

1 APPENDIX D

2
3 DISCOUNTED CASH FLOW ESTIMATES

4 The DCF Model

5
6 The standard alternative to risk premium models is the discounted cash flow model. This model
7 infers the required rate of return by replicating the actions of an investor in valuing the firm's
8 securities. To do this we need to define the costs and benefits attached to an investment. The cost
9 is simply the price of the security (P_0 , price at time zero) and the benefits, the stream of cash
10 inflows expected at time t in the future (C_t). However, since the investor can always invest in
11 alternative investments, future expected cash flows are not of equal value. As a result, future
12 cash flows are "discounted," or reduced in value to reflect this "opportunity cost." This is the
13 basic idea behind using the discounted cash flow model,

14
$$P_0 = \sum_{t=1}^{\infty} \frac{C_t}{(1 + K)^t}$$

15 where K is the discount rate or investor's required rate of return.

16 Once we estimate the stream of future cash inflows, we can equate them to the current price and
17 solve for the investor's required rate of return. For example, this is the standard way of valuing
18 bonds. At the end of every business day investment banks simply take the coupon payments on a
19 government bond, its terminal value and use the last trading value for the bond to solve the above
20 equation for the bond's "yield to maturity." This yield to maturity is published in the newspaper
21 as an objective measure of the investors' required rate of return for a default free security. I use
22 this DCF estimate as part of my risk premium estimates. However, we can take this a stage
23 further and estimate the DCF required return on equity directly using the same procedure.

24 The expected equity cash flows are the future expected dividends. Unlike the stream of cash
25 flows on a bond the dividends are not contractual and are more difficult to forecast, particularly

1 for individual stocks. Consequently, the DCF model is only used for low-risk dividend paying
2 stocks or the market, where the expected dividends can be assumed to grow at some long run
3 average growth rate g . In this case, each dividend is expected to grow at the rate g , so we can
4 substitute $d_1 = d_0 * (1+g)$ into the valuation equation. Taking this process to infinity and using
5 the value of a geometric series, we can solve to get:

$$6 \quad P_0 = \frac{d_1}{K - g}$$

7 This says the stock price is equal to the expected dividend per share, divided by the investor's
8 required rate of return, minus the dividend growth expectation, g . The advantage of this
9 formulation of the problem is that we can easily rearrange the equation to obtain,

$$10 \quad K = \frac{d_1}{P_0} + g$$

11 This states that the investor's required rate of return can be estimated as the expected dividend
12 yield plus the expected growth rate in dividends. This is the direct analogy with the yield to
13 maturity on a bond. This formulation of the model is often called the Gordon (or dividend
14 discount) model after my late colleague Professor Myron Gordon of the University of Toronto.

15 However, it is important to note that the expected dividend yield plus growth equation ONLY
16 holds if the constant growth model also holds since it is simply a rearrangement of it. *This means*
17 *that the constant growth rate assumption to infinity also holds.* Otherwise, the use of the formula
18 for a geometric series does not hold since if $g > K$ the series does not converge. In practise this
19 means that the formula is only useful, as mentioned above, for very low risk companies and the
20 overall market since for other firms short run growth rates from security analysts for example are
21 often more than any reasonable equity cost.

22 Further, it is important that the constant growth rate assumption essentially applies to earnings
23 book value and sales as well, at least as an approximation. It is then straightforward to show that
24 increased dividends primarily come from increased future earnings, which are generated by the

1 firm retaining some of its current earnings for re-investment. If we set X as the earnings per share
2 and denote b as the fraction of earnings retained within the firm, then $(1-b)X$ is the dividend and
3 bX , the retained earnings.¹ Provided the assumptions of the DCF model hold, it is straightforward
4 to show that dividends and earnings will then grow at a long run growth rate estimated as the
5 product of the firm's retention rate (b) and its return on common equity (r), which is referred to
6 as its *sustainable growth rate*.² Note that while K is the return that investor's require, r is the
7 actual return on equity (*ROE*) the firm is expected to earn.³ These are different concepts.⁴

8 An example may help to make these assumptions clear. Suppose as in Schedule 1, the firm's
9 book value per share is \$20 and its return on equity expected to be 12%. In this case, its earnings
10 per share are expected to be \$2.40 and with a 50% dividend payout rate, its dividends per share
11 and retained earnings are both expected to be \$1.20. Moreover, since \$1.20 has been retained
12 and reinvested within the firm, next period's book value per share increases to \$21.20. As a
13 result, the firm is expected to earn \$2.544 in the following year, i.e., 14.4 cents more. This
14 additional 14.4 cents comes from earning the 12% return on equity on the \$1.20 of retained
15 earnings. The increase in earnings per share, dividend per share and retained earnings is 6% each
16 year and is calculated directly as the product of the firm's return on equity of 12% and its
17 retention rate of 50%. Moreover, the value of the firm's common stock can be calculated from
18 equation (1), which also increases at this 6% rate, since only the dividend per share is expected
19 to change.

20 The importance of Schedule 1 is in showing some of the implications of the dividend growth
21 model. First, note that if the investor's fair rate of return is 10%, the stock price in Schedule 1 is

¹ This assumes that the only change in shareholder's equity comes from retentions, that is, everything flows through the income statement.

² This is consistent with industry practise and the Financial Post's definition in Schedule 3.

³ There is an additional term (sv) if the firm repeatedly sells shares at a premium to its book value, but this term is small and rare for utilities as mature cash flow positive industries. Further it is usually dwarfed by estimation problems.

⁴ "br" growth is the third way of estimating dividend growth in Kolbe, Read and Hall, Estimating the rate of return for public utilities, MIT Press, 1984, page 55.

1 \$30, determined as the expected dividend of \$1.20 divided by the discount rate minus the growth
2 rate (or 0.04). This price exceeds the book value of \$20 by 50%. This is because the firm's
3 return on equity (r) is 12% and the investor's required or fair rate of return (K) is only 10%. This
4 is the reason why economists look at market-to-book ratios to infer the investor's opportunity
5 cost. If market-to-book ratios exceed one for a regulated company, most economists immediately
6 assume that the firm's return on equity exceeds the return required by stockholders, implying that
7 the regulator should lower the firm's allowed rate of return. This is a standard proposition. For
8 example, in Kolbe, Read and Hall (1984) they state (page 25)

9 ***“on balance we believe that setting the allowed rate of return equal to the cost of***
10 ***capital is the policy that best meets the criterion of fairness.”***

11 In our example the *ROE* exceeds the required rate of return by 2% which results in a market to
12 book ratio of 150% and indicates that the ROE is excessive and should be lowered.

13 Second, it is the return on equity that drives the growth in both dividends per share and earnings
14 per share, provided that the dividend payout is constant. If the dividend payout is gradually
15 increased over time, then it is possible to *manufacture* a faster growth rate in dividends than
16 earnings per share, from the same underlying level of profitability. For example, in Schedule 2
17 the same data is used as in Schedule 1 except that the dividend payout starts at 50% and then
18 increases by 2% per year. By the end of year 5 earnings per share have only risen to \$2.99
19 instead of the \$3.03 in Schedule 1, because less money has been reinvested within the firm. As a
20 result, there is less capital to generate earnings. Thus the earnings in Schedule 2 only grow at a
21 5.6% compound growth rate, down from the 6% of Schedule 1. Conversely, since more of the
22 earnings are being paid out as dividends, dividends per share are up to \$1.73 instead of \$1.52.
23 This is a 9.6% compound growth rate, rather than the 6% in Schedule 1.

24 In the short-run, Schedule 2 demonstrates that the growth in dividends per share can be
25 artificially manipulated by increasing the dividend payout. This is not sustainable in the long run,
26 since the dividend payout cannot be increased indefinitely. Moreover, the manipulation can be
27 detected by performing the basic 'diagnostic' check of tracking the behaviour of the firm's
28 dividend payout over time, and the firm's return on equity. However, if the analyst is not aware

1 of the change in the dividend payout, estimating the fair rate of return by adding this manipulated
2 dividend growth rate to the expected dividend yield will overstate the investor's required rate of
3 return. It is important in this case to base the estimate of the investor's required rate of return on a
4 long run sustainable growth rate, estimated from the underlying growth in earnings and
5 dividends and the two components of growth.

6 The third implication of Schedule 1 is that the DCF estimate using the historic growth rate is
7 appropriate only when the assumptions of the model hold. This means that non-dividend paying
8 firms, firms with highly fluctuating earnings and dividends, and firms with non-constant
9 expected growth cannot be valued accurately using the formula. Usually, these assumptions hold
10 for *pure* regulated utilities since the allowed rate of return applies to the book value of equity
11 both old as well as on new investments. However, it may not hold for utility holding companies
12 (UHCs) that may own a variety of different operating divisions with added debt at the parent
13 level. For non-regulated firms and UHCs, these assumptions are frequently violated. As a result,
14 estimating the investor's required rate of return by using the formula $K = d_1/P_0 + g$, is tenuous and
15 subject to significant measurement error.

16 **DCF Estimates for the “Market” as a whole**

17 In terms of DCF estimates we can go from the broad to the specific. By broad, I mean the
18 market, since by holding a diversified portfolio, an investor reduces the possibility of gains from
19 one firm being the result of losses by another. In Schedule 4 is a graph of the dividend yield on
20 the TSX Composite (Cansim V122628 plus recent date from the TSX) along with the yield to
21 maturity on the long Canada (LTC) bond. The dividend yield on the TSX Composite finished out
22 the year (December 2021) at 2.54%, while the LTC yield was 1.75%. This is a highly unusual
23 situation, which has prevailed since the end of 2011. It is unusual since equities are a claim on
24 real resources and should grow in line with the growth rate in profits and GDP. In contrast, the
25 yield on the long Canada bond is fixed and is all an investor can earn when the bond is held to
26 maturity. As a result, we would expect the TSX dividend yield to be below that on the long

1 Canada bond. This inversion of normal market relationships is indicative of the recent anomalous
2 level of long Canada bond yields.

3 In forecasting a DCF estimate for the overall stock market it is normal to start with GDP
4 forecasts and then adjust for the state of the economy and the equity market. For example, in
5 2012 RBC⁵ used what they termed a “Grinold-Kroner-Siegel” supply side model for forecasting
6 the fair rate of return on the US market. Schedule 5 is their description of the model. However,
7 despite the new name this is simply a Gordon or constant growth rate DCF model with minor
8 adjustments.

