



Utility Performance Management Survey

2013

Instructions and Guide

April 19, 2013

UPM Survey

Confidential

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1. Introduction

Welcome to the 2013 Utility Performance Management (UPM) Survey. This Guide to the Survey is intended to provide detailed instructions to assist you in completing the Data Input Form. Other clarifications and information may be provided as the survey proceeds and these will be placed on the web site to ensure all participants are working with a consistent understanding of the information.

As you read through the Data Input Form and the Guide, you may notice slight wording changes from previous years. These changes have been made for increased clarification and for consistency with the OEB data you collect. We continue to recognize that you are required to submit data to the OEB on a regular basis, and we wanted to ensure our definitions were consistent as much as possible with those of the OEB. For example, rather than asking for the *“Average number of residential customers”*, we are asking for the *“Number of residential customers”*, so you can use the year-end number, as you do with the OEB. The following pages identify all these changes and clarify what data you should input.

Once again the survey uses computed ratios. These ratios are calculated automatically by the template, based on the data you input. In most instances, a high-low range has been provided as a quick validity check of the results. If your ratio result is outside the typical range, it may reflect an inputting error. You should review your inputs and correct as necessary. It should also be noted, however, that not all results are “typical”.

Information printed in red in these guidelines is new for UPMS 2013 and is inserted to help clarify and explain new data collection and information requirements. Participants are invited to contact the Project Team Manager Bryan Boyce at any time to discuss issues affecting the survey’s completion. Changes to this document may be made as a result and will be uploaded as “Guideline Revisions” on the MEARIE web site. Please contact Bryan at (905) 866-2927 or by email gcblevn@sympatico.ca.

2. Confidentiality Protocol for UPMS 2013

The MEARIE Group recognizes the importance of maintaining the security of your information and has developed the following policy that applies to all participants (and their delegates) in the Utility Management Performance Survey, as well as G.C.B.L. Environmental (survey administrators) and The MEARIE Group.

An individual LDC will provide its authorization for the sharing of information identified as being information of that LDC by completing the Survey Data Submission. This will result in the LDC’s data being identified by name in the listing of participants. This enables participants to be aware of the names of the other participants in the survey to determine the relevance of survey data cuts (e.g. by geography or size).

Survey results will be reported only to those LDCs who participate in the survey and provide comprehensive data. Comprehensive participation means that each LDC is expected to match as many of the survey benchmark positions as they are able, and provide data for all incumbents of matched positions. **All participants must consider this information as strictly confidential.**

The results of the Utility Performance Management Survey will not be disclosed/sold to or shared with organizations that have not participated in the survey, whether by MEARIE Group or G.C.B.L. Environmental or survey participants. **Participants may not share the survey report/results with non-participant LDCs or any entity under any circumstances.**

Information in the G.C.B.L. Environmental database is maintained with the highest standards of confidentiality. Should you have any questions or for further information, please contact Bryan Boyce, President at G.C.B.L. Environmental at (905) 886-2927 or gcblenv@sympatico.ca.

The obligations of confidentiality set out in this policy are subject to the requirements of applicable law.

However, LDCs may not disclose the existence or results of the Utility Performance Management Survey to any regulatory body (or other person) unless compelled by law to do so, and if an LDC is compelled by law to make such a disclosure, it will give The MEARIE Group as much notice in advance as possible of the disclosure and the reasons the disclosure is legally required. In such circumstances, the LDC will take such steps as The MEARIE Group reasonably requests, or will co-operate with respect to any steps The MEARIE Group reasonably wishes to take, to contest or limit the scope of the disclosure.

The MEARIE Group will not be liable for breaches by participating LDCs of this disclosure policy.

3. Instructions

- i. After your utility has registered, read and understood the “Confidentiality Protocol for UPMS 2013”, please have one of the officers of the Utility sign the “Confidentiality Agreement” on behalf of the Utility. The individual signing the document should be the President or an officer who has the authority to bind the utility to the agreement. This will help assure everyone participating that there are suitable mechanisms in place to maintain confidentiality. The Project Team will maintain all information as confidential and in a secure manner. ***Once the confidentiality agreement has been signed and confirmed as received by “The MEARIE Group”, registrants will be sent an email with instructions on accessing the survey, or they will be sent the Survey and Guidelines directly from “The MEARIE Group” in order to begin completion of the survey. Registrants will be receiving a survey which includes their data from the previous three years in three separate drop-down columns. If the data was not provided for the three year period by the utility, registrants will only receive data from the years in which they have previously participated over that last three year(s). Registrants will not be required to select their utility from a list of utilities participating in the survey.***
- ii. Once you have downloaded the survey, save the EXCEL file to your own computer using the following naming convention: Your LDC Name_ Date_UPMS.
- iii. Input your responses directly into the Survey Form. Type only in the white or red cells. Yellow or grey cells cannot be changed. Also note that Excel will not permit you to enter words such as nil, zero or n/a. You must enter numbers. Do not cut and paste as this can destroy the formulas.

