
Itron
2016
SUSTAINABILITY
REPORT

## JOIN US IN CREATING A MORE RESOURCEFUL WORLD

At Itron, we firmly believe that the way energy and water are managed will define this century. We have built a company that is dedicated to helping the world manage these resources. Our technology, our philanthropy and our employees are all united around a common goal of **creating a more resourceful world.**

What does that look like? To us, it means efficient, modernized infrastructure. It means reliable and safe delivery of electricity, gas and water. It means smarter, connected cities and consumers. It means less waste throughout the distribution system. It means better, holistic management of energy and water for our customers.

At Itron, these are the opportunities we focus on every day, and they are the opportunities that our 8,000 employees around the world are committed to solving.

From developing solutions to address water waste and better engage consumers about use to developing new technology that delivers intelligence and device computing at the edge of the utility network—making decisions and taking action in real time, where action needs to occur—Itron is helping ensure better resource management. That's why we have invested in energy efficiency, demand response and distributed energy management solutions. That's why we partnered with Dr. Michael Webber, a leading professor in the industry, to develop a STEM-based educational curriculum and app to educate students about the importance of energy and water. That's why we design solutions that identify water leaks, electrical grid inefficiencies and gas pipeline safety issues. That's why we continue to develop sustainable manufacturing processes and certify more sites in ISO 14001 environmental management practices. And that's why we will continue to invest in the communities that we serve to make a positive, lasting impact.

Through innovative technology and services, we are working to create more insightful utilities, smarter cities and **a more resourceful world.**

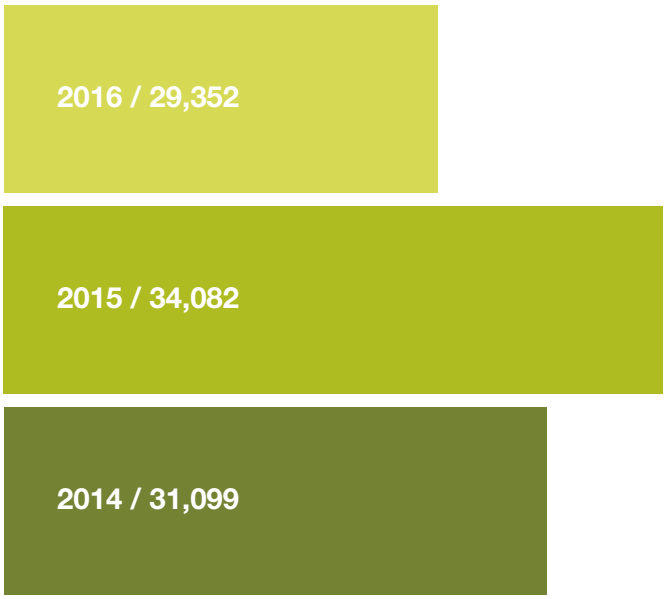
I am proud of the work we do every day, and on behalf of all Itron employees around the world, I am pleased to share our sustainability progress and goals with you.

Philip Mezey
President and CEO | Itron, Inc.

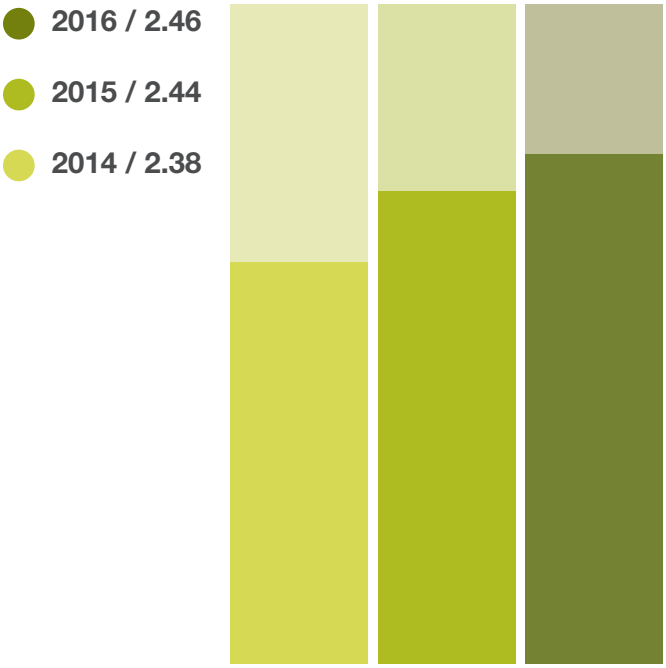
## WATER USED
Gallons per Meter/Module


## GHG EMISSIONS (TOTAL CARBON EQUIVALENT)
Per Meter/Module


## GREENHOUSE GAS EMMISSIONS
Metric Tons Produced




## ELECTRICITY USED
Per Meter/Module



**At Itron, we are dedicated to the resourceful use of energy and water—and that dedication extends not only to the solutions we deliver to our customers and partners around the world, but also to the way we run our business, build our products and serve our communities.**

