

# Scorecard - Erie Thames Powerlines Corporation

8/29/2018

Performance Outcomes	Performance Categories	Measures	2013	2014	2015	2016	2017	Trend	Target		
									Industry	Distributor	
<b>Customer Focus</b>  Services are provided in a manner that responds to identified customer preferences.	Service Quality	New Residential/Small Business Services Connected on Time	98.80%	99.40%	98.40%	99.60%	98.84%	↑	90.00%		
		Scheduled Appointments Met On Time	100.00%	100.00%	100.00%	100.00%	99.54%	↓	90.00%		
		Telephone Calls Answered On Time	95.80%	95.50%	98.40%	98.40%	96.23%	↑	65.00%		
	Customer Satisfaction	First Contact Resolution			99.7%	99.85	99.54	99.81%			
		Billing Accuracy			99.85%	99.46%	99.50%	99.50%	↓	98.00%	
		Customer Satisfaction Survey Results			100 %	89%	89	89%			
<b>Operational Effectiveness</b>  Continuous improvement in productivity and cost performance is achieved; and distributors deliver on system reliability and quality objectives.	Safety	Level of Public Awareness			83.40%	83.40%	84.10%				
		Level of Compliance with Ontario Regulation 22/04 <sup>1</sup>			NI	C	C	C	C	↔	C
		Serious Electrical Incident Index	Number of General Public Incidents	0	0	0	0	0	0	↔	0
	Rate per 10, 100, 1000 km of line		0.000	0.000	0.000	0.000	0.000	0.000	↔	0.000	
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted <sup>2</sup>	0.41	0.59	0.73	1.46	0.90	0.90	↓	0.99	
		Average Number of Times that Power to a Customer is Interrupted <sup>2</sup>	0.20	0.30	0.48	0.24	0.35	0.35	↓	0.41	
	Asset Management	Distribution System Plan Implementation Progress			In Progress	94%	104	87%			
	Cost Control	Efficiency Assessment			3	3	3	3	3		
		Total Cost per Customer <sup>3</sup>			\$610	\$631	\$656	\$676	\$669		
Total Cost per Km of Line <sup>3</sup>				\$32,792	\$33,707	\$34,342	\$36,550	\$36,514			
<b>Public Policy Responsiveness</b>  Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements imposed further to Ministerial directives to the Board).	Conservation & Demand Management	Net Cumulative Energy Savings <sup>4</sup>			18.75%	31.33%	73.15%		27.63 GWh		
	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time			100.00%	100.00%	100.00%				
		New Micro-embedded Generation Facilities Connected On Time	100.00%	92.86%	100.00%	100.00%	100.00%	↑	90.00%		
<b>Financial Performance</b>  Financial viability is maintained and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)	0.75	0.58	0.85	0.88	0.90				
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	1.19	1.05	1.59	1.55	1.37				
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	9.12%	9.12%	9.12%	9.12%	9.12%			
			Achieved	11.80%	10.63%	9.39%	9.33%	9.22%			

1. Compliance with Ontario Regulation 22/04 assessed: Compliant (C); Needs Improvement (NI); or Non-Compliant (NC).

2. The trend's arrow direction is based on the comparison of the current 5-year rolling average to the distributor-specific target on the right. An upward arrow indicates decreasing reliability while downward indicates improving reliability.

3. A benchmarking analysis determines the total cost figures from the distributor's reported information.

4. The CDM measure is based on the new 2015-2020 Conservation First Framework.

**Legend:** 5-year trend  
 ↑ up   ↓ down   ↔ flat  
 Current year  
 ● target met   ● target not met