9 First, the basic constant growth model is the dividend yield plus the forecast nominal growth rate
10 of the economy split into its two parts: inflation and the real growth rate. This part of the DCF
11 equation implicitly assumes that aggregate profits and dividends increase in line with GDP
12 consistent with the basic DCF model. Second, are the two minor tweaks where RBC adjusts for
13 the change in the number of shares outstanding plus a pricing adjustment. We don’t normally
14 adjust for changes in the number of shares since we normally estimate the growth rate based on a
15 current firm’s share price. However, as a claim on aggregate profits this is needed if in aggregate
16 some shares are being repurchased and new shares issued as new firms enter the market. The
17 final term is a subjective assessment of whether the market is over or undervalued. This is not
18 normally done in a DCF model since the basic assumption is that the discount rate and thus price
19 earnings multiple is constant, so the price increases in line with dividend and earnings.

20 In 2012 RBC’s estimated “DCF” equity cost for the U.S market started with a 2.1% dividend
21 yield and 4.3% nominal growth comprising 2.1% inflation and 2.2% real growth. They then
22 estimated net share issuance of -0.5% that is share repurchases were exceeded by new shares
23 issued to the tune of 0.5%. As a result, the future dividends were allocated to a greater number of
24 shares implying a 5.9% DCF base expected return. They then assessed the U.S market as being

5 RBC Capital markets, U.S Equity Strategy Weekly, July 18, 2012.

1 over-valued and deducted 1.0% for the then currently high market values to get a forecast return
2 of 4.9%. Their numbers are below.

S&P 500 10 year Return Forecast	
+ Dividend yield	2.1%
- Net Share Issuance	-0.5%
+ Inflation	2.1%
+ Real Earnings Growth	2.2%
+ Change in PE	-1.0%
= Total Equity Return	4.9%

Source: RBC Capital Markets

- On a positive note, assuming 15% price volatility going forward, the 4.9% per annum return forecast is likely to be realized over a 10-year horizon.

3
4 Morgan asset management adopted a similar approach in their 2021 capital market assumptions
5 as below.⁶ Morgan starts with top line revenue growth from nominal GDP but add a margin
6 factor to indicate whether earnings will grow faster than revenues. For 2021 they added 0.1% to
7 get earnings growth of 5.3%; similar to RBC they then added 0.1% for their forecast that share
8 buy-backs would exceed new share issues to get 5.4% growth in earnings per share. With a 1.8%
9 dividend yield this gives an adjusted DCF estimate of 7.2% from which they subtracted 3.0% for
10 what they felt was an over-valued U.S stock market to get 4.1% for the US, 5.2% for the
11 Eurozone, 5.1% for Japan and 6.7% for the UK. J. P. Morgan's forecast is heavily dependent on
12 their judgment as to the over or under valuation of the stock market. Personally, I am not willing
13 to make that call as it assumes market irrationality. If the market adjustment is ignored Morgan's
14 estimates are 7.2%, 7.4%, 6.9% and 8.2% for the four regions. However, note that apart from the

6 J. P Morgan, Long-Term Capital market Assumptions, J.P Morgan Asset Management, 2021.

1 UK their long run equity returns were lower than the pervious year.

This year, our equity return assumptions decline across most regions

EXHIBIT 5A: SELECTED DEVELOPED MARKET EQUITY LONG-TERM RETURN ASSUMPTIONS AND BUILDING BLOCKS

Equity assumptions	U.S. large cap	Eurozone	Japan	UK
Revenue growth	5.2	4.4	3.4	5.3
+ Margins impact	0.1	1.5	1.5	0.2
Earnings growth	5.3	5.9	5.0	5.5
+ Gross dilution	-2.0	-2.0	-2.0	-2.0
+ Buybacks	2.1	1.1	1.5	1.2
EPS growth	5.4	4.9	4.4	4.7
+ Valuation impact	-3.0	-2.2	-1.9	-1.5
Price return	2.4	2.7	2.6	3.1
+ Dividend yield (DY)	1.8	2.5	2.5	3.5
Total return, local currency	4.1	5.2	5.1	6.7
Change vs. 2020 LTCMAs	-1.5	-0.6	-0.4	0.6

Source: J.P. Morgan Asset Management; estimates as of September 30, 2019, and September 30, 2020. Components may not add up to totals due to rounding.

2

3 Both RBC and J.P Morgan assume that dividends and earnings will grow at the long run nominal
4 GDP growth rate. It's difficult to make an alternative assumption when the growth rate is
5 infinite, and any deviation would mean that they would either constantly increase or decrease as
6 a share of GDP. The real Canadian growth rate since 1961 is in Schedule 6 and has averaged
7 3.06%. The Bank of Canada's operating band for inflation centres on 2.0% and despite short run
8 inflationary pressures putting it at the top of the band, both the Bank of Canada and the
9 Government of Canada renewed their agreement on December 13, 2021. The CPI inflation rate
10 since 1914 is in Schedule 7 and shows how successful the Bank of Canada has been in targeting
11 a 2% inflation rate over the last thirty years or so. If the experienced growth rate over the last 60
12 years reflects the future growth rate, then we can expect long-run growth in dividends and
13 earnings of 5.12% ($1.02 * 1.0306$).

14 This growth estimate is probably marginally low once we account for the shift to a knowledge-
15 based economy as it has become more difficult to estimate the value of productivity changes in
16 GDP Of note is that one side benefit of the pandemic has been a boost to the application of
17 modern technology. This has resulted in a range of artificial intelligence (AI) applications as well

1 as the well-known “Zoom” phenomenon and led to the dominance of tech stocks in the stock
2 market. McKinsey Global Institute has recently estimated that the application of these
3 technologies could raise productivity in Western Europe and the US by 1.0%.⁷ We might also
4 expect some short run growth as we continue to pull out of the effects of the pandemic. With
5 these caveats and a TSX dividend yield of 2.54% t the end of 2021 a ballpark figure for a DCF
6 estimate for Canada is 7.79% $((1.0254*1.0512)-1)$ which is probably a minor under-estimate.

7 An alternative estimate of future growth for the overall market is to use the “*br*” or sustainable
8 growth rate. In Schedule 8 is the dividend payout of the firms listed in the TSX Composite (and
9 earlier the TSE300 index) since 1956. We can clearly see the effects of two major recessions.
10 The first in the early 1990’s reflected the impact of the Free Trade Agreement with the U.S that
11 caused TSX earnings to collapse and the payout to exceed 100%. The second was in the early
12 2000’s when the bursting of the internet bubble and collapse of Nortel caused TSX earnings to
13 go negative. Both exaggerate the normal dividend payout since it is the earnings volatility that is
14 creating the very high and negative payouts. Consequently, the better estimate of the payout is to
15 focus on the median payout of 52% which was also the general level prior to the pandemic.

16 In Schedule 9 is the earned ROE from Statistics Canada for all Canadian firms. Again, we can
17 see the business cycle as very low profitability in the mid 1990’s and again in 2003 and 2009
18 which caused problems with the TSX payout estimate. The median ROE is 9.78%. Combining
19 the median retention rate (1-dividend payout) and median ROE gives a sustainable growth rate of
20 4. 7% and DCF equity cost of 7.35%.

21 Finally, we can look at the growth rate of the TSX dividends directly rather than indirectly by
22 looking at their payout and profitability. Below are three estimates for the dividend per share
23 growth since 1956 on the TSX

24 Average growth rate: 5.36%

⁷ The pandemic’s productivity dividend, *Bloomberg Business Week*, May 10, 2021.

1	Ordinary least squares growth rate:	5.46%
2	Compound growth rate:	5.23%

3 With the 2.54% end of December 2021 dividend yield these imply a DCF cost of equity of
4 8.03%.

5 In Schedule 10 is a graph of the dividend yield on the S&P500 index which finished 2021 at
6 1.292% while Schedule 11 is a graph of the dividend payout rate for the firms in the S&P500
7 index. The median dividend payout since 1956 is 43% slightly lower than in Canada. This means
8 that typically 57% of the earnings for S&P500 firms are reinvested to generate future growth in
9 earnings. However, note from the graph that the S&P500 firms suffered significant problems in
10 2007-2009 during the financial crisis, which was not as evident in the Canadian data. In contrast,
11 there is no evidence of the serious problems suffered by Corporate Canada in the recessions in
12 the early 1980s, 1990s and 2000's.

13 In Schedule 14 is the S&P ROE data for the S&P500 firms since 1977, where the median ROE
14 13.9%. These are higher than the average Canadian ROE since the data is for the largest firms in
15 the US economy and includes a large proportion of foreign earnings, whereas that for Canada is
16 for all firms and only for Canada. If I pair the median payout with the median ROE, the "*br*"
17 growth rate for the S&P500 firms is 7.9%. Combining these with the current dividend yield on
18 the S&P500 index of 1.29% gives a fair return on the S&P500 of 9.3%. Note the higher
19 sustainable growth rate for the S&P500 is offset by its lower US dividend yield or put another
20 way these US firms are perceived to have better long run growth prospects than Canada as a
21 whole and investors are paying for that growth by driving prices up and dividend yields down.
22 As a result, the combination of yield plus growth estimates for the S&P500 is higher than for
23 Canada. With U.S. long run nominal sales growth similar to Canada as per J.P Morgan's forecast
24 of 5.2% compared to my 5.12% for Canada, the *br* growth rate for the SP500 looks high and
25 significantly higher than J.P Morgan's recent value of 7.2%.

26 Using the DCF model to estimate the market's required return on equity (equity cost) would
27 indicate a value of 7.35-8.01% for Canada and 7.2%-9.3% for the US. These numbers look more

1 accurate than they really are and bearing in mind the stage in the business cycle I would estimate
2 a DCF fair rate of return for the overall stock market of 8.0-9.0% or a real return of 6.0-7.0%
3 consistent with long run experience.

4 **Individual company estimates**

5 The DCF estimates for the overall market are more reliable than those for individual companies
6 due to the significant measurement error attached to forecasting future growth rates. For
7 example, the forecast growth rate for the economy is more accurate since the growth rate in
8 profits for the overall market is constrained by the growth rate in the economy. Otherwise,
9 corporate profits will inexorably increase as a share of GDP at the expense of wages and salaried
10 income. However, these growth rates are mechanically estimated and may not reflect market
11 estimates. Consequently, some use analysts forecast of earnings growth as a proxy for the
12 sustainable growth rates in the former estimates. In my judgment these are no more reliable as
13 can be illustrated by looking at a sample of US gas utilities.

