

Cleco Sustainability Glossary

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This glossary of terms was created to enhance transparency, support stakeholder education and clarify the terminology used on the Planet, People and Principles pages of the Sustainability section on Cleco.com. For more information, contact news@cleco.com.

Metric Category	Metric Name	Definition
Emissions	Total Scope 1 GHG	The direct greenhouse gas (GHG) emissions that occur from sources that are controlled or owned by Cleco (i.e, emissions associated with fuel combustion in boilers, furnaces, vehicles, and buildings owned by Cleco)
Emissions	NO _x	Nitrogen oxide gases are emitted as fuel is burned at high temperatures such as in power plants, vehicles, construction equipment, etc.
Emissions	CO ₂	Carbon dioxide that is primarily produced from the combustion of fossil fuels (coal, natural gas and oil) used in power generation
Emissions	SO _x	Sulfur dioxide gas released from the oxidation of sulfur in fuels such as coal and oil
Water	Water Withdrawn	Millions of gallons of water withdrawn, but not consumed, for use in thermal generation at Cleco generating sites. The majority of the water withdrawn by Cleco is used for cooling and/or steam at our generating units. This water is also referred to as “process water.”
Water	Water Discharged	Rate of water returned to the environment after it was withdrawn for use in thermal generation at Cleco generating sites, but not consumed
Water	Water Consumed	Process water that is withdrawn and not returned to a water body; an example of this would be water loss attributable to evaporation.
Waste	Hazardous Waste	Cleco’s generating facilities are considered small-quantity hazardous waste generators. Most of the hazardous waste generated by Cleco is derived from paint waste and universal waste such as light bulbs and batteries, for example.

Waste	Non-Hazardous Waste	The majority of non-hazardous waste generated by Cleco is in the form of fly ash and bottom ash that is the byproduct of the generation process that uses solid fuel. Other forms may include miscellaneous industrial waste generated during generation unit outages.
Waste	Combustion Residual Generated	Post-combustion residuals from Cleco generating units, e.g. fly ash and bottom ash
Waste	Combustion Residual Beneficially Reused	Combustion residuals that are marketed for reuse such as for roadbed construction
Waste	Combustion Residual Disposed	Combustion residuals that were not purchased for reuse and disposed of on-site or off-site
Safety	Total Recordable Incident Rate (TRIR)	The Total Recordable Incident Rate is the rate of OSHA recordable incidents per 100 workers over a set period. The formula for calculating TRIR is the number of OSHA recordable cases during a period divided by the total number of workhours completed during that time multiplied by the qualifier 200,000.
Safety	Days Away, Restricted or Transferred (DART)	The Days Away, Restricted, and Transfer Rate helps employers determine how many workplace injuries and illnesses caused employees to miss workdays, perform restricted work activities or caused employees to be transferred to another job within a calendar year. The formula for calculating DART is the total number of DART cases during a period divided by the total number of workhours completed during that time multiplied by the qualifier 200,000.
Safety	Hazard ID	Hazard Identification is a leading indicator that allows a company to take proactive steps in eliminating or mitigating hazards that, if left unaddressed, could lead to personal injuries or property damage. Cleco's Hazard ID program allows all employees to submit near misses, good catches and safety shares in an electronic format. Submitters are to identify the hazard observed, indicate whether they were able to do anything to help mitigate the hazard and specify if they would like a follow-up action or communication from Cleco's Safety Department regarding their submission. Additionally, Cleco's craft workers identify hazards during pre-job safety briefings and discuss any controls that might eliminate or mitigate such hazards.

Safety	Safety Observation	A safety observation is a leading indicator that allows a company to take proactive steps in preventing workplace injuries by identifying hazards and at-risk behaviors. While a "Hazard ID" submission (as noted previously) usually only involves the identification of one hazard, a safety observation lends itself to identifying multiple hazards or multiple at-risk behaviors within a particular job.
Safety	Serious Injury Incident Rate (SIIR)	An injury is deemed serious if the injury is life-altering or permanent. OSHA defines a serious injury as an injury that involves significant or sustained organ damage, inpatient hospitalization, serious degree of permanent disfigurement or loss of an eye or an amputation. The formula for calculating SIIR is the number of serious injury cases during a period divided by the total number of workhours completed during that time multiplied by the qualifier 200,000.
Inclusion and Belonging; Governance Overview	Minority	Ethnically diverse; non-white
Reliability	CAIDI	Average amount of time required to restore service once an outage has occurred during the data year
Reliability	SAIFI	Average number of interruptions that a customer would experience during the data year
Reliability	SAIDI	Average total duration of planned and unplanned service interruptions during the data year
Reliability	Miles of Line Cleared	Vegetated miles of Right of Way cut per year through Cleco's Vegetation Management Program
Reliability	Poles Inspected	Number of distribution poles inspected each year within Cleco's Pole Inspection Program
Reliability	Poles Replaced	Number of distribution poles replaced each year within Cleco's Pole Inspection Program
Community	Grants Program Breakout – Corporate	Portion of the company's overall grants program budget that is donated to organizations across the state benefitting customers and communities in its service territory
Community	Grants Program Breakout – Benevity Spark	Cleco's employee charitable giving and company matching program

Community	Grants Program Breakout – Eastern District	Portion of the company’s overall grants program budget that is donated to eligible causes within the following parishes: St. Tammany, Tangipahoa, Washington
Community	Grants Program Breakout – Northern District	Portion of Cleco’s overall grants program budget that is donated to eligible causes within the following parishes: Allen, Beauregard, Calcasieu, Evangeline, St. Landry, Avoyelles, Catahoula, DeSoto, Grant, Natchitoches, Rapides, Red River, Sabine, Vernon, LaSalle
Community	Grants Program Breakout – Southern District	Portion of Cleco’s overall grants program budget that is donated to eligible causes within the following parishes: Acadia, Iberia, Jefferson Davis, St. Martin, St. Mary, Vermilion
Community	Grants Program Breakout – Power of Sharing	Funds donated by Cleco to the Power of Sharing Fund; Cleco created the Power of Sharing Fund in 1985 to help elderly customers with low or fixed incomes pay their energy bills. The funds from this program are donated by Cleco, employees and customers and distributed by the Louisiana Association of Councils on Aging (COA) across the state. Currently, 16 COAs receive funds from Cleco’s Power of Sharing Fund, including Acadia, Allen, Avoyelles, Beauregard, Calcasieu, DeSoto, Evangeline, Grant, Iberia, Red River, Sabine, St. Landry, St. Martin, St. Mary, St. Tammany and Vernon.
Community	Employee Volunteer Hours	Volunteer hours logged by Cleco employees in the company’s volunteer program portal
Community	Employee Donations	Monetary donations made by Cleco employees to organizations through the company’s giving program
Community	Company Match	Employee donations and rewards matched by the company as it relates to monetary donations and volunteer rewards
Governance Overview	Board Members	Members of Cleco’s Board of Managers
Governance Overview	Company Officers	C-Level employees (executive management team) and Vice Presidents