- iv. Each year we receive many questions regarding the use of the number 0 (zero) and/or leaving a question blank. The rule for this Survey is:

If you do not measure this data point or if the question does not apply to your LDC, leave the line blank (e.g. *Number of sentinel lighting customers*).

If however, you do measure this metric and the result is zero (e.g. *Number of long term absences*), enter the number 0 (zero). This distinction will enable us to calculate accurate averages.

- v. Once you have entered your data into the Survey, please take the time to check the ratios tabs. Seeing "Lower than Expected" or "Higher than Expected" beside a given ratio result will signal you to double check your input data.
- vi. When you have completed the Survey, please upload the EXCEL file according the instructions provided to you by "The MEARIE Group" as mentioned in step i) above.
- vii. **All surveys are to be completed and uploaded by Friday, May 31, 2013.**
- viii. **"2013 Utility Performance Management Survey Input Form Protocol"** The survey this year includes an extra page with a series of questions to help the Project Team identify important characteristics about your utility, which will enable us to make better assessments relative to your performance versus other participants. The page is entitled "2013 Utility Performance Management Survey Input Form Protocol" and has been developed to respond to comments from utility participants. Among other advantages, the answers to these questions will define for us who the contributors to the survey from staff have been, and thus who may be appropriate parties to contact if we need clarification on any statistical reference (utilities should highlight the key contact if that is desirable). It is valuable for the Project Team to have the contact information in the event that the primary contact is unavailable. Other advantages for the Project Team include the ability to profile the utility's operational characteristics and operational philosophy to help in the assessment of parameters affecting performance results. The answers to the questions following the contact list are designed to assist in that regard.

4. Guide to the Survey Questions

The following Sections provide definitions and guidance with respect to the data to be entered into the Survey. The topics are displayed in the order of the Survey Data Input Form and show the number assigned to each question (e.g. S19). Some sections contain new information while others repeat instructions from previous years' surveys to allow participants to refresh their understanding of the requirements for the data.

RRR information is acceptable wherever it can be used in the responses. The Project Team recognizes that the RRR report is being prepared at the same time and thus you may be able to integrate reporting for both RRR and UPMS 2013. The Project Team anticipates that each utility will use data that is of regulatory reporting quality or is from audited financial year end statements. In each case, the status of the data is assumed to be as accurate and as timely as possible based on its origin.

The Project Team is aware of the new guidelines issued by the Ontario Energy Board for “Electricity Distributors’ Reporting and Record Keeping Requirements (RRR)” April 2013, and the previously issued (January 2013) document. Every attempt has been made to ensure the consistency of definitions associated with statistics being gathered in the UPMS 2013 with RRR and other regulatory documents. Definitions associated with the various statistics will be as per regulatory guidelines in the event there is an inconsistency between the UPMS guideline and RRR protocols.

1) Utility Characteristics

New for 2013 are three additional questions under “Number of Transformers by Type”. They are:

S324: How Many Electricity Substations Do You Operate in Your Utility?

S325: What % of Your System Has Been Upgraded in the Last Year?

S326: What % of Your System Has Been Upgraded Since Rebasing?

In 2011, one minor wording change in “S6 Utility Average Load Factor (% as a whole number)” was made to ensure respondents provide a whole number in their response. This number should match the entry for RRR E2.1.5 Performance Based Regulation. It is equal to the Average Load/Capacity or Peak Load.

The following comment/question was added in 2012.

S293: Is The Utility Directly Connected To The IESO Grid?

The answer to the question will be a “yes” or “no” – use the drop-down box to select one or the other. The question is to reflect a change in the manner of reporting that is more consistent with RRR and is relevant to the changes that have been made in the “Customers” portion of the survey. This question is formatted in red to highlight the need for utilities which answer “Yes” to answer only those questions in the Customers section that are similarly formatted.

Note: Utilities which answer “No” to this question are asked to complete the responses that are not formatted in red.

Also for this year we have indicated that S21: Total Circuit Kilometers of Line will be calculated by adding S10 and S12 – being overhead and underground facilities respectively.

2) Customers

The number of customers asked for in each of these questions relates to year-end figures, rather than averages (consistent with OEB data). In all cases, bulk metered customers count as one (1) customer.

