

YUKON  
ENERGY



KEY PERFORMANCE INDICATORS

YUKON ENERGY CORPORATION

2016 ANNUAL REPORT

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## EXECUTIVE SUMMARY

Yukon Energy directly serves approximately 2,100 customers (10% of all electrical customers in Yukon) at the distribution (retail) level, most of who live in Dawson City, Mayo and Faro. Through its wholesale sales to ATCO Electric Yukon ("AEY"), it also provides power indirectly to approximately 16,600 retail customers served on the inter-connected system. During 2016 the only customer served under Rate Schedule 39 - Primary Industrial was Capstone Mining Corp ("Minto mine") which operated for the whole year.

As shown in Table 1 (following page), the number of retail customers increased modestly during 2016. Total firm sales increased by 2.1% as Industrial sales to Minto were 10.7% higher than in 2015 and Wholesale sales to AEY were 1.1% higher.

As the LNG generation project was commissioned in 2015, both LNG and diesel generation are now combined and reported herein as thermal generation for KPI reporting purposes. The addition of the two LNG generation units was offset by a corresponding reduction of diesel generation units as both the WD1 and WD2 Mirlees units were retired during 2015. The Bonus wind turbine (0.150 MW) was also retired during 2015 as it had reached the end of its useful life. Wind generation is now comprised of only one Vestas 0.66 MW unit (WD2).

Hydro generation remains the predominant source of generation supplemented by thermal generation as required. Thermal generation was higher the past 2 years due to the Aishihik Elevator Steel Replacement project which caused the Aishihik units to be out of service from June to early October in both 2015 and 2016. Winter peak generation was minimal at 2 GWh for winter months in 2015 and 3 GWh for 2016.

As is typical, the Yukon Energy system experienced more outages than the CEA average (YEC 5-year average SAIFI index of 10.23 compared to 2.81 for CEA). However, outages were of a shorter duration (YEC 5-year average SAIDI index of 4.66 compared to 7.40 for CEA), and customers experienced a shorter overall duration without power (YEC 5-year average CAIDI index of 0.45 compared to 2.63 for CEA).

During 2016, YEC experienced 1 Lost Time Injury of 4 days duration (same as 2015), compared to 1 Lost Time Injury of 1 day duration in 2014.

The Regulated Return on Equity (ROE) for 2016 was 8.68% compared to the approved rate of 8.25%.

**Table 1: Summary of Customers, Energy Sales and Generation**

Line No.	Description	2013 Actual	2014 Actual	2015 Actual	2016 Actual	Proposed Forecast 2017	Proposed Forecast 2018
	<b>Residential</b>						
1	Customers	1,559	1,561	1,588	1,609	1,624	1,635
2	Sales in MWh	13,385	13,327	13,121	13,390	13,622	13,719
3	MWh sales per customer	8.6	8.5	8.3	8.3	8.4	8.4
	<b>General Service</b>						
4	Customers	470	475	480	488	490	490
5	Sales in MWh	22,283	23,616	24,551	24,994	25,318	25,436
6	MWh sales per customer	47.4	49.3	51.8	51.2	51.7	51.9
	<b>Industrial</b>						
7	Sales in MWh	40,513	36,302	37,186	41,169	38,219	38,219
	<b>Street lights</b>						
8	Sales in MWh	281	290	290	256	225	214
	<b>Space lights</b>						
9	Sales in MWh	14	14	14	14	12	12
	<b>Total - Firm Retail &amp; Ind.</b>						
10	Customers	2,029	2,036	2,068	2,098	2,114	2,126
11	Sales in MWh	76,476	73,549	75,162	79,823	77,395	77,599
	<b>Wholesale sales</b>						
12	Sales in MWh	307,927	295,284	297,961	301,207	309,000	309,519
	<b>Total - Firm</b>						
13	Sales in MWh	384,403	368,833	373,122	381,030	386,395	387,118
	<b>Secondary</b>						
14	Sales in MWh	3,959	5,415	7,030	4,835	11,464	11,464
	<b>Total</b>						
15	Sales in MWh	388,362	374,248	380,152	385,865	397,859	398,582
16	Losses - MWh	35,127	28,076	37,883	32,186	35,012	35,075
17	Losses - %	9.0%	7.5%	10.0%	8.3%	8.8%	8.8%
18	Total Generation	423,490	402,323	418,035	418,051	432,871	433,658
	<b>Source</b>						
19	Hydro Generation	421,303	400,421	412,517	411,411	430,119	431,068
20	% of total	99.484%	99.5%	98.7%	98.4%	99.4%	99.4%
21	Thermal Generation	1,910	1,566	4,868	6,131	2,172	2,010
22	% of total	0.451%	0.4%	1.2%	1.5%	0.5%	0.5%
23	Wind Generation	277	337	650	509	580	580
24	% of total	0.065%	0.1%	0.2%	0.1%	0.1%	0.1%

## 1.0 GENERATION KPIS

### *Operational Performance Indicators*

The operational performance of generation units is gauged on the basis of Capacity Factor, Unit Availability, Operating Factor and Forced and Planned Outage Rates.

