns it to the electric system, and a new type of transmission line wire that is less costly and reduces wasted electricity.

Right now, we're also working on one of the first major applications of Direct Current, or DC, technology on a new line between the Edmonton and Calgary areas. This line offers scalability and more efficient expansion for the future. Every day new technologies are being created and discovered. That's something we're really excited about. We can't wait to see all the possibilities tomorrow will bring.

### BY THE NUMBERS

We collaborated with Cantega to develop its innovative substation cover-up, GREENJACKET™, that protects wildlife and reduces outages by upwards of 95 per cent.

ABOVE —  
A substation outfitted with protective GREENJACKET™ cover-ups

95%



## OPERATING SUSTAINABLY

At AltaLink, sustainability isn't just about the environment. It's the framework around which we operate. Reducing our impact and making decisions for the future is our priority. That's why we're constantly searching for sustainable ways to build transmission structures, maintain lines and deliver the power you need.

For instance, in many parts of the province we're using screw pile foundations, which reduce the footprint of our structures by 99 per cent. These foundations can be installed much faster than traditional concrete foundations and at a reduced cost. Using screw pile foundations for one of our transmission projects in southern Alberta has resulted in significant positive outcomes, including avoiding the removal of about 23 Olympic-size swimming pools worth of soil. The ongoing commitment to sustainable decision making is a legacy we're leaving behind for you and all the generations to come.

### BY THE NUMBERS

By using screw pile foundations on our Cassils to Bowmanton to Whitla project, we avoided displacing soil that would have taken 5,754 truckloads to haul offsite.

5,754



## MOVING SAFETY FORWARD

Safety is part of our DNA. We exercise safe work practices and look out for each other and the community around us while taking care of the transmission system we all rely on. It's about making sure our employees and everyone who works with us goes home safely when the job is done.

Right now we're working on a first-of-its-kind line training facility near Calgary, where our employees can practice safe work procedures and specialized maintenance activities on full-scale, non-energized equipment. This unique facility will include nearly 20 transmission structures of various types, ranging from 12 to 45 metres tall. We're looking forward to practicing our procedures from the ground and the air—helicopters are a large part of our maintenance program. The AltaLink Line Training Facility will help make sure our employees are ready when it's time to maintain or respond to unforeseen challenges on our electric system.

### BY THE NUMBERS

In 2012, the Canadian Electricity Association recognized us three times for our safety performance. We received two awards corporately and one of our employees received a Lifesaving Award.

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ABOVE — Two of our employees working together to make sure the job gets done properly and safely

ABOVE — Crews installing a screw pile foundation in southern Alberta



## CHAMPIONING RELIABILITY

Reliability probably should have been the first thing we mentioned, since job number one for us is keeping the lights on. It's something we're extremely proud of. Our employees have always been dedicated to keeping your power supply consistent, no matter what Mother Nature has in mind. In fact, our field employees often brave extreme conditions in the middle of the night or through a storm to do so.

We measure reliability in two major ways—the duration and frequency of outages you experience. In 2012, we had one of our best years, and our numbers were better than the national average. We will continue to deliver the reliability you expect as we work to expand and reinforce the electric system. It's our job and we're proud to do it.

### BY THE NUMBERS

In 2012, the temperature in our province ranged from about  $-40^{\circ}$  Celsius to about  $+40^{\circ}$  Celsius. It doesn't matter what the temperature is—we keep things running smoothly.

$-40^{\circ}\text{C}$

For us,  
there is no  
off switch.

ABOVE —  
One of our field  
employees performing  
maintenance work  
on a steel lattice  
transmission structure



**As an Albertan, you deserve the best and we work hard every single day to make sure we deliver it. That's something you can count on. To learn more about all the ways we're committed to world-class power delivery, visit:**

**AltaLinkReport.ca**



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