*For 2012, the following will be answered only by those utilities directly connected to the IESO grid and which answered “Yes” to S293. The statistics coincide with RRR requirements in reporting to the OEB and RRR responses may be used calculated on an annual basis. These questions are formatted in red in the body of the survey for ease of identification coinciding with the colour format of S293 above. (Note: Those utilities which answered “No” will only fill in the statistics with white response boxes.) **However, utilities who have answered***

“Yes” to S293 should also answer the retail customer questions – i.e., S200, S202, S203, S216, S218, S279, S280, and S281. These are white squares.

S294: Total Number of Hourly Ontario Energy Price (HOEP) Residential Customers.

S295: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Residential Customers.

S296: Total Number of Residential Customers Paying The Two-Tiered RPP Price.

S297: Total Number of Residential Customers Paying The RPP Time of Use Price.

S298: Total Number of Hourly Ontario Energy Price (HOEP) GS<50 kW Customers.

S299: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) GS<50 kW customers.

S300: Total Number of GS<50 kW Customers Paying The Two-Tiered RPP Price.

S301: Total Number of GS<50 kW Customers Paying The RPP Time of Use Price.

S302: Total Number of Hourly Ontario Energy Price (HOEP) $\geq 50\text{kW} \leq 4,999\text{kW}$ Customers.

S303: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) $\geq 50\text{kW} \leq 4,999\text{kW}$ Customers.

S304: Total Number of $\geq 50\text{kW} \leq 4,999\text{kW}$ Customers Paying The Two-Tiered RPP Price.

S305: Total Number of $\geq 50\text{kW} \leq 4,999\text{kW}$ Customers Paying The RPP Time of Use Price.

S306: Total Number of Hourly Ontario Energy Price (HOEP) Large User Customers $> 5,000\text{kW}$.

S307: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Large User Customers $> 5,000\text{kW}$.

S308: Total Number of Large User Customers $> 5,000\text{kW}$ Paying The Two-Tiered RPP Price.

S309: Total Number of Large User Customers $> 5,000\text{kW}$ Paying The RPP Time of Use Price.

S310: Total Number of Hourly Ontario Energy Price (HOEP) Street Lighting Customers.

S311: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Street Lighting Customers.

S312: Total Number of Street lighting Customers Paying The Two-Tiered RPP Price.

S313: Total Number of Street lighting Customers Paying The RPP Time of Use Price.

S314: Total Number of Hourly Ontario Energy Price (HOEP) Sentinel Lighting Customers.

S315: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Sentinel Lighting Customers.

S316: Total Number of Sentinel Lighting Customers Paying The Two-Tiered RPP Price.

S317: Total Number of Sentinel Lighting Customers Paying The RPP Time of Use Price.

S318: Total Number of Hourly Ontario Energy Price (HOEP) Seasonal Occupancy Customers.

S319: Total Number of Weighted Average Hourly Spot Market Price (WAHSP) Seasonal Occupancy Customers.

S320: Total Number of Seasonal Occupancy Customers Paying The Two-Tiered RPP Price.

S321: Total Number of Seasonal Occupancy Customers Paying The RPP Time of Use Price.

The following revisions were made to the survey in previous years. The explanations are once again included for your information.

These revisions were made in response to discussion and input from feedback during the teleconference and through emails. The revisions and additions to the General Service category have been made to achieve some consistency with the rates section. This specifically had to do with the General Service category in rates of customers with $\geq 50\text{kW}$ up to 999 kW load.

Revisions:

S217: Number of General Service Customers ≥ 50 kW up to 999kW.

S218: Number of General Service Customers ≥ 50 kW up to 999kW that are with a Retailer.

S33: Total Number of General Service Customers <50 kW ≤ 4999 kW.

S201: Total Number of General Service Customers <50 kW to ≤ 4999 kW that are with a Retailer.

Additions:

S278: Number of General Service Customers ≥ 1000 kW and ≤ 4999 kW.

S279: Number of General Service Customers ≥ 1000 kW and ≤ 4999 kW that are with a Retailer.

S280: Number of Sentinel Lighting Customers that are with a Retailer. The addition of this question responds to a request from 2009. If this is not measured leave blank. Note that because of the additional questions, 2009's responses to S217/S218 compare now to the totals of the responses to S217/S218 + S278/S279.

S281: Number of Seasonal Occupancy Customers that are with a Retailer. The addition of this question is for consistency with the other Customer information collected. If this is not measured leave blank.

S2: Number of Customers. This total is computed but should be compared to internal records for accuracy. Note: this number does not include seasonal occupancy.

S219: Total Number of Customers with a Retailer. This total is computed but should be compared to internal records for accuracy. Note: This number does not include seasonal occupancy.

Clarifications:

S166: Total Number of Regulated Price Plan (RPP) Customers. This question remains in place this year although many utilities do not record this number. The question should be answered only if your utility maintains records of RPP customers, otherwise leave it blank.

