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August 12, 2013

Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, Suite 2700
Toronto, Ontario
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Re: Board File No. EB-2010-0379

In response to the letter dated July 4, 2013 regarding the “Staff Report to the Board on Performance Measurement and Continuous Improvement for Electricity Distributors”, please find below Oakville Hydro’s responses and comments to the questions in Attachment B.

1. The existing service quality requirements (whether as mandatory requirements or as reported indicators) have been in place for a number of years. Do the prescribed performance standards set by the Board for distributors continue to be appropriate? Why? Why not?

- Connection of New Services;
- Appointment Scheduling;
- Appointments Met;
- Rescheduling a Missed Appointment;
- Telephone Accessibility;
- Telephone Call Abandon Rate;
- Written Response to Enquiries
- Emergency Response; and
- Reconnection Standards.

Response

The service quality requirements above continue to be of importance, however there may be some measures that the Ontario Energy Board may want to revisit in keeping with increasing customers satisfaction. In the context of the proposed scorecard, there appears to be too many measures that would make it complex for the average customer to understand.

2. If Board staff's recommended approach to establishing Customer Surveys were implemented:

a. How might the sharing of information amongst distributors be facilitated to encourage "good survey practices"?

Response

The customer survey information should be shared with the Board and subsequently would be made available to the public and other LDCs.

b. How would the Board know that a distributor's survey has been designed and implemented following "good survey practices"?

Response

The Ontario Energy Board could review annually the LDC's survey results and review the methodology as part of the LDC's Cost of Service application.

3. The Staff Report notes that the results of locally undertaken customer satisfaction surveys may not be readily comparable across distributors. What are the implications, if any, of customer satisfaction surveys not being comparable across distributors? –

Response

Locally undertaken surveys and their respective results will give LDCs the ability to identify their customers concerns and areas of improvement, but may not provide comparability to other LDCs.

4. To help the Board understand distributors' existing practices, the Board asks all distributors to provide with their written comments an overview of how they conduct their customer satisfaction surveys.

Response

Oakville Hydro engages a third party service provider to conduct the survey. The survey includes pre-developed customer service questions and then incorporates additional questions on relevant current industry related topics and/or specific areas that Oakville Hydro would like feedback on. Statistically relevant provincial and national comparisons form part of the survey for benchmarking purposes.

5. If Board staff's recommended approach were implemented, how might the sharing of information amongst distributors be facilitated to encourage the pursuit of "best practices" in relation to 1st Contact Resolution?

Response

A repository of existing LDC 1st Contact Resolution practices or a development of a “best practices document” based on a polling of information from LDCs which may assist in achieving best practices. This document would be made available for other LDCs.

6. To help the Board understand distributors’ existing practices, the Board asks distributors that currently measure 1st Contact Resolution to provide an overview of their approach in their written comments. –

Response

Oakville Hydro’s recently implemented a “one and done” approach to first call resolution which tracks how many calls are resolved without any escalation.

7. To help the Board understand distributors’ existing practices, the Board asks distributors that currently measure Billing Accuracy to provide an overview of their approach in their written comments.

Response

Oakville Hydro does not have a formal measure at this time.

8. Should the Board’s allowed ROE be included as a “target” on the Scorecard? Why?

a. If the Board’s allowed ROE were included on the Scorecard, which value would be appropriate: the recent value determined by the Board in its annual Cost of Capital Parameter Update (e.g., in the illustration of Board staff’s recommended Scorecard, this would be the value for 2011); or the value of the ROE that is embedded in the distributor’s base rates? Please provide a rationale for your response.

Response

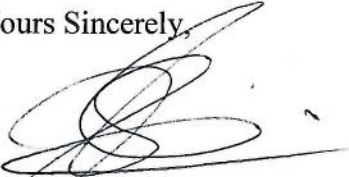
The ROE in the Financial Performance section of the proposed scorecard would be very difficult for the average customer to understand. This information is currently submitted by each LDC through their annual filing process.

9. The Scorecard has to be relevant and meaningful to all, including consumers. How might the results presented on Board staff’s recommended Scorecard be summarized in a manner that might be most easily understood by consumers?

Response

The presentation of the scorecard could be published on the LDCs and Ontario Energy Board's website in a simplistic summarized format. The current detailed metrics may confuse the customer.

Yours Sincerely,

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Jim Collins

*CFO, Vice President Corporate and Regulatory Affairs
Oakville Hydro Electricity Distribution Inc.*