

UNDERTAKING NO. J1.2

REFERENCE

Hearing Day May 9, 2011 Tr. p. 50

UNDERTAKING NO. J1.2: TO CONFIRM WHETHER THE METRICS DEVELOPED IN 2010 WERE IMPLEMENTED IN 2010, and IF SO, WHEN; AND HAS THERE BEEN ANY ASSESSMENT OF THOSE METRICS, AND, IF SO, TO PROVIDE A SUMMARY OF ASSESSMENT.

RESPONSE

The OPA implemented efficiency metrics and management processes to review key operational objectives in 2010. These metrics were developed as part of the OPA's annual business planning process in 2009. The actual results against these metrics are reviewed on a quarterly basis with divisional VPs, CEO, OPA Board of Directors, and employees.

The metrics are re-evaluated on an annual basis during the business planning process.