3) Customer Service

New questions were added in 2010 to reflect the increasing work load associated with energy policy decisions since the "Green Energy Act" legislation.

The information requested deals with Renewable Energy Generation connection processes. It is an effort to start compiling information on how LDCs are contributing to the implementation of energy policy and to ensure there is a record of the ongoing work. As data is compiled over the next few years, further analysis of the impact will be made, although some commentary may be forthcoming as a result of this year's submissions.

Additions:

S282: Total Number of Connection Impact Assessments (CIA) for Renewable Energy Generation >10 kW.

S283: Total Capacity of Connections for Renewable Energy Generation >10 kW.

S284: Total Number of Offers Made to Connect <10kW Renewable Energy Generation Projects.

S285: Total Number of Connections Made for Renewable Energy Generation <10kW.

S286: Total Capacity of Renewable Energy Generation Connections <10kW.

S287: % of Time Connection Impact Assessments Completed Within Regulatory Schedule Requirements.

As for the last two years, the definitions relating to the customer service questions are the same as those used for your reporting of SQI's to the OEB. In order to assist in this year's survey, the following information is again included in this guideline.

S221: Total Number of Qualifying Calls to Customer Care Number.

"Qualifying calls" are those calls received during the regular hours of operation of the LDC's customer care number and are either: (a) calls for which the customer normally reaches a customer service representative directly or has been transferred to a customer care line by a general operator; or (b) calls in which the customer has reached an interactive Voice Response ("IVR") system and selected the option of speaking to a customer service representative.

"Customer Care Number" means any telephone number that is given to the public by the LDC for the purpose of contacting the LDC on matters concerning customer care, including customer account enquiries and other customer service enquiries; or any number dedicated exclusively to the same purpose.

S220: Number of Qualifying Calls to Customer Care Number That Are Abandoned. This metric, along with S221, measures the degree to which you are answering your customers' calls. A call is considered "abandoned" if the call is dropped after an initial 30-second period.

S226: Number of Qualifying Calls to Customer Care Number Resolved at Time of Call. This question tracks "first call resolution" or the ability of your customer care function to resolve issues immediately. If you do not track this number, leave it blank.

S223: Total Number of Appointments Scheduled. This refers to the total number of scheduled appointments for the year. Include "rescheduled" appointments in this count. Appointments measured include, but are not limited to: disconnecting /reconnecting to effect maintenance or upgrades; connecting a new customer or new service; providing underground cable locates; inspections; gaining access to inside meters.

S222: Number of Appointments Scheduled Within 5 Business Days.

This tracks the number of appointments that are scheduled to take place within 5 business days of the day on which all applicable service conditions are satisfied.

S225: Total Number of Appointments Requiring Rescheduling. This question measures "workarounds"; i.e. it measures the number of appointments that need to be rescheduled by either the customer or the LDC.

S224: Number of Appointments Rescheduled Within 1 Business Day.

This question includes all of LDC attempts to contact the customer within one business day to reschedule the appointment, if an appointment needs to be rescheduled.

S227: Total Number of Bills Issued. This is the total number of customer bills created. This includes bills issued as arrears, but does not include notices to pay.

S228: Number of Bills Cancelled & Reissued. This is the number of bills that were cancelled and reissued for any reason.

4) Service Reliability

The questions on service reliability indicate to either “include Code 2” or “exclude Code 2”. These questions are intended to differentiate between interruptions caused within the distribution system and those caused from outside the LDC’s system. Code 2 refers to loss of power supply due to problems in the bulk electricity system, as shown below.

Cause of Service Interruption	
(Updated from Electricity Reporting and Record Keeping Requirements Version Dated May 2010)	
Code	
0	Unknown/Other Customer interruptions with no apparent cause that contributed to the outage
1	Scheduled Outage - Customer interruptions due to the disconnection at a selected time for the purpose of construction or preventive maintenance
2	Loss of Supply - Customer interruptions due to problems in the bulk electricity supply system. For this purpose, the bulk electricity supply system is distinguished from the distribution system based on ownership demarcation.
3	Tree Contacts - Customer interruptions caused by faults resulting from tree contact with energized circuits
4	Lightning - Customer interruptions due to lightning striking the distribution system, resulting in an insulation breakdown and/or flashovers
5	Defective Equipment - Customer interruptions resulting from equipment failures due to deterioration from age, incorrect maintenance, or imminent failures detected by maintenance
6	Adverse Weather - Customer interruptions resulting from rain, ice storms, snow, winds, extreme temperatures, freezing rain, frost or other extreme weather conditions (exclusive of Code 3 and 4 events)
7	Adverse Environment – Customer interruptions due to Distribution Equipment being subject to abnormal environments such as salt spray, industrial contamination, humidity, corrosion, vibration, fir or flowing water.
8	Human Element - Customer interruptions due to the interface of distributor staff with the system
9	Foreign Interference - Customer interruptions beyond the control of the distributor such as animals, vehicles, dig-ins, vandalism, sabotage and foreign objects

The table on the next page illustrates how the interruption information can be captured.