## BY THE NUMBERS

**OVER 8,000 EMPLOYEES**

**OVER 8,000 CUSTOMERS IN 100 COUNTRIES**

**160M COMMUNICATIONS MODULES DEPLOYED**

**$2B TOTAL REVENUE (2016, USD)**

Our company was founded on the premise that "there has to be a better way." And over the last four decades, we've dedicated our efforts to helping utilities around the world make the most of what they have—to operate more efficiently, engage with customers more effectively and be resourceful stewards of the world's electricity, gas and water. Itron is committed to ensuring resource sustainability for generations to come.

To do so, we develop and deliver solutions that help our customers accurately measure electricity, gas and water use; improve service reliability, safety and availability; understand and analyze energy and water usage patterns to better understand how much is being used, when and by whom; engage and inform our customers and their end-users—and then develop conservation programs to help raise consumer awareness about consumption. Itron technology, services and insights form the foundation for a more resourceful world.

We proudly present this 2016 report to our stakeholders to inform you of Itron's sustainability goals, progress and accomplishments. Throughout the following pages, you'll find information derived from all of Itron's wholly-owned global operations, using data from 2016 and building on previous reports. We continue to follow the reporting standards set by the Global Reporting Initiative (GRI) G3.1 Guidelines, and report this year at Level C. We welcome feedback from all of our stakeholders regarding this report. Please send your questions or suggestions to us at sustainability@itron.com

**Itron is committed to making a difference. From the customers we serve and the companies we support to the communities where we live, work and play, sustainability is integral to everything we do. Throughout the year, we gained recognition for several contributions as well as introduced additional solutions to help our customers be more resourceful with their energy and water management.**

- Itron was honored as the 2016 **Asia Pacific Smart Grid Solutions Company of the Year by Frost & Sullivan** for our comprehensive smart grid solutions, which help our customers around the world manage energy and water more resourcefully.
- The **White House Water Summit** recognized our partnership with University of Texas to create and distribute an interactive STEM app that teaches key concepts about water and energy for K-12 students, colleges and the public.
- **Itron Mobile** launched in October. This full mobile data collection and field asset management solution allows utilities to use the Itron Mobile app on the device of their choice – including smartphones, tablets and laptops. It is designed to transform utility field operations, will ensure more accurate data and help utilities better manage resources.
- The **Smart Grid Consumer Collaborative** (SGCC) announced the winners of its 2016 CLEAR Awards, which honor energy-focused organizations for their excellence in customer outreach and engagement. DTE Energy, Itron's customer based in Detroit, was named one of the three winners.
- We created an alliance with **WaterSmart Software** to expand Itron's water Advanced Metering Infrastructure portfolio in North America. The technology will help utilities become more water efficient by engaging consumers with their water usage and delivering actionable data to utilities.
- Among Itron's manufacturing facilities worldwide, 19 are **ISO 14001 certified** for environmental management, and in total, Itron has reduced overall greenhouse gas emissions at its facilities by over 40 percent (from a 2011 baseline).
- Itron was a finalist for the **IoT Solutions Award** in the Energy & Utilities category for Itron Solar Gate, an Internet of Things device and a communications gateway that can communicate with a home's electric meter, in-home display, solar inverter and solar analytics software.
- Itron's 200,000 square-foot corporate headquarters continues to be **LEED gold certified by the U.S. Green Building Council**, the second-highest ranking for environmentally-friendly practices.

## OUR GOALS

| | GOAL | UPDATE |
|---|---|---|
| 2011 | Compile and analyze Itron's worldwide energy and water footprint at all major facilities. | Completed the implementation of Itron's new HSE Management System in 2013 to better capture safety and environmental data for tracking, reporting, and preventive or corrective actions when necessary. |
| | Raise awareness of Itron's sustainability initiatives and expectations among our employees. | Through continued adoption of this system and its reporting capabilities, Itron is raising awareness of our sustainability initiatives and safety performance worldwide. |
| 2012 | Achieve LEED certification for corporate headquarters. | Received LEED Gold Level certification for our corporate HQ in August 2012. |
| | Ensure all U.S. manufacturing sites are ISO 14001-certified. | West Union, S.C. certified in Q4 2012 and Owenton, Ky. in 2013. All U.S. manufacturing sites are now ISO 14001-certified. |
| 2013 | Reduce U.S. occupational injury/illness rates by 15% against 2010 baseline. | Reduced U.S. occupational injury/illness rates by 12.5% against 2010 baseline. Began analyzing and reporting root-cause data to continue improving on this goal. |
| | Improve near-miss reporting and corrective actions to proactively reduce risks in our plants with 2012 baseline year near-miss reporting data. | Completed the implementation of Itron's new HSE Management system in 2013 to better capture safety data, including near-miss incidents, to proactively reduce safety risks in our plants. |
| 2014 | Ensure all major worldwide manufacturing sites are ISO 14001-certified. | Oldenburg, Germany, became certified in 2014. |
| 2015 | Ensure all manufacturing sites have verifiable Hazmat inventories by December 2016 by using corporate or equivalent Hazmat Inventory format. | In progress. |
| 2016 | Achieve ISO 14001 certification for Americana (Brazil). | Americana achieved ISO-14001 certification in 2016. |
| 2020 | Reduce our energy (gas and electricity) usage by 10% by 2020, normalized against 2010 baseline year. | Itron continues to make progress on these long term goals through energy reduction and recycling initiatives appropriate for each individual facility. |
| | Increase percentage of solid waste recycling vs. landfill by 25%, normalized against 2010 baseline year. | |

