

# What We've Heard

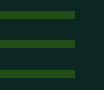
## Ontario Power Generation's Nuclear Stakeholder Engagement

2024

ONTARIO **POWER**  
GENERATION

*Electrifying  
life*





# Contents



## Introduction

Ontario Power Generation (OPG) recognizes the importance of early, ongoing and meaningful engagement and communication with our host communities, the public and key stakeholders, and is committed to open and transparent communications on our operations and projects.

OPG has been engaging with the local community for more than 50 years since the construction of our nuclear stations through our comprehensive public outreach program.

In 2024, the OPG team interacted with over 50,000 community members at more than 70 local community events and through OPG programming.

The engagement strategy includes (but is not limited to):

- Information sessions
- Workshops
- Timely and detailed newsletters
- Committees and councils
- OPG educational programs and events
- Community partnerships
- Site tours and presentations for community and business stakeholders





## Who We've Heard From

OPG's ability to build and maintain trusted and mutually beneficial relationships with the people living in and near our host communities is vital to the success of its operations.

Our outreach includes, but is not limited to, the areas in the vicinity of the Darlington and Pickering Nuclear Generating Stations. Our outreach stretches across Durham Region with a focus on the Municipality of Clarington and City of Pickering and includes:

- MPs
- MPPs
- Mayors and councillors in local and neighbouring communities
- Established community committees
- Local and related businesses and organizations
- Special interest groups
- Non-Governmental Organizations with expressed interest in the industry
- Members of the public with a general interest in OPG's operations and projects

## Methods of Stakeholder Outreach

**OPG continues to engage with the community on an ongoing basis through a varied approach to outreach.**

This outreach gives stakeholders and the public with an interest in OPG's operations and projects a variety of opportunities to meet with OPG team members, attend presentations, get up-to-date information and ask questions.

Some of the many ways OPG continues to engage with stakeholders, neighbours and the public include:

## Public Information Centres

The Darlington and Pickering Nuclear Information Centres are a fundamental aspect of public outreach for OPG. These locations are used to engage with and educate members of the public, host events and deliver presentations. They showcase the rich history of electricity production in Ontario through informative interactive displays, virtual reality experiences, and provide direct access to OPG's stakeholder relations team.

*The Darlington Nuclear Information Centre is located at 1855 Energy Drive in Courtice and is open Monday-Friday, 9 a.m. – 3:30 p.m.*

*The Pickering Nuclear Information Centre is located at 1675 Montgomery Park Rd. in Pickering and is open Monday-Friday 9 a.m. - 3:30 p.m.*

- More than **830 people** from across and outside Canada visited the Darlington and Pickering Nuclear Information Centres in 2024.
- **3,200 people** attended the annual **Community Power Expo** at the Darlington Nuclear Information Centre, learning first-hand about OPG's operations and projects, and the need for nuclear power in Ontario.

## Public Inquiries

OPG manages and tracks public inquiries submitted through OPG.com and our toll-free phone number. The platform allows users to send questions, comments and concerns for prompt response. OPG.com also provides access to a dedicated site and project webpages that are frequently updated.

*Visit our Durham Region website.*

- There were approximately **100,000 views** of OPG's nuclear webpages in 2024.
- **578 inquiries** were responded to in 2024.

## In-person and Virtual Tours

The nuclear stakeholder relations team conducts tours across OPG nuclear sites including at the Darlington and Pickering Nuclear Generating Stations, Nuclear Sustainability Services Facilities, the Darlington Mock-up and Training Facility, and the broader Darlington and Pickering sites. Each tour features a discussion, presentation or overview of OPG, our operations and projects, energy literacy and new nuclear growth.

- Over **250 public and stakeholder tours** were conducted in 2024.

## Workshops

Workshops are typically small group sessions with content curated for a particular audience. These sessions provide an opportunity to discuss technical operations and project details, collaborate and engage with stakeholders and obtain thoughtful feedback, input and ideas.

- Four workshops were offered in 2024 with a focus on the **Darlington New Nuclear Project** (DNNP) Licence To Construct (LTC) application and the Canadian Nuclear Safety Commission (CNSC) licensing process.
- Two workshops were offered in 2024 with a focus on the **Pickering Nuclear Generating Station's Power Reactor Operating Licence**.

## Public Information Sessions

Public information sessions are an opportunity for members of the public to learn about operations, projects and other areas of interest, as well as ask questions of OPG leaders.

- **Three** DNNP public information sessions were hosted in 2024.
- **Two** Pickering Nuclear public information sessions were hosted in 2024.
- **Virtual and in-person sessions** were offered at OPG sites and within the host communities.