Sample - System Reliability Ratios Data & Collection - Anytown Hydro

Total Customers Served: **4300**

Interruption Data - Sustained Outages: 1 minute or more

Date	Location	Code/Cause	Customer Interruptions # Customers Affected	Duration (Hours)	Customer Hours	Due to Supply
			A		AxB	
Jan 5	West Sub'd	8 Car Accident	24	2.00	48	No
Jan 22	Main St	4 Lightning	436	0.50	218	No
Mar 23	Substation 2	2 OH Supply	1,566	1.25	1,958	Yes
Mar 23	Substation 2	2 OH Supply	60	3.00	180	Yes
Aug 4	High Street	8 Car Accident	24	2.50	60	No
Sept 25	White Street	5 Defect Switch	62	1.75	108	No
Nov 15	W End of Town	5 Defect Cable	1,250	1.50	1,875	No
Totals			3,422		4,447	
Supplier-Caused			1,626		2,138	
INTERRUPTION DATA (MOMENTARY < 1 MINUTE)						
Date	Location	Code/Cause	Customer Interruptions # Customers Affected		Due to Supply	
Jan 3	Smith Street	0 Unknown	240		No	
Mar 24	Substation 2	2 OH Supply	1,566		Yes	
July 1	Downtown	8 Car Accident	560		No	
Nov 29	Feeder 5F8	0 Unknown	430		No	
Total			2,796			
Supplier- Caused			1,566			

S102 Total Customer Hours of Interruption (include Code 2). This is the total number of customer hours of interruption (e.g. AxB = 4447, as per the Table on pg 8).

S103: Total Customer Hours of Interruption Due to Supply (Code 2). This is the number of customer hours of interruption caused by supply (e.g. AxB for Code 2 = 2138, as per the Table on pg 8). *It should be equivalent to the difference between S102 and S272.*

S272: Total Customer Hours of Interruption (exclude Code 2). This is the number of customer hours of interruption, NOT caused by Code 2; i.e. customer hours of interruptions in the LDC's system (S102- S103 = 2309, as per the Table on pg 8).

S229: Total Number of Customers Experiencing 4 or More Interruptions. This refers to the number of customers who had four or more power interruptions, regardless of reason, in the year.

S230: Total Number of Customers Experiencing an Interruption Lasting Six (6) Hours or More. This refers to the number of customers who had power interruptions lasting six or more hours, regardless of reason, in the year.

Additions:

From feedback received during the 2009 survey the following query was added to the Service Reliability Section, and retained in this year's survey.

S292: Of the number of 6 hour interruptions, how many were done because of Code 2 planned outages?

5) Base Regulated Rates

S78 and following. The rates to be provided are the Base Regulated Rates at the end of 2011. Do not include Rate Riders in any of the inputs. If there are different rates for different service areas, provide weighted average rates by customer count for monthly service charges and by volume for distribution charges. If there are no customers in a particular class, leave blank.

S79: Distribution Charge (for LDCs with urban and rural rates, input the average of the two rates.) This figure includes Distribution charges only, not Retail Transmission Rate, Wholesale Market nor Rural Rate Protection Plan.

Revision:

S99 has had a simple change made to clarify the intent of the query.

S99: Current Year (2011) Unbilled in kWh.

6) Customer Demand & Revenues

In 2013, an addition has been created:

S327: Total Number of Bulk Metered Customers

The addition is designed to help define the impact of bulk metering.

In 2012 the following addition was made as follows:

S322: Of the Number of Customer Reads In S169, How Many Are Done Manually

This question was added to provide a mechanism for determining how meter reading is evolving to remote reads across the utilities surveyed and thus affecting cost efficiency.

This section had previously been updated in 2011 and other years for consistency with the changes made to the Customers section and to be compatible with the Rates section at that time and from other years. These updates are included here once again for information. Please note that “kWh billed” for all customer classes includes uplift.

S231: Total General Service (<50kW) kW Billed. It is often the case that under 50 kW customers do not have demand meters and therefore do not get billed demand (although this may change) so this cell can be left blank in those cases.

S237: Total kWh Billed. This is a computed number based on your inputs to the previous questions. This can be compared to internal records to confirm accuracy of inputs.