## INVESTING IN OUR COMMUNITIES

Part of Itron's commitment to creating a more resourceful world is our dedication to the communities where we live, work and play all around the world. Through corporate giving, employee giving, volunteerism and educational outreach, our contributions to organizations and communities are a source of pride and foundation of who we are as a company.

Our corporate philanthropy efforts are aligned with Itron's mission and vision, to focus on the resourceful use of energy and water, and are built upon three primary pillars: powering Itron, creating resourceful communities and advancing sustainable development. As an employer with considerable impact on many of our local economies—including the communities in which our manufacturing is based—we have a distinct role to play in keeping our communities vibrant, well-educated and working collectively to create a more sustainable future.

With our employee giving program, *Itron Gives*, Itron encourages all employees to be active participants in their communities through volunteerism, mentoring and personal giving—all full-time employees receive 32 paid hours per year to volunteer at organizations of their choice. In addition, Itron will match up to $1,000 per employee per year for any charitable contributions employees make to qualifying non-profit organizations.

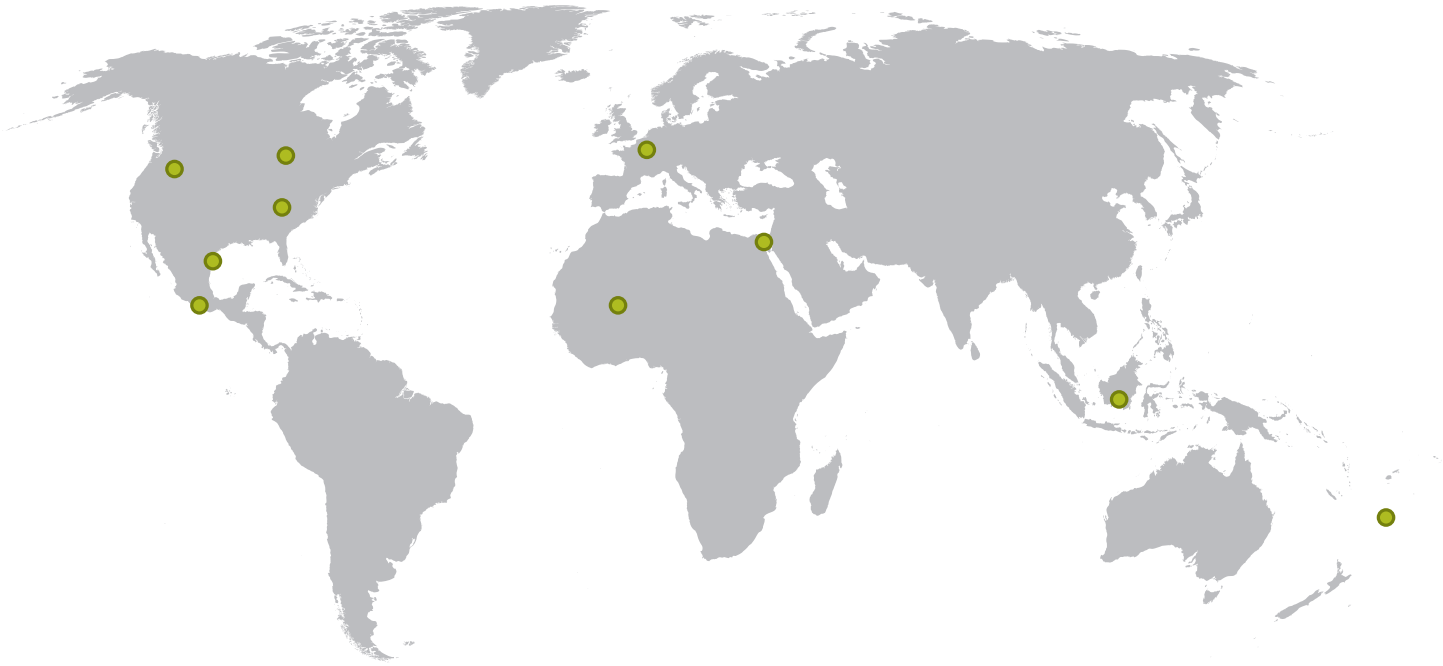
We believe in the power of education when it comes to creating a more resourceful world, which is why we've partnered with Dr. Michael Webber of the University of Texas, an international expert on the energy-water nexus, to develop a STEM-based curriculum around energy and water *resourcefulness*. Through this partnership, Itron sponsored the development and free distribution of this curriculum for communities around the world to help increase general literacy about the issues we are facing with energy and water, and through our efforts, Itron hopes to inspire the next generation of innovators and problem solvers to pursue careers in the STEM industry. Through the Resourcefulness App and—which has been downloaded over 2,000 times—we are teaching students about the challenges and opportunities ahead in the management of electricity, gas and water.