Detailed definitions are as provided below:

- **Capacity Factor** – Defined as the actual energy produced by the generators, divided by the maximum possible energy production in a year. This indicator ignores the fact that there may not be sufficient fuel (e.g., water or wind) to run the generation unit at its maximum for 365 days. It is useful as an indication of the utilization of the generators as useful assets, especially in terms of providing energy (kWh's). The higher the percentage the more the units are being run at closer to their maximum capacity.
- **Unit Availability** – Defined as the actual number of hours the generators were available for use in the year, divided by the total number of hours in the years (8,760 except in a leap year). This number, expressed as a percentage, is useful in monitoring the overall reliability of the generators but does not consider whether the units were available when they were needed the most, (i.e., hydro in the summer and diesel in the winter).
- **Operating Factor** – Defined as the hours that the generators were on-line and generating power, divided by the total number of hours in the year. It is useful in assessing the value of the generation required on the grid.
- **Forced Outage** – Defined as the occurrence of a component failure or other condition which requires that the generation unit be removed from service immediately or up to and including the very next weekend. It represents the percentage of time that a unit is not available for operation due to an unscheduled removal from service.
- **Planned Outage** – Defined as the removal of a generating unit from service for inspection and/or general overhaul usually scheduled well in advance. It is the overall percentage of hours less Unit Availability and Forced Outages rates.

The tables and graphs on the pages following provide the Capacity Factor, Unit Availability, Operating Factor, and Forced & Planned Outage rates for Yukon Energy owned hydro and diesel generators.

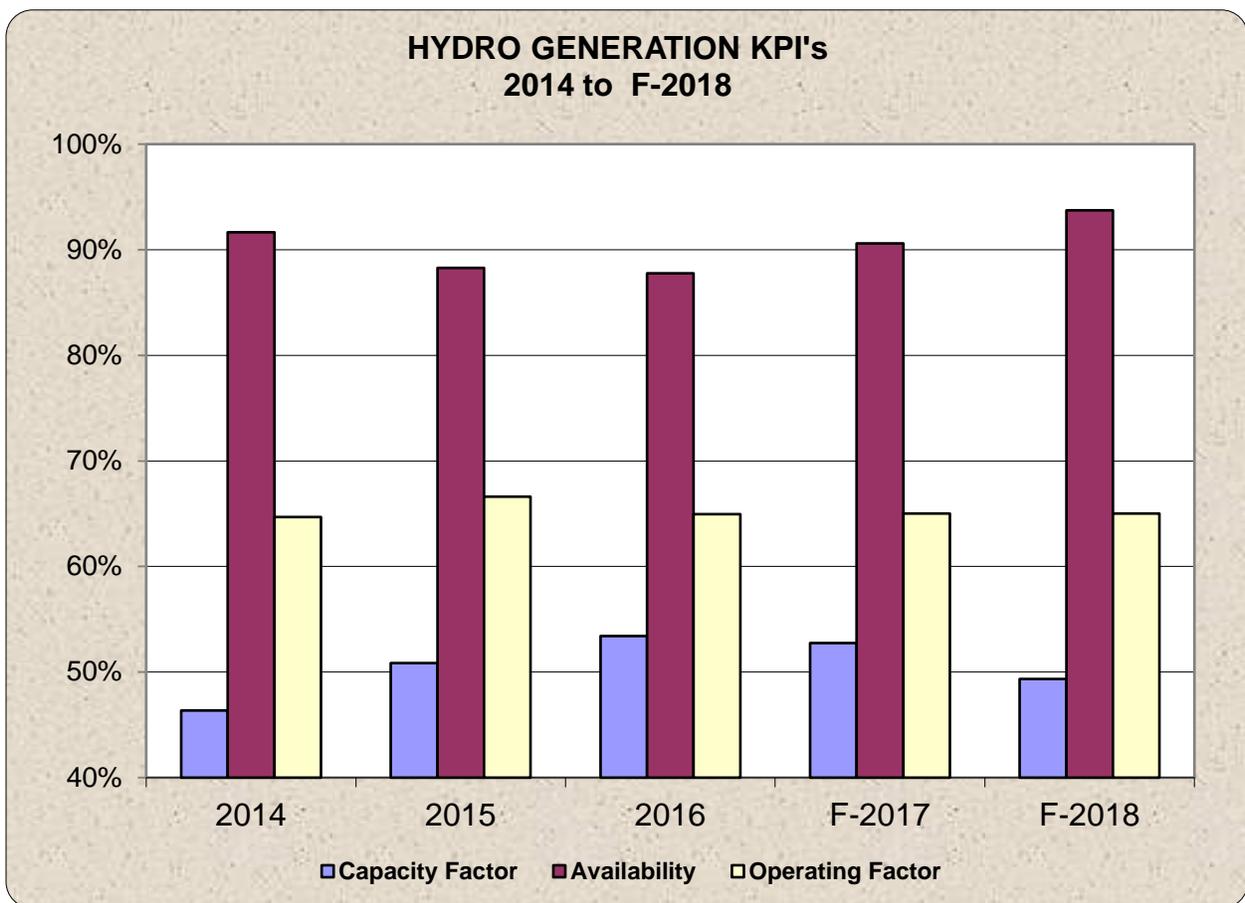
**Summary of Results for Hydro Generation KPIs**