S238: Distribution System Losses (%). This is the same number as the one that you report to the OEB. Enter the number to 4 decimal places; e.g. 3.1678% should be entered as 3.1678. If the utility does not have this percentage, it can be calculated by dividing the Distribution system losses (kWh) by [total billed kWh in 2011] plus (unbilled kWh at end of 2011) less (unbilled kWh at year end 2009).

Revisions:

For consistency with Rates and with Customer wording changes, the following revisions have been made:

S232: Total General Service (>=50kW <=4999kW) kWh Billed.

S233: Total General Service (>=50kW <=4999kW) kW Billed.

7) Human Resources

In order to deal with clarification of the intent, the following statistics have been reworded.

S245: Total Third Party Costs for Staff Development (does not include safe work training.)

S246: Total Internal Costs for Staff Development (include internal labour costs of participating, but **not** safe work training.)

A new statistic has been added as follows:

S328: Total Cost of Staff Development Training and Staff Safety Training” in order to help define training cost proportions.

S3: Number of FTEs -Full Time Equivalents. This is the **year-end** number of LDC employees. The number is expressed as FTE's in order to capture all part-time workers; for example two part-time staff = 1 FTE. This metric includes the total number of employees in the LDC plus employees of the Affiliates whose work is primarily in relation to LDC's operations. This number usually does not include students, and should not include vacancies even if you plan to fill them.

S239, S240, S241. These three questions are looking for the split among front-line, management and executive level staff. The total should equal the number shown in S3. Management is supervisory staff; and executive level refers to the top rank in the company. There has been a change in the treatment of Front Line Staff (FLS). S241 now asks for the total number of FLS and the "union member" qualifier has been removed. This has been done to recognize some unique situations in some utilities. These three should still reflect the **total number of staff** in the utility and will be used to compute the ratio of customers to FTEs found in S16. An additional question S288 has been added and will be used to compute the number of union staff among the population of FTEs.

Revisions:

S241: Of FTEs, Number That are Front Line Staff.

S112: Total Number of Payable Employee Hours. S112 has been worded differently as this result should equal the sum of S111: Total Paid Regular Hours, and S110: Actual Overtime Hours Worked. The resulting ratio MR030 shows the percent of total payable hours that is represented by overtime.

Addition:

S288: Of FTEs, Number that are Union.

Other Clarifications:

S16: Number of Customers per FTE. This is a computed number, derived from S2/S3.

S242: Total Cost of Compensation Packages. This figure includes all salaries, wages, and benefits, such as life, health, dental, LTD insurance and automobile allowances. Exclude payroll deductions such as CPP, EI, EHT and OMERS. The cost of benefit programs for retired employees should not be included. The total cost is actual for the entire year, and includes all staff and any students hired.

S108: Number of Occurrences of Short Term Absenteeism. This is the total number of absences that are 5 days or less. Include absences in affiliates of employees dedicated to LDC operations.

S243: Number of Long Term Absences. This is the total number of absences that are over 5 days in length. Include absences in affiliates of employees dedicated to LDC operations.

S113: Total Number of Compensable Injuries. This is the total number of injuries where compensation was paid. This figure includes all compensable injuries including whether paid for by WSIB, short term, or long term payment programs.

S114: Number of Days Lost. If hours missed due to modified duties are tracked they may be included in this total. To get the total number of days lost, divide the total number of hours missed by 8.

S245: Total Third Party Costs for Staff Development. This includes all training costs involving third parties. Include trainer costs and travel and accommodation expenses. Exclude costs relating to staff time. **Do not include** costs of training on Safe Work Practices.

S246: Total Internal Costs for Staff Development. This includes all training costs incurred inside the company, including labour costs of organization and participation. This figure also includes food, refreshments, and training materials. Off-site conferences and seminars are not included, and safety training is excluded.

S14: Total Costs of Staff Development. This is a computed number of S245 + S246.

S155, S168: Safety Training on Work Practices. These two metrics include the following: in-house or externally provided technical and trades training (original & refresher); trades certification training (apprenticeships); JHSC certification training; re-certification training (first aid, CPR etc.); H&S related policies, procedures and work instructions; driver education/training provided as part of a formal program or as content at safety meetings; ergonomics training; and wellness training (warming up for work, back care, etc.).

S247, S248, S249, S250, S251, S252, S253: Age of Employees. These questions are intended to provide information on demographic trends in the industry and in your LDC. The number of employees rather than FTEs should be used in the calculations. Include all employees of the LDC and those in affiliates primarily working on LDC operations.

S256: Number of Employees (FTEs) that Retired or Resigned During the Year. Include all employees of LDC and those in affiliates primarily working on LDC operations.

8) Financial

Assets

All figures shown in **Assets** should be consistent with those reported in the RRR filing.