### EMPLOYEE VOLUNTEERISM

Participation and volunteerism efforts
**Nearly 1/3 of employees**

### DOLLARS DONATED

Employee and corporate efforts
**Over $1 million**



### TEXAS-NEW MEXICO POWER, U.S.A.

Itron is helping migrate TNMP to Itron Total Outcomes to better manage, operate and maintain what is currently one of the largest cellular advanced metering infrastructure (AMI) networks in the country. By migrating its entire system—including meter data management, data collection and analytics to be managed by Itron—TNMP will be able to keep its resources focused on core business operations as well as keep a better eye on energy diversion and support energy efficiency programs.

### AVISTA, U.S.A.

Avista will deploy Itron's OpenWay Riva IoT solution, which delivers true interoperability and distributed intelligence over an Itron and Cisco network, to help the utility improve electric and gas operational efficiencies, enhance reliability, reduce energy losses, and enhance customer service and engagement. In addition, Itron, working with Avista, has begun to install smart, networked street lights in Spokane, Washington's U-District, as part of the Urbanova project. The street lights, which leverage the OpenWay Riva communications network infrastructure, are also equipped with miniaturized air quality monitoring sensors to monitor pollution on a localized level.

### PT PLN, INDONESIA

PT PLN has expanded its use of Itron's smart payment solution to include a total of more than one million customers. The solution helps the utility implement revenue-protection measures while giving consumers more insight into their energy usage, reducing costs and allowing for better resource management. Customers who enroll in prepayment programs use, on average, 12 to 15 percent less electricity.

### TONGA POWER LIMITED, KINGDOM OF TONGA

Tonga Power Limited (TPL) is one of the first utilities in the world to deploy Itron's OpenWay Riva solution, installing nearly 15,000 electricity meters on the island of Tongatapu. This was the first step in becoming the world's first "Smart Island," creating a smart network to improve energy efficiency, reduce losses and prepare its power grid for the future. Now, the Kingdom of Tonga is turning its attention to managing its precious water resources more intelligently. Using the same communication network infrastructure installed by TPL for electricity, the Tonga Water Board is using the OpenWay Riva technology to reduce water losses associated with leaks and capture lost revenue.

## VECTREN, U.S.A.

Vectren Corporation is working with Itron to modernize the utility's Ohio and Indiana service territories. The solution automates 780,000 gas meters, helping Vectren streamline operations, and allows Vectren to accurately and reliably capture and utilize meter usage data to drastically reduce estimated meter reads, enhance meter reading efficiency, conserve resources and improve customer service.

## NETBEHEER NEDERLAND, NETHERLANDS

Netbeheer Nederland has installed 500,000 Itron smart gas meters and hopes to have smart meters installed across its entire territory by 2020, with the goal of increasing awareness about energy consumption and enhancing grid management capabilities. The directive is essential to meeting Europe's environmental goals, including a 20 percent increase in energy efficiency, 20 percent reduction of CO2 emissions and 20 percent of energy from renewables by 2020.

## GAS NATURAL FENOSA, MEXICO

Gas Natural Fenosa recently reached a milestone in the deployment of Itron's gas smart payment solution, installing more than 100,000 smart payment meters in its Mexico service territory. The utility plans to install an additional 40,000 meters per year for the next five years. The smart payment solution is helping not only improve revenue and data collection for the utility, but it is enabling consumers to be more resourceful with their gas consumption, managing their usage according to their budget and needs.

## JERUSALEM WATER UNDERTAKING, ISRAEL

Jerusalem Water Undertaking (JWU) is using Itron's AMI-ready, volumetric water meters to accurately and reliably deliver water to residential customers and reduce apparent non-revenue water losses in its system. Itron's solution benefits JWU's service territory, which includes the central urban area of Ramallah and Al-Bireh Governorate, 48 surrounding villages and multiple refugee camps and to the northern part of Jerusalem. The metering solution enables the organization to track and use water resources more efficiently with optimal accuracy ensured by the advanced, highly-reliable and efficient volumetric meter technology.