A summary of Hydro generation KPIs is provided in Table 1-1 and Figure 1-1 below:

**Table 1-1: Hydro Generation KPI's**

Year	Capacity Factor	Unit Availability	Operating Factor	Forced Outage Rate	Planned Outage Rate
2014	46.37%	91.65%	64.67%	1.10%	7.25%
2015	50.84%	88.29%	66.61%	0.25%	11.46%
2016	53.42%	87.76%	64.95%	0.80%	11.44%
F-2017	52.74%	90.59%	65.00%	-	9.41%
F-2018	49.35%	93.72%	65.00%	-	6.28%

**Figure 1-1: Hydro Generation KPIs**



The hydro generation Capacity and Operating Factors for 2014 generally reflect normal operations with the increased capacity from the newly installed hydro generation units (AH3 and MBH 1&2) that went into service in 2011 and 2012. The lower Availability rate during 2015 and 2016 was due to the Aishihik hydro units being out of service for June through to early October while the structural steel in the elevator shaft was being replaced.

The Forced Outage Rates for 2014 through 2016 were the result of multiple minor incidents all of relatively short duration. No specific events incapacitated any of the hydro units for an extended period of time. The Planned Outage Rate for 2014 was indicative of standard annual planned maintenance programs and unit overhauls. The higher Planned Outage Rate for 2015 and 2016 was due to the Aishihik units being out of service for June to early October for the elevator structural steel replacement project. The forecast rate for 2017 (F-2017) of 9.41% is higher than average due to the WH4 10 Year Overhaul scheduled for April through June 2017.

***Summary of Results for Thermal Generation KPIs***

A summary of thermal generation KPIs is provided in Table 1-2 below:

**Table 1-2: Thermal Generation KPI's**

Year	Capacity Factor	Unit Availability	Operating Factor	Forced Outage Rate	Planned Outage Rate
2014	0.45%	93.29%	1.06%	1.06%	5.65%
2015	1.29%	94.67%	1.93%	0.54%	4.79%
2016	1.75%	96.95%	1.92%	1.53%	1.52%
F-2017	0.63%	97.22%	1.00%	-	2.78%
F-2018	0.49%	97.22%	1.00%	-	2.78%

Thermal generation (diesel & LNG units combined) remains minimal as it continues to fulfill the role of peaking and back-up generation. Both the Capacity and Operating Factors for 2015 and 2016 were slightly higher as thermal generation was required while the Aishihik hydro units were out of service from early June to early October. Peaking generation during winter months was approximately 2 GWh for 2015 and 3 GWh for 2016. The Unit Availability rate increased as there were fewer forced outages, and planned outage hours were reduced due to less maintenance work. The LNG project was commissioned at mid-year 2015 but was offset by the planned retirement of the WD1 and WD2 Mirlees units.