14 Schedules 15 I extracted data on February 24, 2022, for the six U.S. gas companies for which I
15 also estimated their betas. The Schedule contains the critical values for a mechanical DCF
16 analysis. The average dividend yield based on the trailing dividend per share is 3.43% and the
17 median 3.51% both of which are significantly higher than the yield on the S&P500 index at the
18 end of 2021 of 1.292% as one would expect for lower-risk utilities. Using the forecast five-year
19 analyst growth rates in a simply constant growth mode gives the K (*Est g*). The higher estimates
20 are for Northwest Natural and Spire due to the poor past five-year history where analysts
21 expected the future growth rate to rebound. However, in contrast the dividend yield for both
22 these companies is higher than average which would normally reflect lower future growth than
23 average. The low estimates are for One Gas and Southwest Gas due to their low forecast
24 earnings growth. As a result, the DCF estimates range from 6.01% for One Gas to 10.26% for
25 Northwest Natural with a median value of 9.15% and average value of 8.66%. These *may* appear
26 to be reasonable estimates, but there are several problems.

27 First, if these UHCs reflect the risk of regulated utilities they are clearly lower risk than the

1 overall market, while the median estimate of 9.15% is almost my *br* estimate for the SP500 and
2 is much greater than J.P Morgan's. This is confirmed by their average (median) five-year growth
3 forecasts of 5.56% -(5.95%) which are both higher than most estimates for U.S. long run GDP
4 growth. Third, the average ROE in 2021 was 9.24% and the median 9.06% which are both about
5 the same as the estimated cost of equity. However, as mentioned previously this should mean a
6 market to book ratio close to 1.0. However, the average (median) Market or price to book ratio is
7 1.68 (1.67). These observations indicate that the "optimism bias" amongst security analysts,
8 where these "sell side" analysts tend to be optimistic also seems to apply to these utility holding
9 companies.

10 It must be emphasised that the DCF model assumes growth *forever* at this constant forecast
11 growth rate. For these firms to grow at their median growth rate of 5.10% with a 40% retention
12 rate means earning an ROE of 12.9% significantly higher than their current ROEs. Again, this
13 confirms the optimism bias. In Schedule 16 is an article from the Economist (December 3, 2016)
14 which clearly states:

15 ***"Sell side analysts, whose firms make money from trading and investment banking, are***
16 ***notoriously bullish. As one joke goes, stock analysts rated Enron as a "can't miss" until***
17 ***it got into trouble at which point it was lowered to a "sure thing". Only when the***
18 ***company filed for bankruptcy did a few bold analysts dare to downgrade it to a "hot***
19 ***buy".***

20 "Optimistic" can be substituted for "bullish", but there is little doubt that security analysts are
21 optimistic, which is to say their earnings forecasts are higher than what is expected. The
22 Economist goes on to say that analysts are forecasting S&P500 earnings to be \$130.83 in 2017
23 and \$146.33 in 2018, but it is better to discount them to \$127.85 and \$134.30 respectively. The
24 actual earnings were \$109.87 in 2017 and \$132.47 in 2018 below even the "discounted" values
25 used by the Economist.

26 The analyst optimism bias is well known. At Schedule 17 is a Globe and Mail article from May
27 2010 reporting on an updated McKinsey study which found that analyst forecast accuracy did
28 improve after the disciplinary effects of the global settlement where investment banks were fined

1 for fraudulent reports and some analysts fired. However, as they also point out old habits soon
2 re-emerged. At Schedule 18 is an extract from the Royal Bank of Canada's Investment Strategy
3 Playbook (February 2016) reporting the exact same phenomena. This is essentially that analysts
4 start out optimistic in terms of future earnings, which are some distance away, and then get more
5 realistic as that date gets closer, or as a cynic might put it they get better forward guidance from
6 the company itself.

7 This analyst optimism bias has been in the academic literature for years. Easton and Sommers⁸
8 for example, have documented the optimism bias at 2.84% where they also state (page 986)

9 Our estimate of the implied expected rate of return on the market from
the value-weighted regression, after removing the effect of bias in analysts'
forecasts, is 9.67% with an implied equity risk premium of 4.43%. Of course,
this estimate of the equity risk premium is more reasonable than that ob-
tained when all observations have equal weight.⁸

10 Easton and Summers estimate in 2007 were broadly in line with my own estimate of the
11 expected return on the US market. More importantly there is no reason to believe that analyst
12 optimism has suddenly disappeared. In fact, this optimism bias persists in current studies to the
13 extent that authors refer to it as "well documented" that is, researchers are so used to the
14 optimism bias that they automatically take it into account. The Financial Times also noted that
15 analyst optimism exists in Europe, where they quote Goldman Sachs that "going back 25 years
16 analysts have been too optimistic about earnings growth in 20 years out of the 25 and by 8
17 percentage points on average over the whole period." ***A Google search on analyst optimism on
18 February 2, 2022, produced 9,380,000 hits.***

19 Mark Grinblatt of UCLA recently looked at the optimism bias and a summary of his research⁹
20 and reported that

⁸ "Effect of analyst's optimism on estimates of the expected rate of return implied by earnings forecasts, Journal of Accounting Research, 45-5, December 2007.

⁹ <https://www.anderson.ucla.edu/faculty-and-research/anderson-review/analyst-bias>

1 ***“When analysts were either most biased or most optimistic, it was by a lot: Among the***
2 ***20 percent of companies about which analysts most optimistically forecasted earnings***
3 ***— those analysts’ estimates were on the high side by about 50 percent. By contrast,***
4 ***among the 20 percent of companies about which analysts were least optimistically***
5 ***biased, earnings forecasts overshoot actual results by less than 1.0 percent.”***

6 Of importance is that even amongst the least biased they are still biased, even though by less than
7 1.0%.

8 Recent research¹⁰ has indicated that after the global settlement precipitated changes in the
9 regulation of analysts to make them independent of investment banking, the star analysts left.
10 This is consistent with the research of Espahbad et al¹¹ that there was a short run improvement in
11 the forecast accuracy of analysts after new regulations were introduced, but that over the longer
12 period forecast accuracy has declined. I therefore place little reliance on analyst growth estimates
13 since they are inaccurate and known to be biased.

14 A standard way of alleviating the effects of analyst growth optimism is to use the sustainable
15 growth rate, which indicates that growth in earnings and dividends generally comes from
16 reinvesting earnings at a positive rate of return. This was what I documented theoretically in
17 Schedules 1 and 2. From the data on the gas utilities in Schedule 15 their retention rate of
18 earnings averages 34% with a median of 41%. As we would expect, these mature utilities
19 normally reinvest less of their earnings than do typical SP500 companies so we would expect
20 them to grow at less than their average earnings growth rate which is approximately that of GDP.
21 With the recent ROE for each utility the sustainable growth rate averages 3.37% and the median
22 slightly higher at 3.59%. The difference between the median sustainable growth rate and the
23 analyst forecast growth rate of 2.0% exceeds Grinblatt’s observation where the “least biased”
24 analyst forecasts undershoot by less than 1.0%.

10 Guan, Li, Lu and Wong, “Regulations and brain drain: Evidence from Wall Street Star Analysts’
career Choices”, Management Science (forthcoming)

11 Espahbad, Espahbad and Espahbad, “Did analyst forecast accuracy and dispersion improve after 2002
following the increase in regulation, Financial Analyst Journal. (Sept/Oct 2015)

1 The DCF estimates using sustainable growth rates produce an average (median) equity cost of
2 6.91% (7.24%) consistent with their average (median) market to book (MB) ratios of 1.68 (1.67),
3 and the fact investors are “happy” with the average (median) earned ROE of 9.24% (9.06%).
4 Further, we can always back out from analyst growth forecasts an implicit ROE. For example,
5 with a median growth forecast of 5.10% and a retention rate of 40%, the implied future ROE is
6 $ROE = .0510/.40$ or 12.86%¹² which significantly exceeds their current median ROE of 9.15% as
7 well as the highest 2021 ROE earned by any of these UHCs.

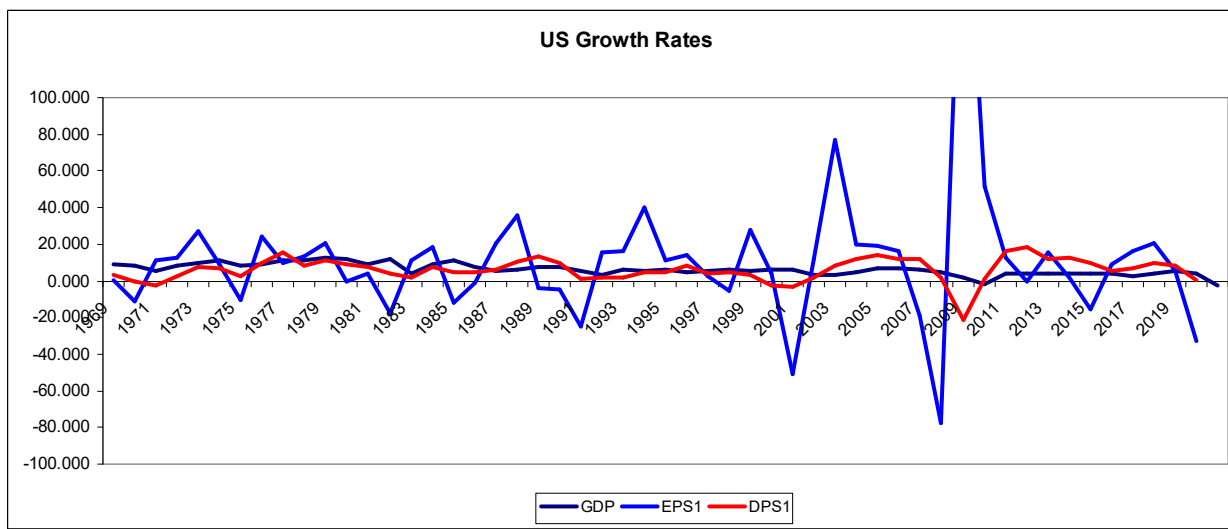
8 **Earnings versus dividends**

9 A final problem with the use of analyst forecasts is that they are based on earnings, not
10 dividends, whereas the DCF model values dividends not earnings! Earnings are more volatile
11 than dividends so that short-term earnings growth forecasts are on average higher than for
12 dividends, even if their long run, or compound, growth rates are unbiased and the same! This is
13 due to the common practise of smoothing dividend payments, or put another way, firms only
14 increase their dividend after their fundamental earnings have increased and not as a result of
15 temporary factors.

16 To illustrate the problem in using earnings rather than dividends I used the S&P Analyst
17 Handbook for the S&P500 index. This index comprises most of the value of US companies and
18 is representative of Corporate USA. It includes EPS and DPS data from which I calculated
19 annual growth rates. I did the same for the nominal GDP series available in the Federal Reserve
20 Bank of St Louis Economic data bank (FRED, GDPA). The following is a graph of the EPS and
21 DPS growth rates starting in 1969 and finishing in 2020. The earnings series is clearly more
22 volatile even for the index of 500 companies, which diversifies away the unique results of any
23 individual company. We can see for example, the dramatic effect of the financial crisis when
24 2008 aggregate EPS dropped from \$66.17 to \$14.88 for a growth rate of -77.5%. The EPS of the
25 S&P500 then recovered to \$50.87 with a 242.5% increase, but the average of these two growth

¹² This just reverses $g = b \cdot ROE$.