## LAKE COUNTY, U.S.A.

The Lake County Public Works Department leveraged Itron's Advanced Metering Infrastructure system with analytics to achieve operational efficiency. The project has allowed Lake County to improve read and bill times from six days to one day, and reduce employee costs through retirement and natural attrition. Customers can view their personal usage data through an online portal, allowing them to conserve water and money.

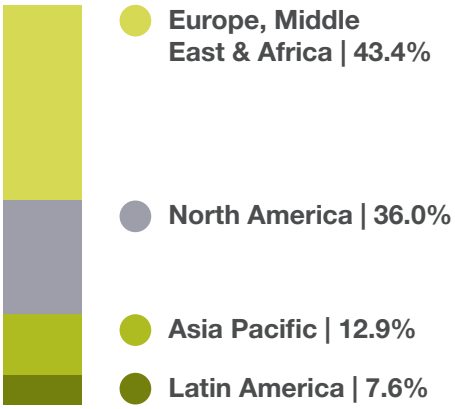
## MALI, AFRICA

In Mali, water is scarce. To properly address this issue, the Water Supply Company (SOMAGEP-SA), which provides water to 160,000 customers in this Sahelian Western African country, signed a contract with Itron to help the utility improve its water systems. SOMAGEP-SA chose Itron to develop a program that would decrease non-revenue water. By using Itron's water metering automation and monitoring solutions, including software-as-a-service for analytics and meter data management, SOMAGEP-SA was able to significantly decrease their non-revenue water levels in two areas of the city in only 18 months, thanks to the combination of an efficient and effective solution and a fully dedicated and cooperative project management team led by SOMAGEP-SA and Itron.

## OUR EMPLOYEES

Resourcefulness starts with the ingenuity and commitment of our employees around the globe. Together, our efforts help Itron's customers make the most of what they have, and are helping to create a more resourceful world.

From innovative engineers and dedicated service teams to our passionate administrative staff and leadership team, Itron employees embrace our vision and mission as a world-leading technology and services company, dedicated to the resourceful use of energy and water.





**66.6%** | Male
**33.3%** | Female
**2834 Total**


**63.6%** | Male
**36.4%** | Female
**2351 Total**


**70.1%** | Male
**29.9%** | Female
**498 Total**


**82.4%** | Male
**17.6%** | Female
**840 Total**

*These numbers reflect full-time employees and do not account for part-time, contract or contingent workers.

## OUR BOARD OF DIRECTORS

Itron's commitment to sustainability and responsible corporate practice begins with our board of directors. Led by Chair of the Board Lynda L. Ziegler and Chief Executive Officer Philip Mezey, the Itron board includes 13 independent directors as well four committees that preside over specific business operations: Audit/Finance, Compensation, Corporate Governance, and Value Enhancement. Of our 14 Board members, four are female and 10 are male.

**Lynda L. Ziegler**
Chair, Itron Board of Directors
Former Executive Vice President of Power Delivery Services, Southern California Edison (Retired)

**Kirby A. Dyess**
Principal, Austin Capital Management LLC; Former Corporate Vice President, Intel Corporation (Retired)