S55: Inventory. Enter the value of year-end Inventory.

S276: Net Book Value of In-Service Assets. This seeks information on the Total Book Value of Fixed Assets that are in-Service less the Accumulated Depreciation of those fixed assets. It can include trucks, buildings and land.

S258: Other Assets and Deferred Charges. This cell will accept negative numbers.

Liabilities and Equity

All figures shown in **Liabilities and Equity** should be consistent with those reported in the RRR filing.

S53: Total Equity. This is the total value of the equity, including share capital and retained earnings. It is the sum of Uniform System of Accounts: 3005, 3008, 3010, 3020, 3026, 3030, 3035, 3040, 3045, 3046, 3047.

S264: Liabilities and Equity. This number is computed by adding S261, S56, S262 and S53. It should have the same value as S260 Net Book Value of Assets.

Revenues

All figures shown in **Revenues** should be consistent with those reported in the RRR filing. Exclude all rate riders in S39, S41, S43, S189 and S192.

S189: Total Street Lighting Distribution Revenue. Enter Street Lighting Revenue if it is included in your Distribution Revenue and has not been captured in **S39, S41 or S43**.

S192: Total Sentinel Lighting Distribution Revenue. Enter Sentinel Lighting Revenue if it is included in your Distribution Revenue and has not been captured in **S39, S41 or S43**.

S44: Total Electricity Service Revenue. This figure should equal Total Electricity Distribution Revenues (S46) + Revenue from the Sale of Power (S265). It should NOT include Total Other Operating & Financial Revenue (S266).

S45: Total Revenue Including Sale of Power. This figure should be equal to Total Electricity Service Revenue (S44) + Total Other Operating and Financial Revenue (S266). **Note: For the 2012 UPMSurvey and subsequent surveys, we have made this a formula and it will automatically calculate and fill in the number.**

S46: Total Electricity Distribution Revenue. Do not enter anything. This total is computed by adding S39, S41, S43, S189, and S192.

S266: Total Other Operating & Financial Revenue. This includes all other miscellaneous charges and revenues, such as pole rentals, interest earned, etc. Do not include the flow-through sale of power.

S190: Total Amount of Distribution Revenue that Relates Specifically to Recovery of Regulated Assets. Enter the value of your revenue from recovery of regulated assets. This year, you can enter a zero or a negative number if that applies to you. This figure refers to the actual value that goes into Distribution Revenue (Income Statement) from Recovery of Regulated Assets.

Expenses

S67: Total Operations and Maintenance Expenses. This includes all costs relating to transformation, distribution and utilization expenses. Do not include Taxes of all types; or extraordinary or unusual items reported in the statement of operations, depreciation, or financial expenses. (The accounts included in this measure are some of the 5000 and 6000 Series accounts.)

S267: Transformation Costs. If this question applies to you, enter the amount included in S67 for transformation costs (Accounts 5014, 5015, 5112). If the question does not apply, leave it blank; do not enter zero.

S13: Contractor Expense. Include all expenses paid to external contractors for such services as line clearing, tree trimming, fleet maintenance, janitorial services, meter reading and maintenance and engineering design services. Do not include street lighting maintenance if it is a flow-through cost to your street lighting customer. Do not include overheads.

S68, S70, and S72 query the Labour Component of the Expenses Associated with Utility activities. Do not include benefit expenses in these responses.

S73: Expenses – Financial. This category includes all interest costs – both short term and long term – as well as any other costs incurred and associated with raising capital.

S71: Total Administration Expense. This includes all costs relating to general administrative functions. Do not include extraordinary or unusual items reported in the statement of operations, depreciation, or financial expenses. Include management fees charged by holding companies, general expenses and community relations expenses.

Other Financial Data

Statistics S76 and S153 have had the word “electrical” added to clarify that the Accounts Receivable are to be those associated with electricity operations only.

S76 Accounts Receivable – Unbilled Electrical Revenue at Year End.

S153 Accounts Receivable – Unbilled Electrical Revenue Average for the Year (average of 4 quarters)

Also, S77 and S158 have been reworded as follows:

S77: Actual Write-Offs – Total for All Accounts Written Off (do not include bad debt)

S158: Bad Debt Expense Only (does not include write-offs reported in S77)

S48: EBITDA. This is the dollar amount of all Earnings Before Interest, Taxes, Depreciation and Amortization for the year, as reported in the RRR filing. Exclude non-regulated earnings.

S213: EBIT. This is the dollar amount of all Earnings Before Interest and Taxes for the year, as reported in the RRR filing. Exclude non-regulated earnings.

S49: Long Term Debt Service for the Year. This includes interest and repayment of principal and lease payments.