1 rates of 83% still left earnings below their 2007 level. In contrast, DPS slightly increased in 2008
 2 by 1.83% before dropping in 2009 by 21.06% as firms reacted to the lower earnings with a lag.



3

4 Over the entire period from 1967, the following is the data on average growth rates:

	GDP	EPS	DPS
Average	6.25%	11.14%	6.00%
Median	5.88%	10.98%	6.40%
Volatility	3.18%	39.87%	6.26%
Compound	6.20%	5.57%	5.03%
OLS	6.19%	6.04%	5.65%

5

6 US GDP grew at 6.25% (5.88%) using the simple average (median) of the annual growth rates
 7 whereas earnings per share for the S&P500 firms “grew” at almost twice that rate at 11.14%
 8 (10.98%). In comparison, annual dividends per share grew at 6.00% (6.48%) only slightly less
 9 than GDP while the median grew slightly faster. The ordinary least squares estimate of the
 10 annual growth rates are 6.19% for GDP, 6.04% for earnings and 5.65% for dividends.

11 How can earnings grow so much faster than either GDP or dividends? The answer is that they
 12 can't in the very long run, as it is a *statistical oddity* similar to the difference between arithmetic

1 (simple average) and compound growth rates. If a stock drops 50% and then increases by 100%
2 then it is back to where it started, and the compound growth rate is zero even though the
3 arithmetic growth rate or simple average of -50% and +100% is +25%. The greater the volatility
4 the bigger the difference between the arithmetic and compound growth rates of any economic
5 series. The volatility of US GDP growth is only 3.18% versus almost twice that for dividends
6 and 13 times that for earnings! The result is that the compound growth rate of US GDP was
7 6.20% over this very long period only slightly less than the simple arithmetic growth rate. In
8 contrast, dividends per share grew at 5.03% or 0.97% below the arithmetic growth rate mainly
9 due to 2020, but earnings grew at a compound growth rate of 5.57%, slightly below GDP and
10 fully 5.57% or exactly half the arithmetic growth rate. ***Generally, this means that the true long
11 run growth rate of earnings is half that of the simply average growth rate due to the volatility
12 in earnings.***

13 Finally, the “best” estimate of the growth rate is normally that obtained by using ordinary least
14 squares (OLS) since this statistical procedure minimises the variability around the estimated
15 annual growth rate. For GDP it lowers the growth rate estimate to 6.19%, which is almost the
16 same as the earnings growth rate estimate of 6.04%. For dividends, it lowers the growth rate to
17 5.65% or 0.39% below the GDP growth rate. Possibly the lower dividend growth rate reflects the
18 cumulative impact of share buybacks, but the problem is that the impact of these buybacks
19 should show up in a higher earnings per share growth rate and it does not.

20 What this means is that analyst growth expectations are biased inputs into the constant growth
21 model, even if the analysts themselves are neither fraudulent nor suffering from the optimism
22 bias. This is because the limited growth forecasts that are available are all relatively short term
23 and at most for five years. This is very short-term relative to infinity! Long term, the best
24 estimate for earnings growth for the overall stock market is the growth rate in GDP, since both
25 EPS and DPS growth have broadly tracked GDP growth since 1969.

26 I would also note that these comments obviously apply to the US utilities as well. Until 2018
27 S&P produced an Analyst Handbook that had earnings and dividends for the utility sector similar

1 to that for the Index as a whole. Further S&P sub divided utilities into gas, electric and multi-
2 utilities. However, even in the 2018 edition there was no data for gas utilities after 2015 since
3 they had been acquired.¹³ However, for the overall utility index the growth rates were as follows:
4

	EPS	DPS	GDP
Average	4.25%	3.10%	6.49%
Median	3.91%	4.10%	5.99%
Volatility	20.46%	12.81%	3.18%
Compound	2.04%	2.37%	6.45%
OLS	1.34%	1.67%	6.11%

5
6 Over the period from 1967-2017 US GDP grew on average (median) 6.49% (5.99%), both
7 slightly above the full period due to the absence of the 2020 negative growth rate. In contrast,
8 these US utilities had average (median) dividend per share growth of 3.1% (4.10%) with average
9 (median) earnings growth of only 4.25% and 3.91%. The compound growth rates are even worse
10 at 2.04% for earnings and 2.37% for dividends, while the least squares regression results are
11 worse still at 1.34% and 1.67%. The reason for the latter two is that they implicitly put more
12 weight on the later performance where the utility EPS was \$12.01 in 2017, but was also \$12.36
13 in 2009, and \$10.48 as far back as 1993. So, there is little evidence of significant earnings
14 growth even in nominal terms let alone real terms

15 This evidence from the S&P500 utility data is for the larger utilities included in the S&P500
16 index and this reflects the problems of holding companies like Duke Energy and PG&E.
17 However, this is also in the minds of investors in utility stocks in the U.S. From this data it is
18 extremely difficult to justify U.S utilities growing at rates higher than the US GDP growth rate as
19 is implied in the use of analyst growth forecasts. It is also difficult to justify including growth at
20 the GDP growth rate when a multi-stage DCF model is used. I would regard long run growth at

¹³ What is playing out in the utility sector is very similar to what happened prior to the passage of the PUHCA in the U.S in 1935 when the SEC took significant responsibility for supervising U.S utilities because of double leverage at the holding company level.

1 65-68% of the GDP growth rate as being reasonable based on actual experienced median growth
2 rates.¹⁴ This would mean 3.3-3.4% long run growth rates based on a 5% GDP growth rate, which
3 with a 3.51% median yield would mean a DCF equity cost of 6.9-7.0%. This estimate is broadly
4 consistent with the sustainable growth rate estimates and a risk hierarchy when compared with
5 the overall stock market equity cost of 8.00-9.00%.

6 **Conclusion**

7 From the forgoing DCF estimates I draw the following conclusions:

- 8 • The overall equity market return in Canada is in a range 7.35%-8.0% and that for the
9 U.S SP500 firms slightly higher at 9.3% with a reasonable range of 8.0-9.0%.
- 10
11 • The individual DCF estimates for US gas companies based on analyst growth
12 forecasts would put their equity cost at 8.66-9.15%. However, these forecasts are biased high
13 and inaccurate estimates of their underlying DPS growth rates. Removing this bias by using
14 sustainable growth forecasts lowers this estimate to 6.91-7.25%.
- 15
16 • Analyst earnings growth rate forecasts are optimistic (biased) estimates of dividend
17 growth rates since earnings are much more volatile. Over long periods of time, the growth
18 rate of earnings and dividends for S&P500 firms is approximately that of US GDP. However,
19 simple average growth rates of earnings, which are what analysts forecast, are almost twice
20 as high as for dividends making them biased when used in the constant growth DCF model.
- 21
22 • Utility earnings and dividend growth rates since 1967 confirm that over very long
23 periods neither have grown at close to the US GDP growth rate. This is what logic would
24 dictate since their dividend yields are twice that of the SP500 index meaning that with the
25 same forecast growth rate their equity cost is higher. Logic and actual beta estimates confirm
26 that these U.S. UHCs are lower risk due to the impact of regulation.
- 27
28 • My best estimate is that U.S utilities can grow at 65-68% of the growth rate of U.S
29 GDP in the long run, which is the historic experience since 1967. This implies a DCF equity
30 cost less than 7.0%. Adding a 0.50% floatation cost allowance implies a fair rate of return
31 similar to my estimates for Canadian UHCs of 7.5%

¹⁴ Actual ratios are EPS (3.91/5.99) or 65% and DPS 4.1/5.99 or 68%.

SCHEDULE 1

<u>YEAR</u>	<u>BEGINNING BOOK VALUE PER SHARE</u>	<u>EARNINGS PER SHARE</u>	<u>DIVIDEND PER SHARE</u>	<u>RETENTIONS PER SHARE</u>
1	20.00	2.40	1.20	1.20
2	21.20	2.54	1.27	1.27
3	22.47	2.70	1.35	1.35
4	23.80	2.86	1.43	1.43
5	25.24	3.03	1.52	1.52

ASSUMPTIONS: Return on Equity = 12%
 Dividend Payout = 50%
 Cost of Equity = 10%

SCHEDULE 2

<u>YEAR</u>	<u>BEGINNING BOOK VALUE PER SHARE</u>	<u>EARNINGS PER SHARE</u>	<u>DIVIDENDS PER SHARE</u>	<u>RETENTIONS PER SHARE</u>
1	20.00	2.40	1.20	1.20
2	21.20	2.54	1.32	1.22
3	22.40	2.69	1.45	1.24
4	23.70	2.83	1.59	1.25
5	24.90	2.99	1.73	1.26

ASSUMPTIONS: Return on Equity = 12%
 Dividend Payout = 50% + 2% p.a.
 Required Return = 10%