**Jon E. Eliassen**
Former President and CEO, Red Lion Hotels Corporation (Retired)

**Charles H. Gaylord, Jr.**
Former Executive Vice President, Intuit, Inc. (Retired)

**Thomas S. Glanville**
Managing Partner, Eschelon Advisors, LP

**Frank M. Jaehnert**
Former President and CEO, Brady Corporation (Retired)

**Jerome J. Lande**
Head of Special Situations Scopia Capital Management LP

**Timothy M. Leyden**
Former EVP, CFO and COO, Western Digital Corporation (Retired)

**Peter Mainz**
President & CEO Sensus (Retired)

**Philip Mezey**
President & CEO Itron, Inc.

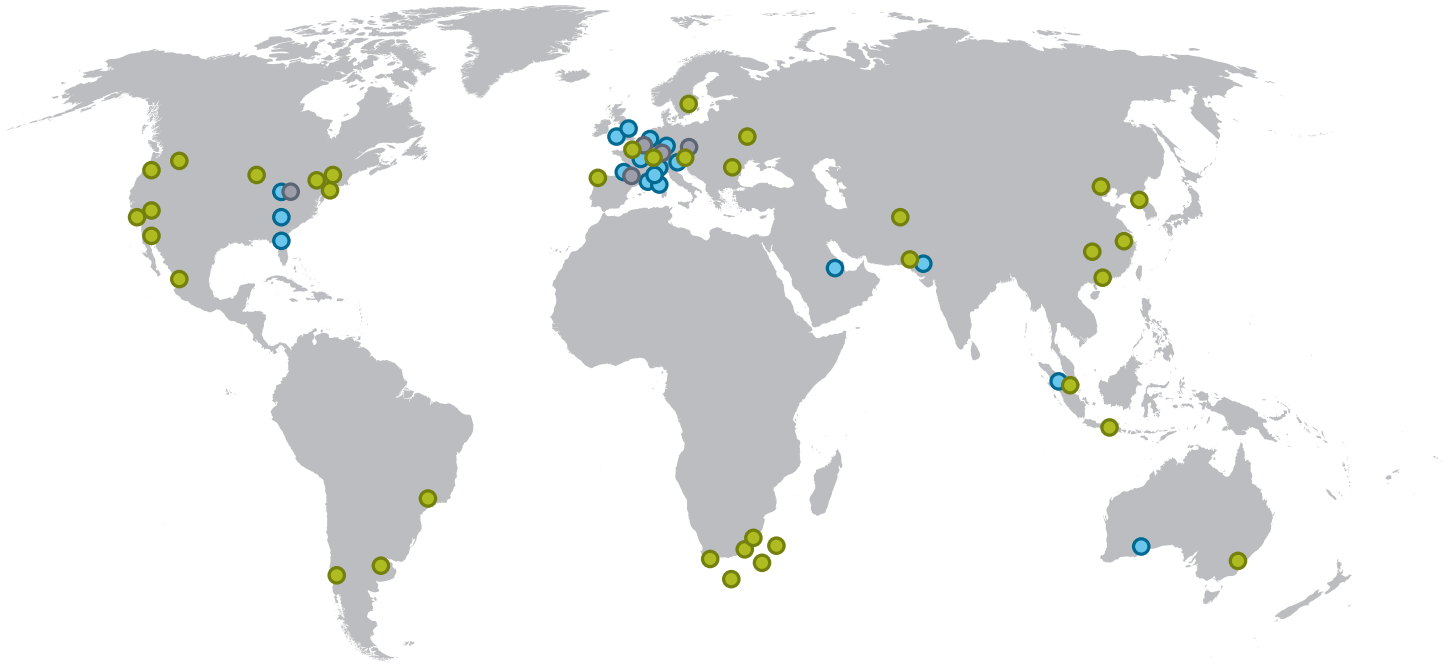
**Sharon L. Nelson**
Former Chief of the Consumer Protection Division, Washington State Attorney General's Office (Retired)
Retired from the Itron board in Sept. 2016

**Daniel S. Pelino**
General Manager, Public Sector Business, IBM Corporation (Retired)

**Gary E. Pruitt**
Former Chairman and CEO, Univar N.V. (Retired)

**Diana D. Tremblay**
Vice President, Global Business Services, General Motors Company

## OUR ISO-COMPLIANT FACILITIES



### FACILITIES ISO-14001 CERTIFIED

Adelaide, Australia
Argenteuil, France
Asti, Italy
Chasseneuil, France
Dehradun, India
Felixstowe, United Kingdom
Godollo, Hungary
Haguenau, France
Karlsruhe, Germany
Macon, France
Mecoindo, Indonesia
Milan, Italy
Oldenburg, Germany
Reims, France
Stretford, United Kingdom
Suzhou, China
Waseca, Minnesota, U.S.
West Union, South Carolina, U.S.
Owenton, Kentucky, U.S.
Americana, Brazil

### FACILITIES OHSAS 18001 CERTIFIED

Argenteuil, France
Chasseneuil, France
Godollo, Hungary
Karlsruhe, Germany
Waseca, Minnesota, U.S.