S50: Total Debt. This is the total value of all debt outstanding (both short and long term). Do not include long-term customer deposits or regulatory liabilities.

S268, S269. These two questions relating to Total Debt (S50), distinguish between commercial debt and shareholder debt.

S75: Accounts Receivable - Electrical Energy. This includes billed amounts only. Unbilled revenue accrued at year-end is not included.

S153: Accounts Receivable: Unbilled Revenue Average for the Year (average of 4 quarters). If this figure is only determined once per year, at year end, leave this question blank.

S77: Actual Write-offs. This is the value of customer accounts actually removed from accounts receivable during the year. This is the total of all accounts written off and is not the bad debt expense.

S158: Bad Debt Expense. This includes all bad debts not written off during the year.

S204: Customer Deposits. This is the year end value of customer deposits collected.

S167: Deferred Tax for the Year. This figure is asking for any tax amounts that you've collected, but have not paid/remitted on your 2011 tax return (i.e., taxes that have been deferred.)

S173: Dividends Paid. This is the total value of dividends paid (not declared) during the year. This figure typically reflects strategic choice or policy.

S271: Controllable Costs. This is the SUM of: [Distribution System Operating Expenses + Distribution System Maintenance Expenses + Billing & Collections Expenses + Administrative & General Expenses] MINUS Bad Debt Expense.

S214: Full Year Cost of All Materials Used. The purpose of this question is to enable analysis of what the inventory turnover typically is for the average LDC. Also, along with S55, it will inform a future study of an appropriate level of inventory.

Capital Expenditures for the Year

S273: Gross In-Service Capital Additions for the Year. This includes the expenditures on capital additions that have come into service in 2011. It does not include taxes.

S8: Gross Capital for the Year. This includes all capital expenditures, work in progress and net capital contributions (which may be positive or negative). It does not include taxes.

S273 and S8. S273 is looking for the value of capital additions that your utility brought "In Service" in 2011. This can include capital contributions, as long as they were brought into service in the 2011 year. The Assets for which you spent Capital in S8 may or may not yet be "In Service". As well, some Capital from 2010 might have come into service this year and this would be captured in S273. However, if there is no carry over from 2010, and if all Capital in S8 did come into service in 2011, then S273 will equal S8.

S9: Contributed Capital for the Year. This is the total of non-refundable, required contributions for capital assets acquired by the utility. These capital assets may be built or acquired by either the utility or the contributor. They will include, for example, contributions in aid of construction, development charges, and levies collected in the course of installing electric services.

9) Smart Meters

The implementation of the smart meter program in Ontario has been ongoing for a number of years and most utilities have now completed their initial planned changes to their meter “fleet”. Our data has primarily tested these planned implementation results. **The UPMS 2013 continues to include these questions concerning the smart meter program to maintain a record of this program for future analysis.**

In 2012, we added a question as follows:

S323: How many Customers of The Utility Do Not Use a Smart Meter?

The purpose of this question is simply to establish a relationship of smart meter implementation to non-smart metered customers at a point in time where most initial program implementation has been completed. This will enable us to more adequately consider the data being gathered on smart metering and the impact on operations of persons not using a smart meter.

The purpose of collecting data related to Smart Meters is to compile information and records of how LDCs are progressing towards Smart Meter full implementation. After several years of data are available, there will be sufficient information to initiate analyses of the data. At this point we are building the data base of information. The additions below are designed to complement the data gathered to date. These additions have also been made to achieve consistency with OEB reporting on smart meter roll out progress.

Additions:

S289: Number of Meters Installed for Residential.

S290: Number of Meters Installed for General Service <50kW.

S291: Total Number of Smart Meters to be Deployed in the Utility.

Other Clarifications:

S207: Total Dollar Amount Spent on Smart Meters. This value should include all life-to-date expenses related to Smart Meters up to the end of December 2011. This figure should include all dollars spent, including the charges transferred out of the various variance accounts.

S210-212: In relation to Smart Meters, these questions ask for the amounts transferred from variance accounts to the balance sheet accounts.

These items are meant to capture the dollar values that LDCs may have transferred out of their Variance Accounts to another balance sheet account. These transfers would assist in understanding the true total life-to-date (until December 2011) expenditures on Smart Meters by category. (Capital, Operations, Maintenance).

10) New Ratios

Two new ratios were introduced in 2010. They are provided here for your information again this year. You do not need to compute these; they will be computed based on the information you provide in the survey. All other ratios remain the same at this time and can be referenced in last year's materials.

These new ratios pertain to Human Resources.

MR170: Percent of Total Staff in Union positions = $(100 * S288 / S3)$.

MR180: Percent of Total Front Line Staff in Union positions = $(100 * S288 / S241)$



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