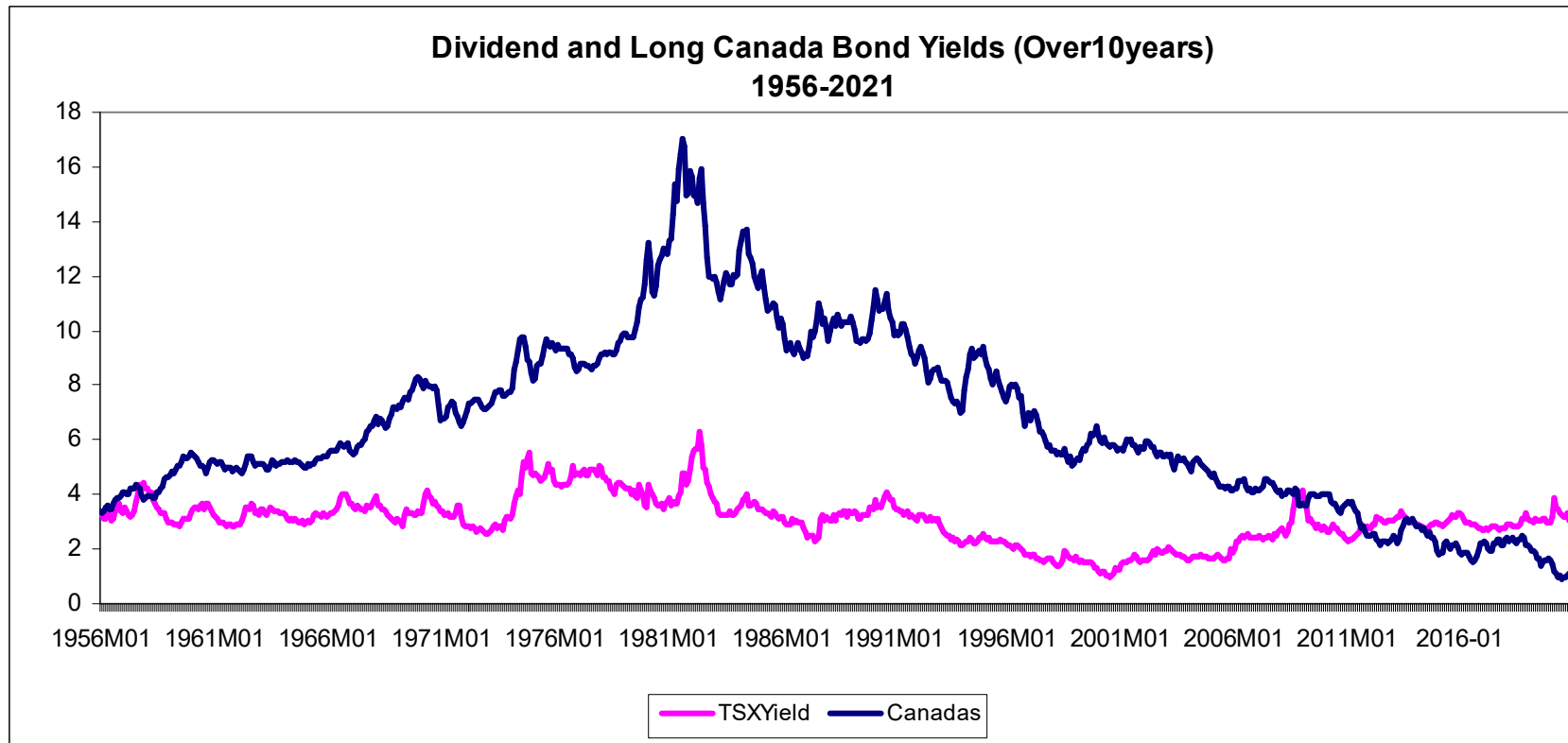
Definition of the Sustainable Growth rate

(From the Financial Post Corporate Analyzer data base)

sales (LY - 1)

X401 - Sustainable Growth (%) - This calculation is the rate at which company sales can increase without the company experiencing financial strain or requiring additional financing to fund continued growth. Many executives believe growth should be maximized. In reality, uncontrolled growth can result in financial strain or worse, bankruptcy, if not managed properly. Conversely, lack of growth can make a company vulnerable to a takeover. To determine the possible strategies the company may employ in managing their growth, see the Growth Rates Section which describes the ratio combination of Sales Growth and the Sustainable Growth rate.

$$ROE \times \left(1 - \left(\frac{\text{Common Dividends}}{\text{Net Income before Discontinued Operations} - \text{Preferred Dividends}} \right) \right)$$

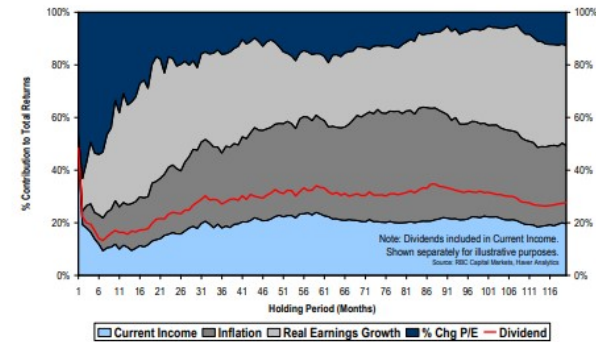


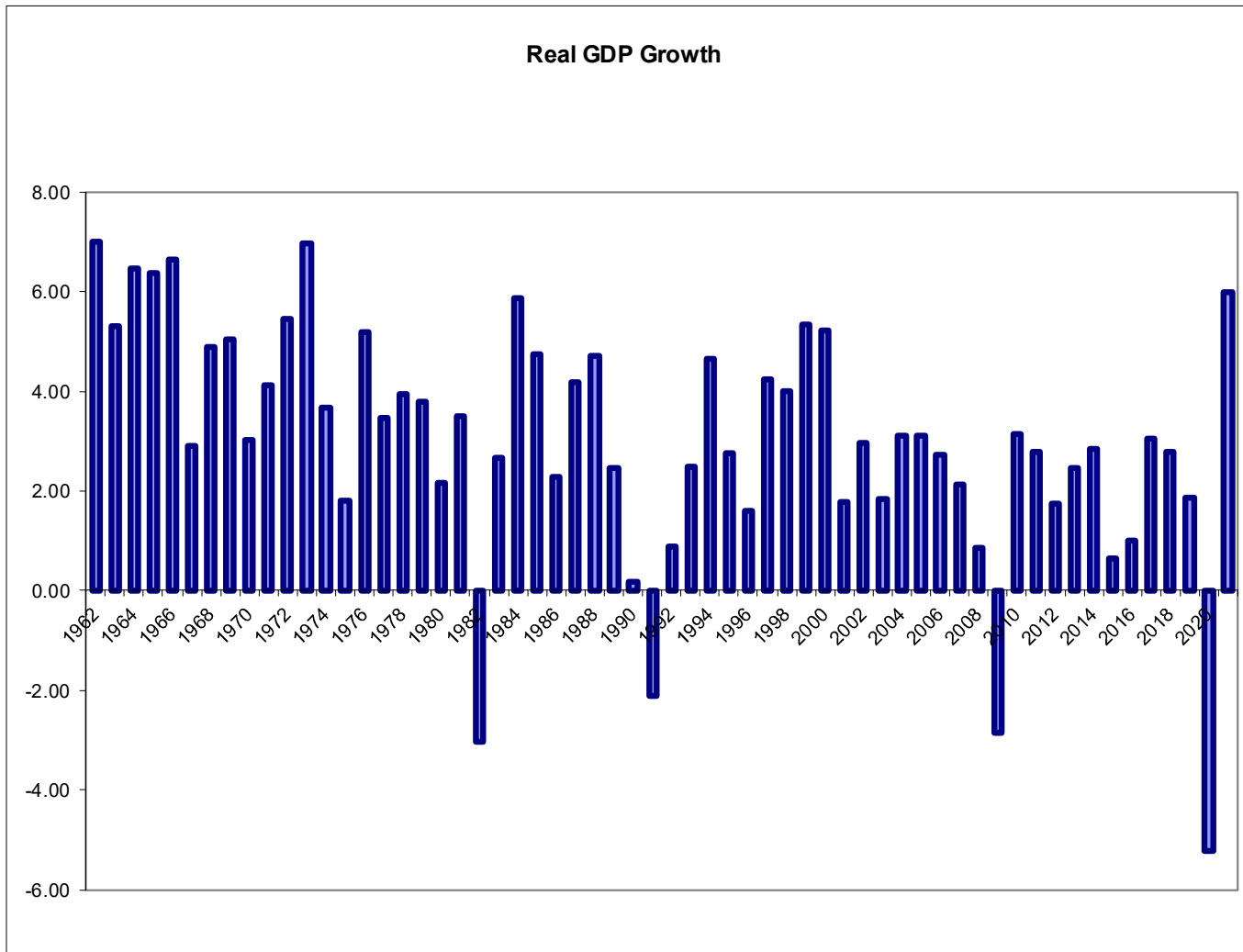
A Supply-Side Framework: The Grinold-Kroner-Siegel Model

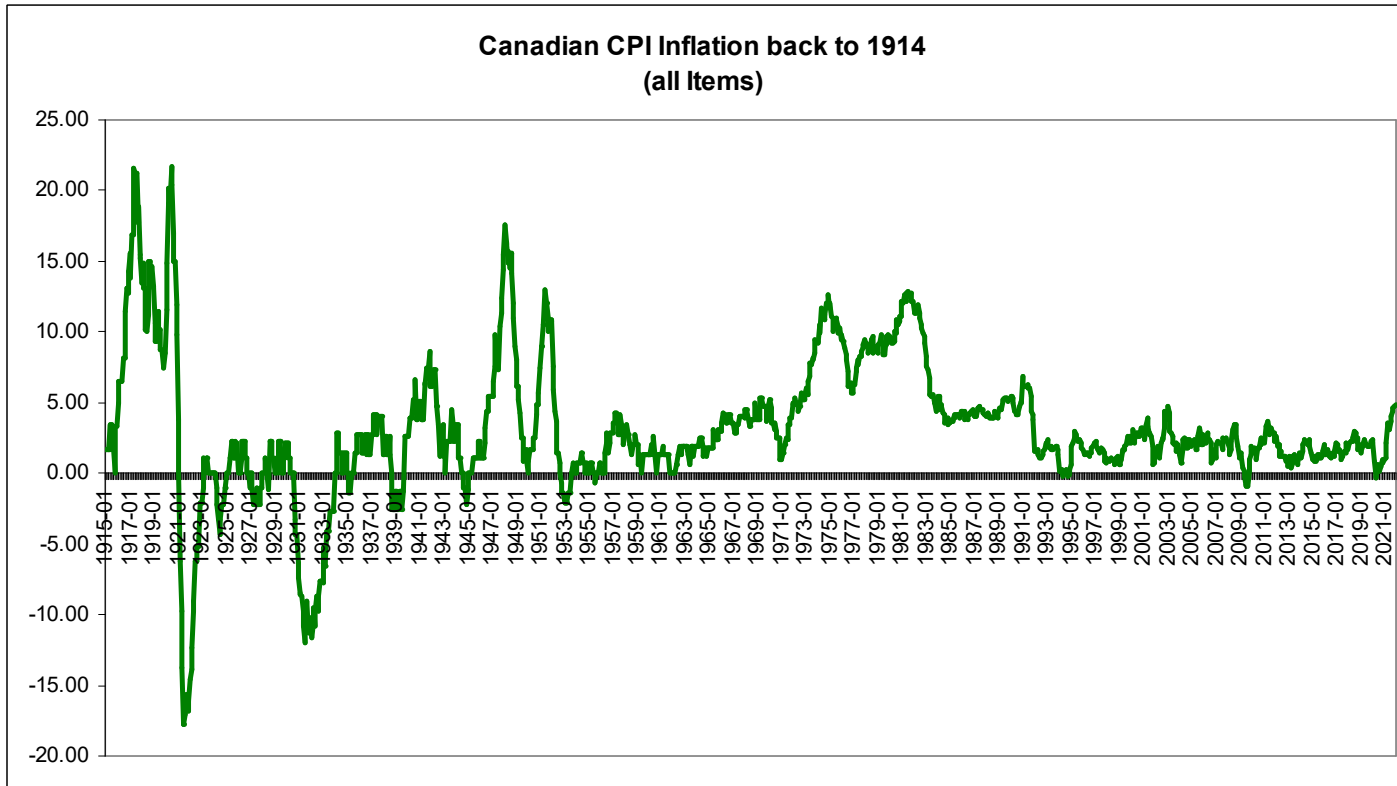
$$R = \underbrace{\frac{D}{P} - \Delta S}_{\text{Income}} + \underbrace{i + g}_{\text{Earnings Growth}} + \underbrace{\Delta PE}_{\text{Repricing}}$$

- Supply-side models look at what the economy or, more specifically, the group of stocks in question, can supply the market in the way of earnings and ultimately cash flows. The advantage of this framework is that it decomposes market returns into a few easy to think about factors.
- We focus on the intuitive Grinold-Kroner-Siegel model, which consists of 5 factors that approximate total equity returns. These factors can be broadly grouped into the following three components: (1) Income, made up of dividend yield less net share issuance; (2) Earnings Growth, made up of inflation plus real aggregate earnings growth; and (3) Repricing, which is the change in the PE ratio.