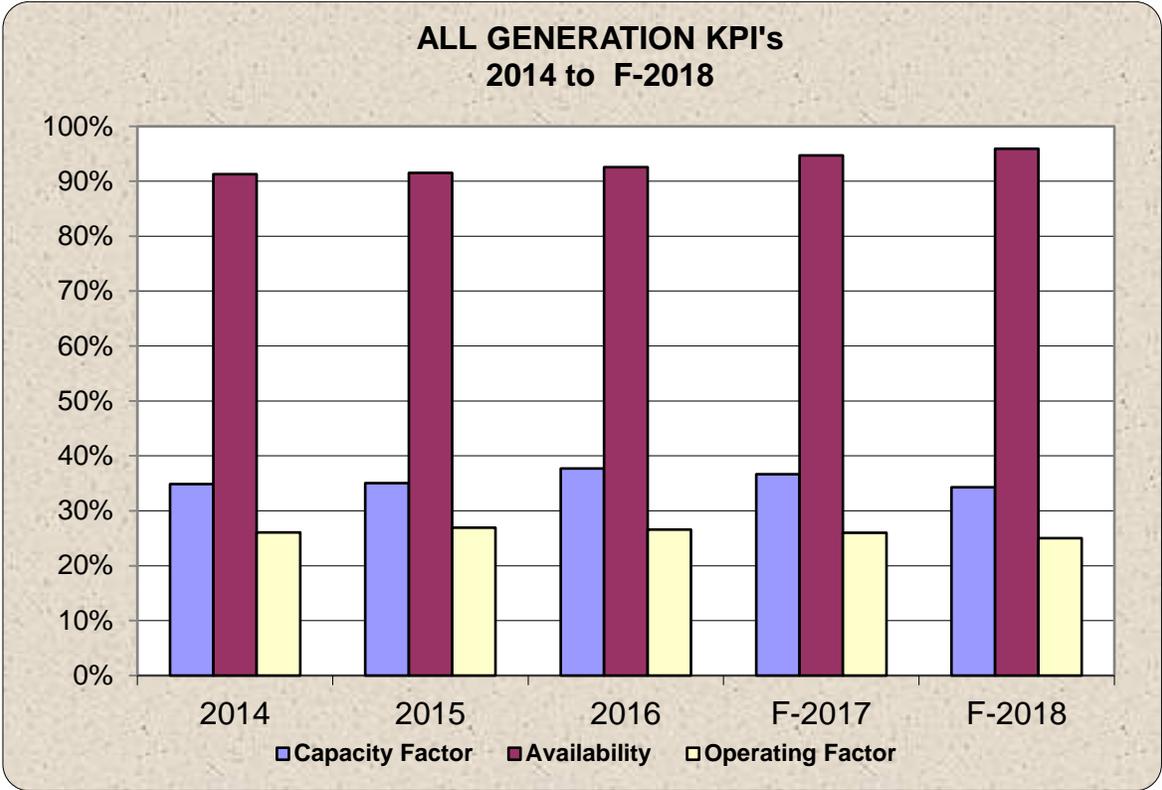
**Wind Turbine**

During 2016 the Vestas wind turbine achieved a Capacity Factor of 8.9% versus 11.24% in 2015 with a Unit Availability rate of 66.55% versus 67.36% in 2015. The unit was in Forced Outage status for 33.45% of 2016 (122 days) compared to 31.83% of 2015 (110 days). The forced outages are mainly due to icing incidents rendering the unit unavailable for service. The Bonus wind turbine was officially retired during 2015 as it had reached the end of its useful life.

**Summary of Results for All Generation KPIs**

A summary of all generation KPIs for the period from 2014 to 2016 with forecast numbers for 2017 and 2018 are as provided in Figure 1-2 below:

**Figure 1-2: All Generation KPIs: 2012 to F-2018**



Forecast Availability for 2017 and 2018 reflects only planned maintenance for generation units but does not include any provision for forced outages. This results in a higher forecast availability rate compared to actual rates reported for prior years. As maintenance and forced outages are responsive to the operations of units, the actual rate achieved for 2017 and 2018 will likely be lower than the forecast rate.

## 2.0 DISTRIBUTION KPIS

The reliability indices on the following pages report distribution performance for Yukon Energy service areas and include all outages of any duration that affect greater than 50 customers, a complete YEC or AEY service area or result in an interruption in service to an industrial customer.

### *Reliability Performance Indicators*

Reliability of the distribution system is assessed based on the following indicators that define distribution performance:

- ***System Average Interruption Frequency Index (SAIFI)*** - SAIFI is the average number of interruptions per customer for the period (a year in this case). It is a measure of how many outages an “average” customer experienced throughout the year. SAIFI is calculated by taking the total number of customer interruptions divided by the total number of customers served.
- ***System Average Interruption Duration Index (SAIDI)*** - SAIDI is the system average interruption duration for customers served for the period (a year in this case). It is a measure of how long all customers were affected (i.e., the last customer to be restored power). SAIDI is calculated by totalling the customer hour interruptions and dividing by the total number of customers served.
- ***Customer Average Interruption Duration Index (CAIDI)*** - CAIDI is the average customer interruption duration for customers interrupted. It is a measure of how long the “average” outage lasted for the customers affected. CAIDI is the total number of customer hour interruptions divided by the total number of customer interruptions.