### OTHER ITRON FACILITIES

| | 2012 | 2013 | 2014 | 2015 | 2016 |
|---|---|---|---|---|---|
| **Energy Use[1]** | | | | | |
| **Direct** | | | | | |
| Natural gas (therms) | 927,861 | 855,652 | 812,828 | 880,288 | 744,168 |
| Fuel oil (gallons) | 26,134 | 18,517 | 17,324 | 30,397 | 28,822 |
| Propane (gallons) | 21,418 | 20,924 | 43,297 | 87,351 | 36,432 |
| **Indirect** | | | | | |
| Electricity (kWh) | 78,877,604 | 74,362,764 | 72,807,498 | 74,958,444 | 75,986,174 |
| **Electricity Use (kwh)** | | | | | |
| Per meter/module sold | 2.43 | 2.54 | 2.38 | 2.44 | 2.46 |
| Per $1,000 USD revenue | 36.21 | 38.16 | 36.95 | 39.80 | 37.74 |
| **GHG Emissions (metric tons)** | | | | | |
| **Direct (Natural Gas, Fuel Oil, Propane) (metric tons)** | | | | | |
| Carbon Dioxide | 5,322.5 | 4,958.9 | 4,725.7 | 5,472.5 | 4,090.0 |
| Methane-Carbon Equivalent | 2.3 | 2.2 | 2.1 | 2.6 | 1.8 |
| Nitrogen-Oxide Carbon Equivalent | 3.9 | 3.6 | 3.7 | 4.9 | 3.1 |
| **Indirect-Carbon Equivalent (CO2, CH4e, N2Oe) (metric tons)** | 29,468.2 | 26,826.0 | 26,367.6 | 28,602.8 | 25,258.0 |
| **TOTAL (Carbon Equivalent)** | 34,796.9 | 31,790.7 | 31,099.0 | 34,082.8 | 29,352.9 |
| **GHG Emissions Total Carbon Equivalent (kg)** | | | | | |
| Per meter/module sold | 1.40 | 1.08 | 1.02 | 1.11 | 0.95 |
| Per $1,000 USD revenue | 20.79 | 16.31 | 15.78 | 15.19 | 14.58 |
| **Water Use (gallons)[3]** | | | | | |
| Manufacturing and HQ | 48,291,476 | 32,675,040 | 28,587,439 | 33,900,512 | 30,791,400 |
| Irrigation | 10,940,248 | 9,529,691 | 11,755,664 | 21,670,892 | 14,987,412 |
| **TOTAL** | 59,231,724 | 42,204,731 | 40,343,103 | 55,571,404 | 44,583,698 |
| Per meter/module sold | 1.49 | 1.44 | 0.93 | 1.10 | 1.00 |
| Per $1,000 USD revenue | 22.17 | 21.66 | 14.51 | 18.00 | 15.29 |

**Notes**

1. Americana electricity data for 2015 revised due to reporting error.

| | 2012 | 2013 | 2014 | 2015 | 2016 |
|---|---|---|---|---|---|
| **Solid Waste - Non-Recycled (lbs) Landfill & Industrial Landfill** | | | | | |
| **TOTAL** | 5,965,579 | 3,160,949 | 2,733,691 | 2,997,602 | 2,906,055 |
| Per meter/module sold | 0.18 | 0.11 | 0.09 | 0.10 | 0.09 |
| Per $1,000 USD revenue | 2.74 | 1.62 | 1.39 | 1.59 | 1.44 |
| **Solid Waste - Recycled (lbs)** | | | | | |
| **TOTAL** | 16,640,331 | 9,628,222 | 20,714,306 | 51,590,280 | 12,709,613 |
| Per meter/module sold | 0.51 | 0.33 | 0.68 | 1.68 | 0.41 |
| Per $1,000 USD revenue | 7.64 | 4.94 | 10.51 | 27.39 | 6.31 |
| **Hazardous Waste - Non-Recycled (lbs) Stabilization & Incineration** | | | | | |
| **TOTAL** | 666,489 | 1,422,267 | 1,487,396 | 1,253,570 | 1,161,502 |
| Per meter/module sold | 0.02 | 0.05 | 0.05 | 0.04 | 0.04 |
| Per $1,000 USD revenue | 0.31 | 0.73 | 0.75 | 0.67 | 0.58 |
| **Hazardous Waste - Recycled (lbs)** | | | | | |
| **TOTAL** | 625,530 | 617,993 | 547,167 | 673,178 | 526,056 |
| Per meter/module sold | 0.02 | 0.02 | 0.02 | 0.02 | 0.02 |
| Per $1,000 USD revenue | 0.29 | 0.32 | 0.28 | 0.36 | 0.26 |
| **Employee Safety (US data only)** | | | | | |
| Number of days away from work | 298 | 171 | 191 | 144 | 167 |
| Average # of U.S. employees | 2,593 | 2,708 | 2,650 | 2,804 | 1,784 |
| Lost Time Incident Rate (LTIR) | 0.58 | 0.75 | 0.25 | 0.60 | 0.26 |
| Recordable Incident Rate (RIR) | 2.42 | 3.14 | 2.15 | 1.30 | 1.20 |
| Fatalities | 0 | 0 | 0 | 0 | 0 |