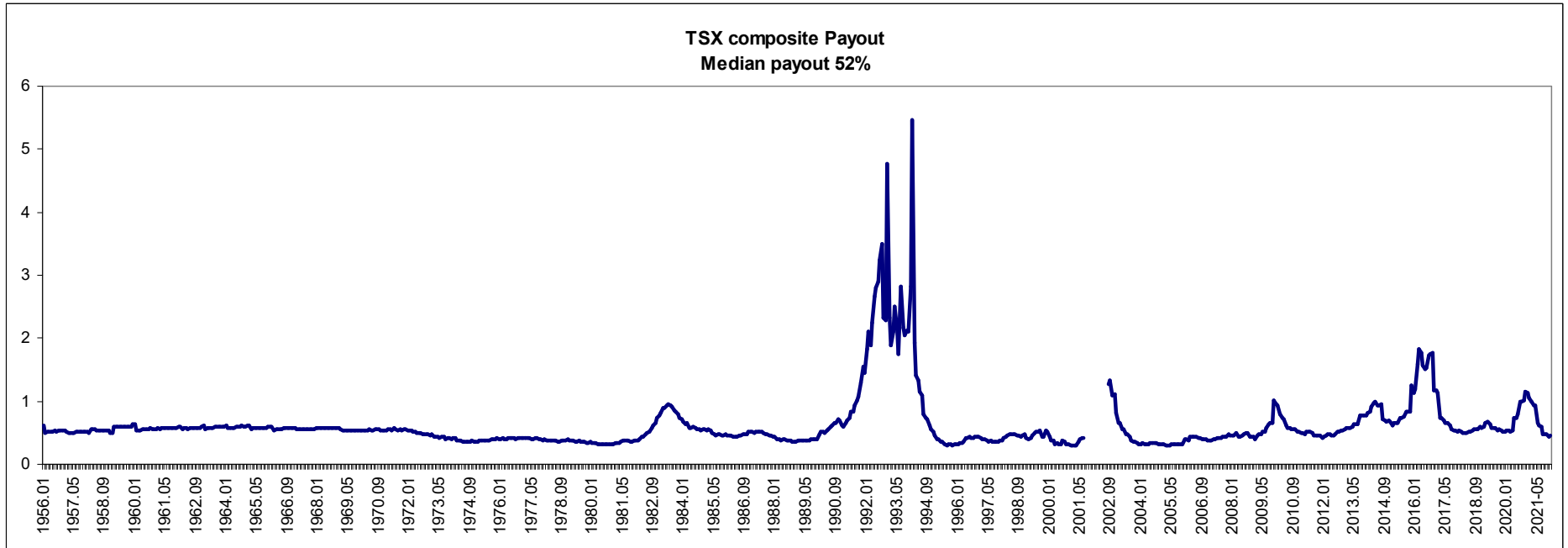
- Evaluating this model using historical data shows that ~50% of earnings growth is attributable to inflation and that income, notably dividends, is an important part of returns. And, as we have shown numerous times in the past, psychology (PE change) is a key driver of short-term returns. Over the longer term, however, real EPS growth is the major contributor to equity returns.
- We now need to establish a forward-looking (let's say, a decade long) estimate for each of the three broadly defined components in order to come closer to an equity return estimate. The steps to do this will be provided over the next few pages.