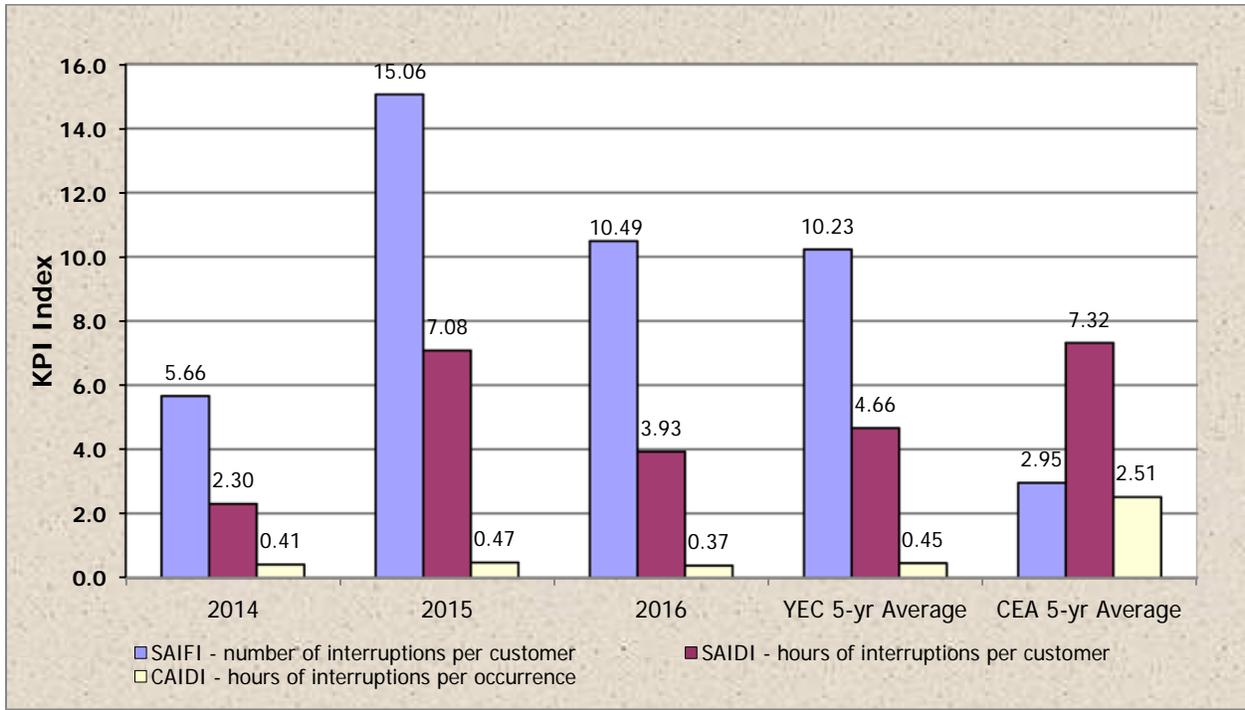
### *Summary of Results for Distribution KPIS*

Figure 2-1 (following page) illustrates the reliability indicators using YEC data for 2014 through 2016 along with a 5-year average for YEC compared to the most current 5-year CEA average<sup>1</sup>.

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<sup>1</sup> The Canadian Electrical Association (CEA) compiles data from member utilities across the country which differentiates urban utilities (Region 1) from urban/rural (Region 2) utilities. For comparative purposes, Yukon Energy is more similar to Region 2 utilities. 5-year CEA averages are calculated based on 2012-2016 numbers.

**Figure 2-1: Yukon Energy Distribution KPIs: 2014 to 2016**



The SAIFI index is a function of the number of customers affected by outages that occur each year. Refer to the Classification of Distribution Outages section (below) for analysis and comment regarding the causation of outages. As a small grid, YEC typically experiences a higher frequency rate than the CEA index. Part of this increased frequency is due to the YEC reporting standard which includes any outage that affects a whole YEC service area, or a community served by AEY which receives its power from YEC, or an industrial customer, even though there may be fewer than 50 customers affected by the outage. The graph above illustrates a spike in outage incidents during 2015 due to lightning and weather incidents being greater than normal with many of them occurring on the L250 line between Mayo and Elsa.

The SAIDI index is a function of the duration of the outages. The nature of an outage often affects the duration, as localized outages are usually quicker to restore power to customers, while outages originating on a transmission line usually take longer to determine the cause and location, then resolve. Outage incidents caused by trees, lightning or snow affecting transmission lines contribute most to the customer hour interruptions because they affect a larger segment of the grid for a longer duration than smaller more localized outages. Typically, YEC customers experience fewer customer hour interruptions than the CEA average. This is due to YEC having back-up generation in communities which is readily available when an

outage occurs that impacts transmission infrastructure. The increase in SAIDI in 2015 correlates to the increased number of outages that year, which increased the customer hours of interruptions. However, there were no outages of a notably longer duration during 2015 when compared to in prior years. During 2016 the index returned closer to normal with a reduced number of outages.

The CAIDI index indicates the average duration of outages experienced by customers. YEC's CAIDI performance is typically lower than the CEA average, which reflects YEC's ability to restore power on its grid more quickly than southern grids, resulting in shorter outage durations experienced by YEC customers. As illustrated within the graph, CAIDI is generally consistent as localized back-up generation is typically available to restore service to customers.

### ***Classification of Distribution Outages***

Yukon Energy classifies the primary cause of its customer interruptions to match the following CEA classification codes and descriptions:

***0 – Unknown/Other*** - Customer interruptions with no apparent cause or reason which could have contributed to the outage.