## PART 1: PROFILE DISCLOSURES

| CATEGORY | # | DESCRIPTION | RESPONSE |
|---|---|---|---|
| **1. Strategy and Analysis** | | | |
| | 1.1 | Statement from the most senior decision-maker of the organization that includes: short-, medium- and long-term vision, broad trends affecting sustainability priorities, key events and achievements and failures, views on performace, and short- and long-term challenges. | Page 2 |
| **2. Organizational Profile** | | | |
| | 2.1 | Name of the organization | Itron, Inc. |
| | 2.2 | Primary brands, products and services, and the degree to which the company utilizes outsourcing. | Form 10-K Pages 1-4 |
| | 2.3 | Operational structure of the organization, including main divisions, operating companies, subsidiaries and joint ventures. | Form 10-K Pages 1-4 |
| | 2.4 | Location of organization's headquarters. | Liberty Lake, WA |
| | 2.5 | Number of countries where the organization operates, and names of countries either with major operations or that are specifically relevant to the sustainability issues covered in the report. | Form 10-K Page 11 |
| | 2.6 | Nature of ownership and legal form. | Form 10-K Page 1 |
| | 2.7 | Markets served, including geographic breakdown, sectors served, and types of customers/beneficiaries. | Form 10-K Pages 1-4 |
| | 2.8 | Scale of the reporting organization, including: number of operations, net sales, total capitalization broken out by debt and equity, quantity of products or services, total assets, ownership breakdown, sales and revenues by region, costs by region, and number of employees. | Form 10-K Pages 1-4, 19-34, 45-89 |
| | 2.9 | Significant changes during the reporting period regarding size, structure or ownership. | Form 10-K Pages 1-4 |
| | 2.10 | Awards received in the reporting period. | Page 5 |
| **3. Report Parameters** | | | |
| Report Profile | 3.1 | Reporting period for information provided. | Jan. 1-Dec. 31, 2016 |
| | 3.2 | Date of most recent previous report. | 2015 |
| | 3.3 | Reporting cycle. | Annual |
| | 3.4 | Contact point for questions regarding the report or its contents | sustainability@itron.com |
| Investor Relations | 3.5 | Process for defining report content, including: materiality analysis, report topic prioritization, stakeholders expected to use the report and how the company applied GRI's Guidance on Defining Report Content. | Page 4 |
| | 3.6 | Boundary of the report and whether the company's global operations has either control or significant influence over the entity. | |

## PART 1: PROFILE DISCLOSURES

| CATEGORY | # | DESCRIPTION | RESPONSE |
|---|---|---|---|
| **3. Report Parameters** | | | |
| | 3.7 | State any specific limitations on the scope or boundary of the report. | Page 4 |
| | 3.8 | Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations and other entities that can significantly affect comparability from period to period and/or between organizations. | Page 4, 11 |
| | 3.10 | Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/ acquisitions, change of base years/periods, nature of business, measurement methods), region and number of employees. | Page 3, 12 |
| | 3.11 | Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in the report. | Page 3, 11, 12 |
| GRI Content Index | 3.12 | Table identifying the location of the Standard Disclosures in the report. | |
| **4. Governance, Commitments and Engagement** | | | |
| | 4.1 | Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight. Include number of independent board members, committee memberships, ESG responsibilities of board members, gender, age group, minority membership. | Page 10 |
| | 4.2 | Indicate whether the Chair of the highest governance body is also an executive officer. | These positions are split at Itron |
| | 4.3 | For organizations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members. How does the company define “independent” and “non-executive.” | Page 10 |
| | 4.4 | Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body. Include processes for shareholder resolutions; how the company works with representation bodies and how they are represented on/to the board; and ESG topics raised through these mechanisms. | boardofdirectors @itron.com |
| | 4.5 | List of stakeholder groups engaged by the organization. | Customers |
| | 4.15 | Basis for identification and selection of stakeholders with whom to engage. Should include how company defines stakeholder groups, and how it determines those with which to engage and not engage. | We survey our customers to gauge their satisfaction with Itron’s products and services |

## PART 2: PERFORMANCE INDICATORS

| CATEGORY | # | DESCRIPTION | RESPONSE |
|---|---|---|---|
| **Environmental** | | | |
| Energy | EN3 | Direct energy consumption by primary energy source. | Page 12 |
| Emissions, Effluents & Waste | EN16 | Total direct and indirect greenhouse gas emissions by weight. | Page 12 |
| | EN17 | Other relevant indirect greenhouse gas emissions by weight. | Page 12 |
| | EN19 | Emissions of ozone-depleting substances by weight. | Page 12 |
| | EN20 | NOx, SOx, and other significant air emissions by type and weight. | Page 12 |
| | EN22 | Total weight of waste by type and disposal method. | Page 13 |
| | EN24 | Weight of transported, imported, exported or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of transported hazardous waste shipped internationally. | Zero |
| | EN28 | Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations. | $0 |
| **Human Rights** | | | |
| Indigenous Rights | HR9 | Total number of incidents of violations involving rights of indigenous people and actions taken. | Zero |
| **Labor Practices and Decent Work** | | | |
| Occupational Health & Safety | LA7 | Rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and gender. | Page 13 |
| **Society** | | | |
| Anti-Competitive | SO7 | Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. | |
| **Product Responsibility** | | | |
| Marketing | PR7 | Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising promotion and sponsorship by type of outcomes. | Zero |
| **Economic** | | | |
| Economic Performance | EC1 | Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, payments to capital providers and payments to governments. | Form 10-K Pages 45-49 |

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**CORPORATE HEADQUARTERS**
2111 N Molter Road Liberty Lake, WA 99019 USA
**Phone:** 1-800-635-5461 **Fax:** 1-509-891-3355