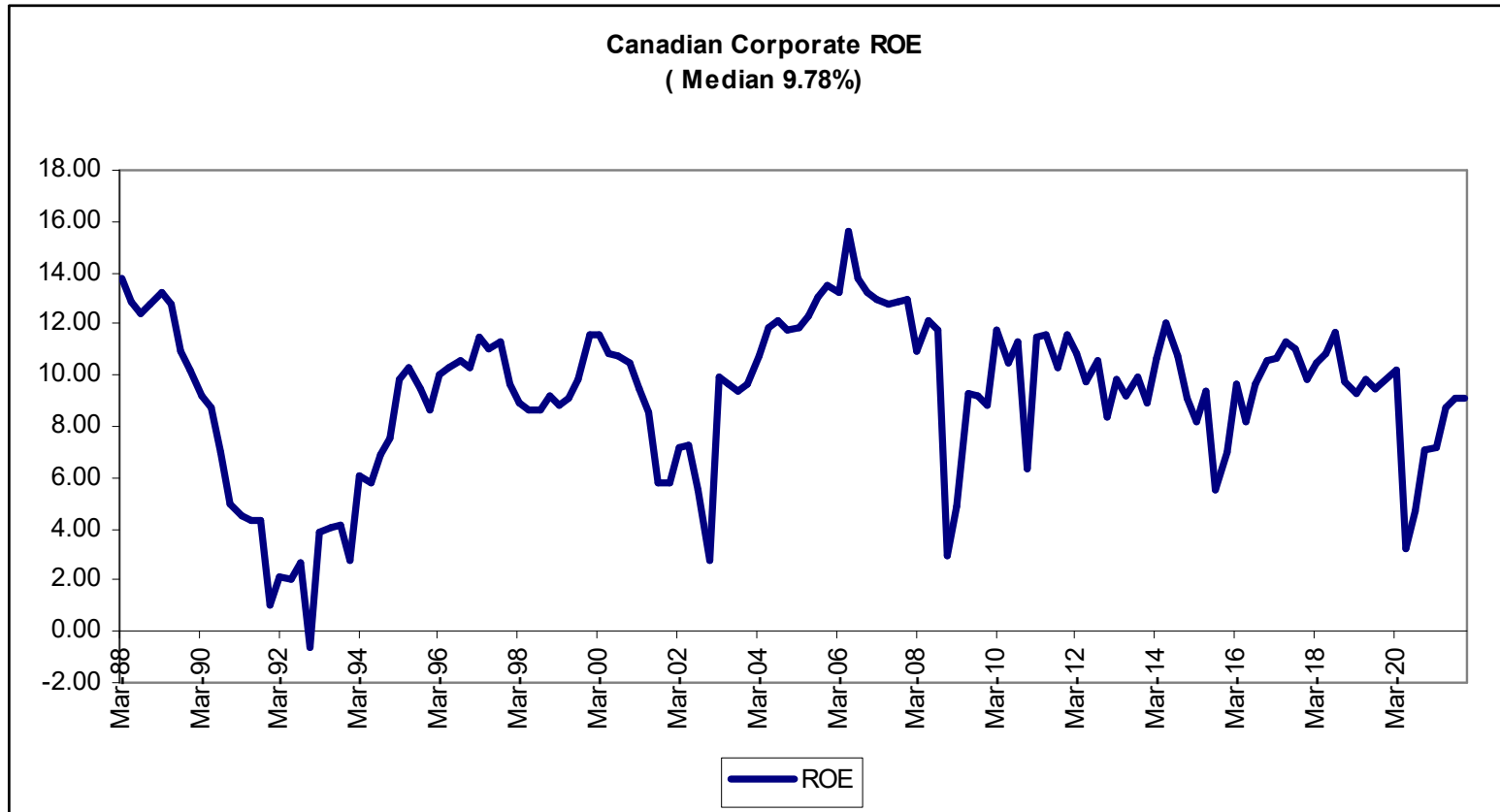


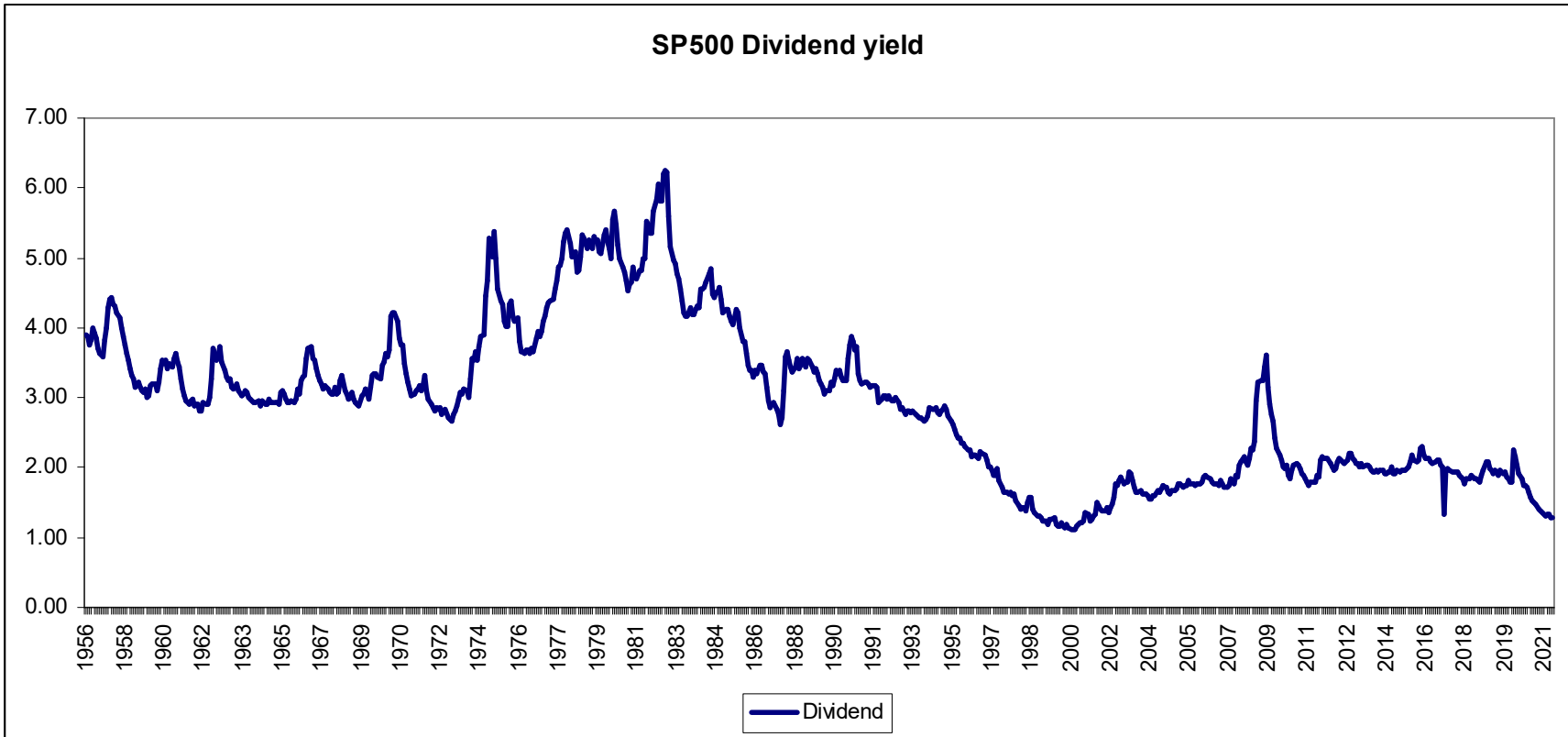


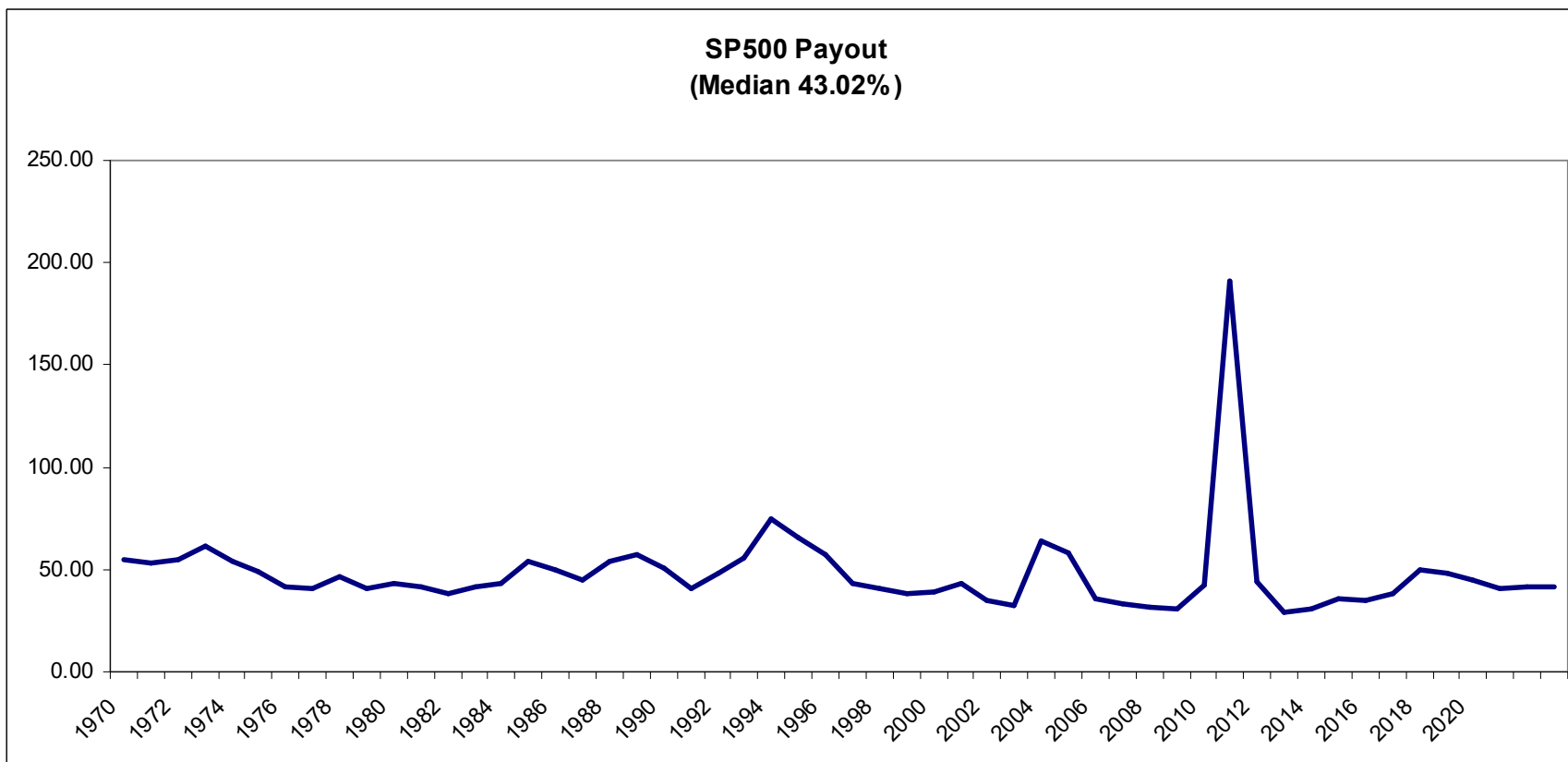


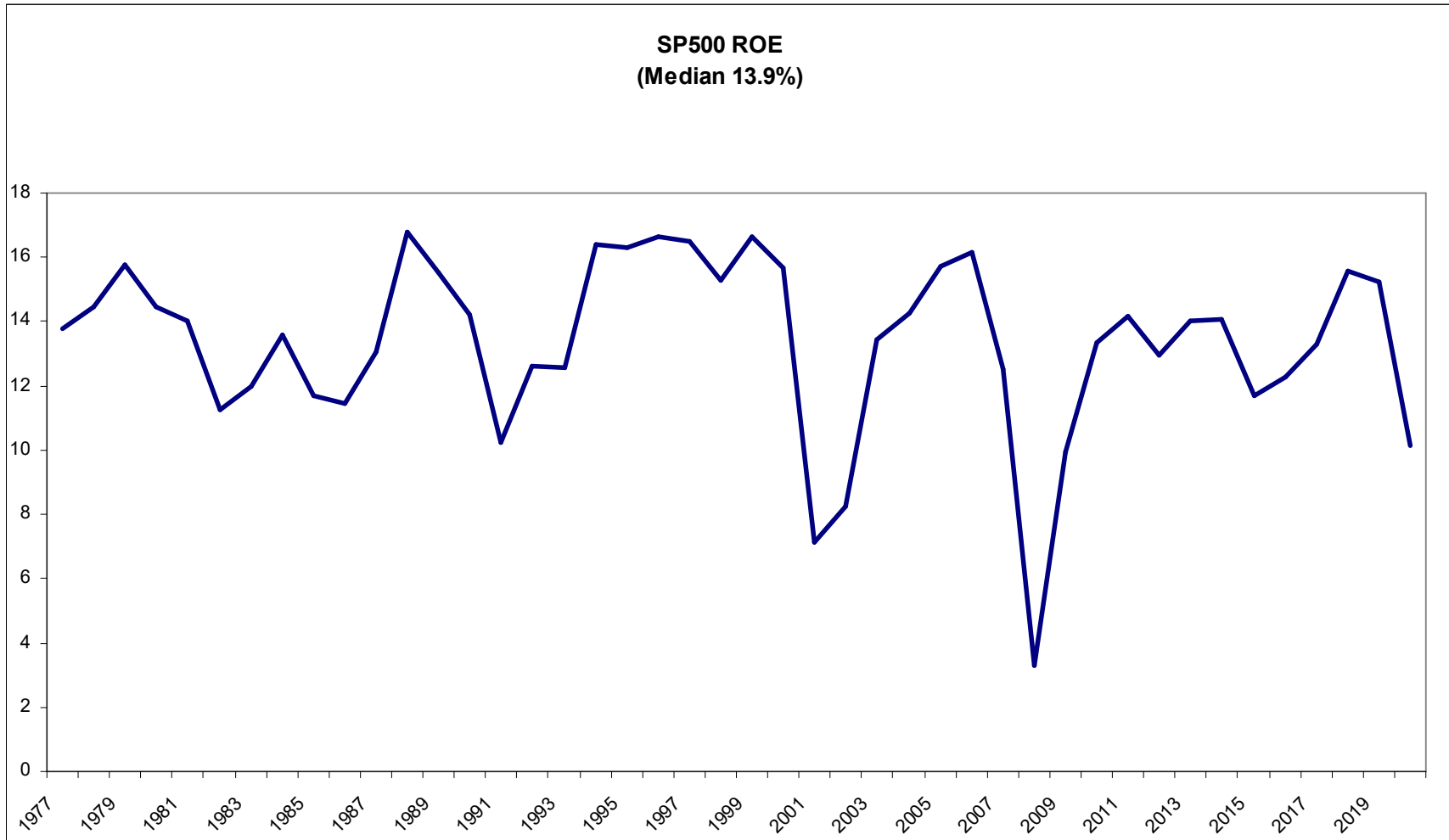
SCHEDULE 8











US Gas UHC Data

	MKT Value \$billion	Past growth	Future growth	# Analysts	Yield	K (<i>Est g</i>)	ROE	Retention	SUST G	K (<i>SG</i>)	MB	DPS	EPS
One Gas	4.15	15.32	2.9	7	3.02	6.01	9.05	0.40	3.63	6.76	1.79	2.28	3.81
Northwest Natural	1.43	-5.39	5.9	6	4.12	10.26	9.62	0.35	3.34	7.60	1.6	1.92	2.94
New Jersey Resources	3.96	50.73	6	5	3.46	9.67	8.68	0.10	0.85	4.33	2.24	1.39	1.54
Spire	3.32	-3.96	4.3	7	4.19	8.67	9.07	0.39	3.55	7.89	1.34	2.63	4.32
ATMOS	14.13	8.41	7.25	8	2.21	9.62	8.89	0.52	4.59	6.90	1.73	2.56	5.29
South West Gas	3.97	6.39	4	5	3.56	7.70	10.15	0.42	4.27	7.98	1.36	2.33	4.02
Average	5.16	11.92	5.06	6.33	3.43	8.66	9.24	0.36	3.37	6.91	1.68		
Median	3.97	7.40	5.10	6.50	3.51	9.15	9.06	0.40	3.59	7.25	1.67		

growth is over the past 5 years and that expected for the next five years

MKT Va; is the market value or capitalisation

K(*Est g*) is the implied discount rate using the analyst growth forecast

K (*SG*) is the growth using the current ROE and retention rate

ment of Lloyd's itself on a hypothetical hacker-caused blackout of the entire power grid of the American north-east. It estimated this would cause direct losses to business revenues of \$222bn, and a total dent in GDP of over \$1tn over five years.