***1 - Scheduled Outage*** - Customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance.

***2 – Loss of Supply*** - Customer interruptions due to problems in the bulk electricity supply system such as under frequency load shedding, transmission system transients, or system frequency excursions.

***3 – Tree Contacts*** - Customer interruptions caused by faults due to trees or tree limbs contacting energized circuits.

***4 – Lightning*** - Customer interruptions due to lightning striking the Electrical System, resulting in an insulation breakdown and/or flashover.

***5 – Defective Equipment*** - Customer interruptions resulting from equipment failure due to deterioration from age, incorrect maintenance, or imminent failures detected by maintenance.

***6 – Adverse Weather*** - Customer interruptions resulting from rain, ice storms, snow, winds, extreme ambient temperatures, freezing fog, or frost and other extreme conditions.

**7 – Adverse Environment** - Customer interruptions due to equipment being subjected to abnormal environment such as salt spray, industrial contamination, humidity, corrosion, vibration, fire or flooding.

**8 – Human Element** - Customer interruptions due to the interface of the utility staff with the system such as incorrect records, incorrect use of equipment, incorrect construction or installation, incorrect protection settings, switching errors, commissioning errors, deliberate damage.

**9 – Foreign Interference** - Customer interruptions beyond the control of the utility such as birds, animals, vehicles, dig-ins, vandalism, sabotage (by others) and foreign objects.

**YEC Outages for 2016**

Yukon Energy reports all outages of any duration that affect greater than 50 customers, or interrupt service to a complete YEC or AEY service area, or result in an interruption in service to an industrial customer.

Table 2-2 lists the number of interruptions by cause from 2014 to 2016:

**Table 2-1: Cause of Interruption: 2014 to 2016**

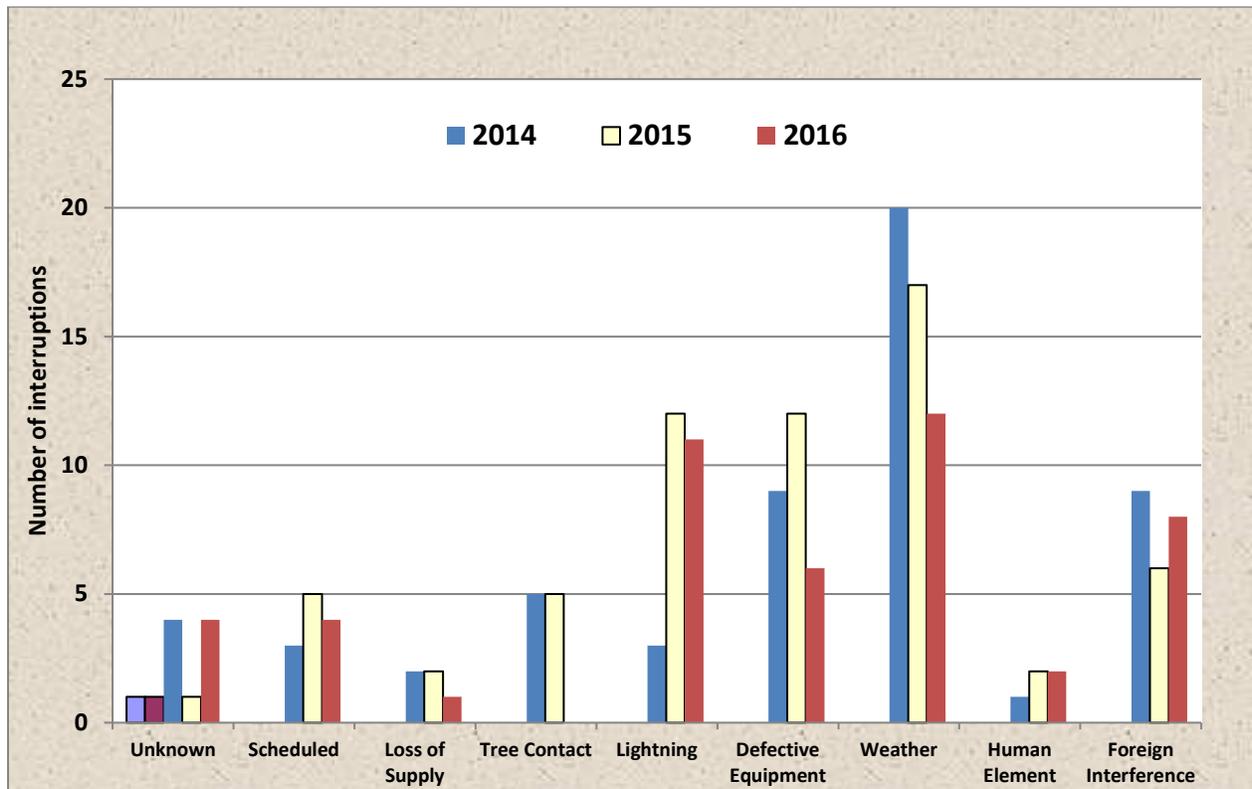
<b>Cause of Interruption</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
Unknown	4	1	4
Scheduled	3	5	4
Loss of Supply	2	2	1
Tree Contact	5	5	0
Lightning	3	12	11
Defective Equipment	9	12	6
Weather	20	17	12
Human Element	1	2	2
Foreign Interference	9	6	8
<b>Total</b>	<b>56</b>	<b>62</b>	<b>48</b>