## Community Events

Participation in community events is an important method of stakeholder engagement. These events allow our team to leverage event attendance to interact directly with our host communities, build relationships and provide a platform for interested members of the public to learn and ask questions about OPG.

- In 2024, the nuclear stakeholder relations team interacted with **more than 50,000** members of the public while attending community events and festivals in Durham Region.

## OPG Community Programming

OPG runs several sponsored and educational programs throughout the year in collaboration with a variety of community partners, including (but not limited to) Tuesdays on the Trail and Bring Back the Salmon. These engaging and informative programs provide hands-on, fun, educational activities focused on science, art and the environment. These OPG-led initiatives provide children and their families an opportunity to engage and ask questions about our operations and projects. The stakeholder relations team also runs an in-school energy literacy program in classrooms across Durham Region, called Electrifying Education.

- OPG held **March Break events** across Durham Region in 2024, with more than **1,400 people** attending.
- Close to **400 people** participated in Tuesdays on the Trail and the Bring Back the Salmon programs.
- In 2024, we engaged with more than **3,250 students** through the Electrifying Education program.

## Social Media

Social media platforms, including YouTube, Twitter/X, LinkedIn, and Facebook are an important means for maintaining engagement on OPG's operations and projects. Social media was also used to advertise and inform users about public information sessions and other sponsored events. These platforms are an easy, accessible way for the public to ask questions about OPG and receive prompt responses from the Stakeholder Relations team.

- In 2024, OPG had over **50,000 followers** across all of our social media channels.

## Public Opinion

OPG continually assesses and measures public support for our operations and projects. Industry research polling, anecdotal surveys and observations, media analysis and internal research are conducted on a regular basis.

- **70 per cent** of Ontarians support the expansion of nuclear generation in the province and **74 per cent** support a nuclear power station operating in the province, according to a Jan. 2023 Angus Reid survey.
- **62 per cent** of Ontario respondents support nuclear as a way of generating electricity based on Jan. 2023 Canadian Nuclear Association polling.
- **More than half (55 per cent)** of Ontarians support the development of new nuclear power generation and **58 per cent** support the development of nuclear energy as a necessary component of clean energy for the future, according to a Leger poll done on behalf of OPG in Dec. 2023.



OPG has been engaging with the local community for more than 50 years, since the construction of our nuclear stations, through **our robust public outreach program**. OPG is proud of its longstanding involvement and partnerships in the communities where we operate.

## Community Programming

OPG's team is often asked where we'll be next, what types of programs we will run and how they can participate.

Additionally, our team fields questions on ways the public and stakeholders can learn more about OPG and stay up-to-date on our operations and projects. We use various means of advertising to let stakeholders and the public know about our events and programming. OPG's website lists upcoming events, including sign-up opportunities for our in-school Electrifying Education program and Public Information Sessions. OPG's decades-long engagement has fostered strong relationships with the public, who, in turn, look forward to and inquire about OPG programming.

*Visit our website.*

## What We've Heard

OPG's ongoing and varied approach to engagement means we hear from you, in a number of ways, on a range of topics and interests.

Our many conversations have resulted in a variety of comments and questions from the public and stakeholders. Topics range from interest in careers, to our nuclear operations and projects.

Conversations, questions and feedback received through our engagements are monitored and tracked, giving us the ability to review themes of interest and program feedback on an ongoing basis.

*Top themes include:*

### **Jobs**

*"How and where can I apply?"*

### **Visitor Centre Information**

*"What are the hours of operation?"*

### **Community Events**

*"Where will OPG be next?"*

### **Educational Programing**

*"How can I get OPG to come to my school?"*

### **OPG Projects**

*"When will this project be complete?"*



## How We Use What We've Heard

Keeping our host communities informed on OPG's operations and projects is critical to our engagement program. Your comments, questions and feedback make us better and help to inform our outreach efforts. If it's important to our stakeholders, it's important to us.

Our goal is to develop and maintain strong relationships, foster transparency and develop alignment on goals and values by creating opportunities for collaboration. The feedback we receive from you, through our engagement work, helps to shape future communications and the ways in which we conduct outreach.

Whether it's attending a particular community event, adding a section or article to our website, or including a feature of interest in our next newsletter, we respond to what we hear. As we continue to safely operate our stations and progress through our projects, we commit to continuing to update our neighbours in an ongoing way.

This report is just one of the many ways we are sharing and collecting information. To be part of the continuing conversation, we encourage you to visit our Public Information Centres, read a copy of our Neighbours newsletter, or visit our website to find out where we'll be next. Strengthening and sustaining this ongoing dialogue is critical to our efforts to develop and grow public and shareholder support for, and confidence in, our operations and projects.

***We Can't Wait  
To Hear From You!***