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## WATERLOO NORTH HYDRO INC.

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September 2, 2015

Ontario Energy Board  
P.O. Box 2319  
27<sup>th</sup> Floor  
2300 Yonge Street  
Toronto, Ontario  
M4P 1E4

**Attention: Ms. Kirsten Walli, Board Secretary**

Dear Ms Walli:

**Re: Re: January 1, 2016 Cost of Service Rate Application / EB-2015-0108 –  
Interrogatory Response – 1-Staff-16**

Waterloo North Hydro Inc. (WNH) is filing its Response to Board Staff's Interrogatory 1-Staff-16, which states *"Please update the scorecard to include data for 2014."* WNH has attached its 2014 Scorecard as its response.

We enclose two (2) hard copies of WNH's Interrogatory Responses.

WNH has previously forwarded the PDF version for this Interrogatory Response via the Board's web portal.

If there are any questions, please contact Chris Amos at 519-888-5541, [camos@wnhydro.com](mailto:camos@wnhydro.com) or Albert Singh at 519-888-5542, [asingh@wnhydro.com](mailto:asingh@wnhydro.com).

Yours truly,

*Original Signed By*

Albert P. Singh, MBA, CPA, CGA  
Vice-President, Finance and CFO

Scorecard - Waterloo North Hydro Inc.

9/2/2015

Performance Outcomes	Performance Categories	Measures	2010	2011	2012	2013	2014	Trend	Target	
									Industry	Distributor
Customer Focus  Services are provided in a manner that responds to identified customer preferences.	Service Quality	New Residential/Small Business Services Connected on Time	100.00%	100.00%	100.00%	100.00%	100.00%	➡	90.00%	
		Scheduled Appointments Met On Time	96.90%	99.70%	99.80%	99.90%	99.60%	⬆	90.00%	
		Telephone Calls Answered On Time	88.70%	91.50%	87.60%	95.10%	88.80%	⬆	65.00%	
	Customer Satisfaction	First Contact Resolution					99.93%			
		Billing Accuracy				.306	99.96%	➡	98.00%	
		Customer Satisfaction Survey Results					96%			
Operational Effectiveness  Continuous improvement in productivity and cost performance is achieved; and distributors deliver on system reliability and quality objectives.	Safety	Level of Public awareness [measure to be determined]								
		Level of Compliance with Ontario Regulation 22/04	C	C	C	C	C	➡		C
		Serious Electrical Incident Index	1	2	1	1	0	⬇		1
			Rate per 10, 100, 1000 km of line	0.649	1.293	0.649	0.642	0.000	➡	0.453
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted	0.76	0.75	1.66	5.17	0.81	⬆		at least within 0.75 - 5.17
		Average Number of Times that Power to a Customer is Interrupted	0.85	0.85	1.39	3.14	1.21	⬆		at least within 0.85 - 3.14
	Asset Management	Distribution System Plan Implementation Progress					99.73%			
	Cost Control	Efficiency Assessment			3	3	3			
		Total Cost per Customer <sup>1</sup>	\$617	\$695	\$673	\$728	\$760			
		Total Cost per Km of Line <sup>1</sup>	\$20,721	\$23,717	\$23,080	\$25,066	\$26,299			
Public Policy Responsiveness  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 Annual Peak Demand Savings (Percent of target achieved) <sup>2</sup>		12.86%	25.16%	34.06%	51.13%	●		15.79MW
		Net Cumulative Energy Savings (Percent of target achieved)		38.61%	62.15%	81.80%	99.63%	●		66.49GWh
	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time		77.78%	100.00%	100.00%	100.00%			
		New Micro-embedded Generation Facilities Connected On Time				100.00%	100.00%		90.00%	
Financial Performance  Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)	0.94	0.96	0.83	0.97	0.89			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	0.69	0.92	1.07	1.06	1.24			
		Profitability: Regulatory Return on Equity		9.58%	9.58%	9.58%	9.58%			
		Deemed (included in rates)		10.04%	7.41%	8.70%	7.26%			

Notes:  
1. These figures were generated by the Board based on the total cost benchmarking analysis conducted by Pacific Economics Group Research, LLC and based on the distributor's annual reported information.  
2. The Conservation & Demand Management net annual peak demand savings include any persisting peak demand savings from the previous years.

Legend: up down flat  
 target met target not met