During 2016 there were:

- 33 Transmission outages caused by Weather (12), Lightning (11), Unknown or Scheduled (6), Defective Equipment (2), Other Causes (2). There were no Tree Contacts during 2016.
- 9 Distribution outages caused by Foreign Interference (7), Defective Equipment (1), Scheduled (1).
- 6 Generation outages caused by Defective Equipment (3), Unknown (1), Loss of Supply (1), and Foreign Interference (1).

Figure 2-2 (next page) illustrates the number of interruptions by cause from 2014 to 2016.

Figure 2-2: Causes of Interruptions: 2014 to 2016



Unknown, Scheduled, Tree Contacts, Lightning, Weather and Foreign Interference contribute towards the majority of outages each year, and are often due to events beyond the immediate control of the utility. An unusually high number of Tree Contacts in 2013 caused the company to adopt a 10 year brushing cycle program which addresses problem areas on right-of-ways first, then manages brushing on a more proactive basis later. Implementation of this program resulted in a reduction in outages caused by tree contacts in 2014 and 2015, and no Tree Contact-related incidents were reported for 2016. Weather incidents included 11 Snow and Wind events on the L250 (Elsa) line during 2015 and 7 during 2016. Lightning incidents have increased the past 2 years and resulted in the greatest number of customer interruptions by cause. Most of the Foreign Interference incidents involved ravens.

Loss of Supply, Defective Equipment, and Human Element are categories where YEC attempts to reduce outages through preventative maintenance, improved procedures, and training activities. Of the 9 incidents that occurred during 2016 in these three categories, 4 incidents were due to failure of alarms, PLCs or equipment controlling the operation of hydro units; 4 incidents required replacement or adjustment of transmission equipment; and 1 short outage was due to a commissioning error. Of the 16 incidents that occurred during 2015 in these three categories, 8 incidents were due to failure of alarms or PLCs controlling

the operation of hydro units; 7 incidents required replacement of insulators, fuses or pole structural components; and 1 incident was due to the failure of ancillary generation equipment.

### **Environmental Performance**

As part of its Environmental Management System and in compliance to various regulations, YEC reports spill incidents involving release of new unused petroleum hydrocarbon materials of 5 litres or more; used materials of 0.5 litres or more; any release of natural gas to atmosphere; or any release of petroleum or coolants to water. During 2016, there were 3 incidents of release of a small volume of natural gas to atmosphere during unloading. During 2015, there were 2 incidents of release of a small volume of natural gas to atmosphere during unloading; and one incident where approximately 16 litres of lubricant was released from a spillway gearbox of which approximately 6-8 litres was not recoverable due to safety reasons.

### **Health and Safety Performance**

The following definitions are used in describing Health and Safety Performance. All the definitions are based on the exposure hours or hours worked adjusted to a 100 employee company that averages 200,000 person-hours of work per year with a vehicle fleet that averages 1,000,000 km per year. During both 2015 and 2016 there were 93 employees or full time equivalents at Yukon Energy. Vehicle fleet mileage was 900,245 km in 2016 versus 990,614 km in 2015.

**All Injury Frequency** includes any work related injury or illness suffered by an employee. An injury is work related if any event or exposure in the work environment either caused or contributed to the resulting condition or aggravated a pre-existing condition. It is based on the total number of Lost Time injuries combined with the total number of Medical Aid injuries.

$$\text{All Injury Frequency Rate} = \frac{(\# \text{ of Lost Time Injuries} + \# \text{ of Medical Aid Injuries}) \times 200,000}{\text{Exposure Hours (Hours Worked)}}$$

**Medical Aid Injury** is a classification for any medical care or treatment beyond first aid but does not include a Lost Time Injury as defined below.