Many insurers are turning to outside expertise. Matt Webb of Hiscox, a specialist insurer, describes an "arms race" between analytics firms such as RMS and Symantec, offering their long-standing modelling prowess (RMS is already well-trusted on hurricane modelling, for example) to help insurers understand their cyber-liabilities.

But even if exposures are better understood, limiting them may prove tricky. Kevin Kalinich of Aon, an insurance-broker, points to the near-impossibility of drawing a line, for example, between cyber-war or

cyberterrorism and "normal" hacking. Cyber-crime knows no geographical bounds, unlike, say, a Florida hurricane. Mr Webb reckons that insurance policies will at a minimum need explicitly to recognise that cyber-risks are covered or to exclude them—just as many policies already include exemptions for terrorism or war.

Although insurers are already helping companies with more humdrum data breaches, the industry still lacks a clearly formulated response to a larger-scale cyber-calamity. Inga Beale, CEO of Lloyd's, is optimistic that the market, thanks to its exacting modelling exercises and its unique risk-sharing structure, is better equipped than most. But only a devastating, real-life cyber-attack would test how effective its preparations have been. ■

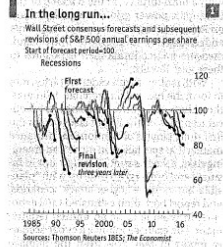
Analyst forecasts

Discounting the bull

Stock analysts' forecasts tend to be wrong in reassuringly predictable ways

"SELL-SIDE" analysts, whose firms make money from trading and investment banking, are notoriously bullish. As one joke goes, stock analysts rated Enron as a "can't miss" until it got into trouble, at which point it was lowered to a "sure thing". Only when the company filed for bankruptcy did a few bold analysts dare to downgrade it to a "hot buy".

Economic research shows that there is some truth to the ribbing. The latest figures from FactSet, a financial-data provider, show that 49% of firms in the S&P 500 index of leading companies are currently rated as "buy", 45% are rated as "hold", and just 6% are rated as "sell". In the past year, 30% of S&P 500 companies yielded negative returns.



Profits forecasts made more than a few months ahead have a dismal record of inaccuracy. According to Morgan Stanley, a bank, forecasts for American firms' total annual earnings per share made in the first half of the year had to be revised down in 34 of the past 40 years. Studying their forecasts over time reveals a predictable pattern (see chart).

In theory, a diligent share analyst should do his own analysis—that is, by projecting a firm's future revenue and expenses, and discounting them to the present. Such models, however, are extremely sensitive to different assumptions of growth rates. Since no one can know the future, analysts cheat.

Three statistical sins are common. Analysts can look at comparable companies to glean reasonable profits estimates, and then work backwards from their conclusions. Or they can simply echo what their peers are saying, and follow the herd. Or, most important, they can simply ask the companies they are following what their actual earnings numbers are.

Surveys conducted by Lawrence Brown of Temple University found that two-thirds of sell-side analysts found private calls with company managements to be "very useful" in making their estimates. Analysts' need to maintain relationships with the companies they cover must colour their projections. They are judged primarily on the accuracy of their short-term forecasts, so there is little risk in issuing flattering, if unrealistic, long-term projections. In the short run, however, they have an in-

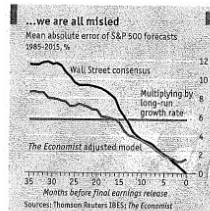
centive to issue ever-so-slightly pessimistic forecasts, so companies can "beat" expectations. Since the financial crisis, company profits have exceeded short-term analyst forecasts around 70% of the time.

So are forecasts are useless? Simply taking the market's earnings figures from the previous year and multiplying by 1.07 (corresponding with the stockmarket's long-run growth rate) can be expected to yield a more accurate forecast of profits more than a year in the future.

Yet the very predictability of the errors in analysts' forecasts suggests they could be informative, if they are properly interpreted. Taking forecasts of S&P 500 earnings from 1985-2005, *The Economist* has built a simple statistical model to try to take out the bias that taints Wall Street's prognostications. After controlling for the forecasts' lead time and whether or not they were made during a recession, we find that even our relatively crude model can improve upon the Wall Street consensus for forecasts made more than a quarter in advance (see chart).

Adjusting for bias in short-term forecasts is harder. It is tempting simply to accept the errors—after all, they tend to be off by just a little. Data from Bloomberg show that the 320 S&P 500 companies that beat earnings expectations in 2005 did so only by a median of 1.4%. An alternative is to look at crowdsourcing websites such as Estimize. There punters—some amateur, and some professional—are shown Wall Street consensus estimates and asked to make their own forecasts. Estimize users beat Wall Street estimates two-thirds of time.

To some extent, judging Wall Street by its ability to make accurate predictions is silly. Harrison Hong, an economist at Columbia University, reckons that stock analysts should be viewed "more like media". The latest forecasts aggregated by Thomson Reuters suggest that the S&P 500 will yield earnings per share of \$130.83 in 2017 and \$146.33 in 2018. According to our model, that would imply that they believe the actual numbers will be closer to \$127.85 and \$134.30. Share analysts want to tell the truth. They just like making it difficult. ■



Wall St.'s woeful forecasting not getting better

[David Parkinson](#) The Globe and Mail

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<http://www.theglobeandmail.com/globe-investor/investment-ideas/wall-sts-woeful-forecasting-not-getting-better/article4353202/>

Nearly a decade ago - about the time the bursting tech bubble had raised serious questions about conflicts of interest in Wall Street equity research - consulting firm McKinsey & Co. did a study on the accuracy of analysts' company earnings forecasts. The results were discouraging: Analysts were routinely over-optimistic about earnings growth, too slow to revise forecasts when economic conditions changed, and prone to increasingly inaccurate forecasts when the economy slowed.

Since then, major scandals involving tainted research have come to light, Wall Street's biggest firms have paid \$1.4-billion (U.S.) in penalties for those practices, and regulators have put rules in place aimed at creating equity research with more independence and distance from the investment-banking side of the business. Unfortunately, McKinsey reports, the changes have had little effect on the accuracy of analysts' projections.

Downturn reveals same old habits In an update of the 2001 study, McKinsey researchers found that from 2003 to 2006, analysts' earnings projections actually did look less unrealistically rosy. In each of those years, analysts, on average, actually underestimated S&P 500 annual earnings for significant portions of the year - and undershot through the entire year in 2005 and 2006.

But lest we think this was evidence of a new kind of thinking within Wall Street research departments, the Street's wide-eyed optimism came back with a vengeance starting in 2007.

Going back over the past 25 years, McKinsey found that, on average, analysts' earnings-growth forecasts "have been nearly 100-per-cent too high." Annual S&P 500 consensus growth forecasts have typically been in the 10- to 12-per-cent range, while actual earnings growth has averaged 6 per cent.

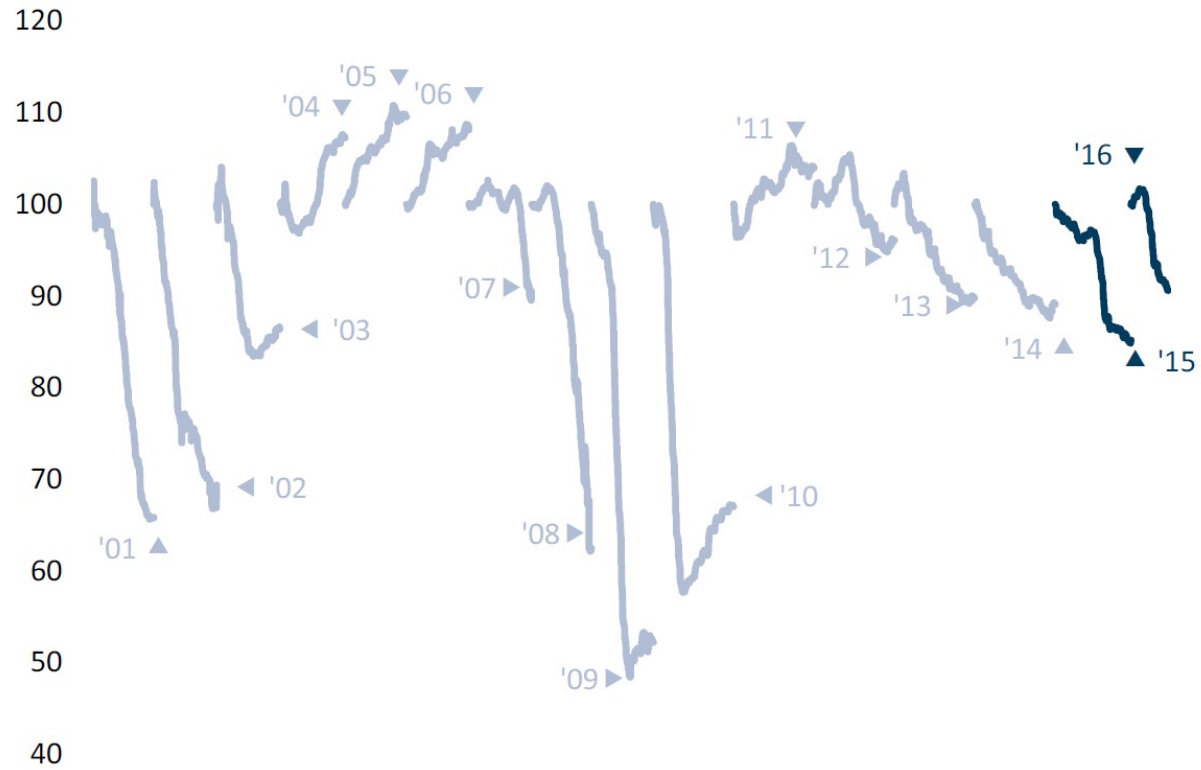
Broken-clock accuracy Looking at five-year rolling average growth estimates, there have only been two periods in the past 25 years when the earnings met or exceeded analysts' forecasts. Both were in recovery periods after the U.S. recessions of the early 1990s and the early 2000s.

"This pattern confirms our earlier findings that analysts typically lag behind events in revising their forecasts to reflect new economic conditions," McKinsey researchers wrote. "When economic growth accelerates, the size of the forecast error declines; when economic growth slows, it increases."

This pattern means that when the analysts are accurate with their forecasts, it's sort of the same way a broken clock is accurate - twice a day.

"As economic growth cycles up and down, the actual earnings S&P 500 companies report occasionally coincide with the analysts' forecasts."

Consensus Bottom-Up S&P 500 EPS Forecasts (Indexed to 100)



Note: Estimates are bottom-up and indexed to 100; shown from initial release through final/most recent results.
 Source: S&P, Thomson Financial, Compustat, FactSet and RBC Capital Markets

Source: RBC Investment Strategy Playbook, February 2016