



Highlights of the Strategic Plan 2022–2026



Québec has embarked on an ambitious transition toward a low-carbon economy.

For Hydro-Québec, that's a tall order.

Over 100 TWh of additional clean electricity will be required to attain carbon neutrality in Québec by 2050.

In this context, we're faced with four major paradigm shifts that will lead to changes in our operations:



Tighter energy and capacity balances



Transition toward a more complex, more interactive energy system



Higher electricity supply costs



Major increase in our infrastructure investments

The *Strategic Plan 2022–2026* charts the course toward the achievement of our vision and the attainment of our goals.

Our vision

Mobilizing the collective strength of Quebecers to accelerate the energy transition, stimulate the local economy and build a sustainable future.

Our mission in brief

- Provide a reliable supply of electricity.
- Offer high-quality services at competitive prices.
- Contribute to Québec's collective wealth by making use of clean, renewable energy sources.
- Help neighboring markets reduce their carbon footprint by leveraging the attributes of our energy.
- Develop state-of-the-art solutions and share our expertise to help decarbonize the economy and optimize energy use.

Our values

The common good

Putting people and the community first.

Inclusion

Being a rallying force and a model of openness.

Courage

Believing in our ideals and acting upon them.

Innovation

Making positive changes, day after day.

Our objectives and strategies

Objectives	Strategies
1 Drive the efficient decarbonization of Québec.	1.1 Help Québec make better use of electricity. 1.2 Stimulate the growth of electric transportation. 1.3 Facilitate the rollout of solutions to replace fossil fuels. 1.4 Become carbon neutral in our operations by 2030.
2 Prepare our grid for tomorrow's energy and technology needs.	2.1 Transition our power system to an increasingly diversified smart grid. 2.2 Increase our generating capacity by 5,000 MW. 2.3 Ramp up the rollout of demand response measures. 2.4 Adapt our practices to address new issues regarding grid reliability and resilience.
3 Increase Québec's collective prosperity.	3.1 Realize the full value of our energy and its attributes. 3.2 Sustainably maximize the wealth we create for Québec through our operations. 3.3 Increase our presence and operations in neighboring markets. 3.4 Continuously improve our operations management so that we can offer quality service at the lowest cost.
4 Engage our customers, employees and partners in the achievement of our goals.	4.1 Offer our customers a simple and engaging experience that is tailored to their needs. 4.2 Strengthen our relations with local and Indigenous communities. 4.3 Increase collaboration with our external partners to resolve top-priority energy issues. 4.4 Remain an employer of choice and become a leader in occupational health and safety.

Our performance indicators

Avoided GHG emissions in Québec (Mt CO₂ eq.)

2021	2026 target
4.8 ¹	7.1

Energy savings resulting from our energy efficiency initiatives (GWh)

2021	2025 target	2029 target
733	4,000	8,200

Net income (\$B)

2021	2026 target
3.6	4.1

Contribution to Québec's gross domestic product (GDP) (\$B)

2021	2026 target
22.7	28.1

Reputation index (overall score out of 10)

2021	2026 target
7.5	> 7.5

Combined customer satisfaction index (out of 10)

2021	2026 target
8.4	8.5

Certification level under the Canadian Council for Aboriginal Business's Progressive Aboriginal Relations (PAR) program

2021	2026 target
Silver	Gold

Equity, diversity and inclusion (% of new hires from diverse backgrounds)

2021	2026 target
44.5	50.0

Lost time accident frequency rate (per 200,000 hours worked)

2021	2026 target
1.10	0.90

Sustainable engagement index (%)

2021	2026 target
88	> 88

1. December 31 forecast established in October 2021.