**Lost Time Injury** is a work injury that results in a fatality, permanent total disability, permanent partial disability, or temporary total disability. In the case of temporary partial disability, a day of disability is any day on which an employee is unable, because of injury and with medical authorization, to perform effectively through a full shift. The day on which the injury occurs is not counted as a day of disability.

$$\text{Lost Time Injury Frequency} = \frac{(\# \text{ of Lost Time Injuries/Illnesses}) \times 200,000}{\text{Exposure Hours (Hours Worked)}}$$

**Lost Time Injury Severity Rate** is calculated by combining the calendar days of disability lost and days charged for fatalities and permanent (total and partial) disabilities.

$$\text{Lost Time Injury Severity Rate} = \frac{(\# \text{ of Days Lost}) \times 200,000}{\text{Exposure Hours (Hours Worked)}}$$

**Recordable Motor Vehicle Incident** is any incident involving a motor vehicle being operated by an employee that would meet the Recordable Injury criteria or costing more than \$5,000 in total property damage. This includes any motor vehicle operating but stationary in traffic when the incident occurs.

$$\text{Motor Vehicle Incident Freq Rate} = \frac{\text{Number of Recordable Accidents} \times 1,000,000}{\text{Kilometers driven}}$$

The table below is a record of Yukon Energy's safety performance for 2014 through 2016 according to the CEA injury and accident definitions, and comparing them against the 2015 CEA utility statistics for the Group III – Under 300 Employees category.

**Table 2.2 – Safety Key Performance Indicators**

CATEGORY	2014	2015	2016	CEA
All Injury Frequency Rate	2.54	4.94	6.11	2.14
Lost Time Injury Frequency Rate	1.27	1.23	1.22	1.38
Lost Time Injury Severity Rate	1.27	4.94	4.89	9.73
Motor Vehicle Frequency Rate	5.06	0.00	0.00	0.33

During 2016 there were 5 reportable injuries: 4 Medical Aid and 1 Lost Time injury of 4 days duration resulting in an All-Injury Frequency Rate of 6.11; a Lost Time Injury Frequency Rate of 1.22; and a Lost Time Severity Rate of 4.89. During 2015 there were 2 reportable injuries: 1 Medical Aid and 1 Lost Time injury of 4 days duration resulting in an All-Injury Frequency Rate of 2.47; a Lost Time Injury Frequency Rate of 1.23; and a Lost Time Severity Rate of 4.94. During 2014 there were 2 reportable injuries: 1 Medical Aid and 1 Lost Time injury of 1 day duration resulting in an All-Injury Frequency Rate of 2.54 and the Lost Time Injury Frequency Rate and Lost time Severity Rate being 1.27.

Applying the CEA criteria for Recordable Vehicle Incidents, (where an incident results in a Recordable Injury or exceeds \$5,000 in property damages), there were no recordable motor vehicle incidents during 2016 or 2015 resulting in a Motor Vehicle Incident Frequency Rate of 0.00; compared to 5 incidents during 2014 for a Motor Vehicle Incident Frequency Rate of 5.06.

## Financial and Cost-Efficiency Performance

The following table lists the common utility financial performance indicators that measure the financial health of the utility and the cost-effectiveness of its operations.

**Table 2.3 – Financial Key Performance Indicators**

MEASURE	2014	2015	2016
Regulated Return on Equity (ROE)	8.39%	8.14%	8.67%
Cents per kWh Generated (avg unit energy cost) <sup>2</sup>	7.39	8.80	7.26
Total System Losses (as % of sales)	7.60%	9.81%	8.32%
Customers per Employee	21.27	21.90	22.27
Total MWh Sales per Employee	4,016	4,076	4,128
Non-Industrial Sales per Employee	3,626	3,678	3,688
Avg Consumption per Residential Customer (MWh/yr)	8.46	8.40	8.33
Avg Consumption per Commercial Customer (MWh/yr)	49.34	51.81	51.28
Total Labour Dollars per Customer *	\$749	\$750	\$747
O&M Labour Dollars per Customer	\$618	\$600	\$626
Total Labour Dollars per MWh Generation	\$33.65	\$33.12	\$33.34
O&M Labour Dollars per MWh Generation	\$27.78	\$26.48	\$27.97

\* Total labour costs include YEC staff time spent on Capital Work. The number of customers includes all customers served directly and indirectly. Indirect customers are the customers AEY serves that are on the integrated grid.

Regulated Return on Equity (ROE) is 8.67% compared to the approved rate of 8.25%.

Cents per kWh Generated fluctuated from 2014 to 2016 due to the impact of IFRS accounting standards. The IFRS adjusted costs for 2015 and 2016 were divided by the same quantum of generation for both years.

Average Consumption per Customer for both Residential and Commercial customers was lower because the same quantum of sales for 2015 to 2016 was divided by a higher number of customers in 2016 than in 2015 resulting in a slightly lower average per customer rate.

<sup>2</sup> Cents per kWh Generated is fluctuating due to the impact of IFRS reporting standards which results in varying adjustments to regulatory expenses for each year of this calculation. For more comprehensive analysis regarding IFRS impacts please refer to the annual financial statements submitted with the YEC Annual Filings submitted to the YUB.