WATERLOO NORTH HYDRO INC.



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September 2, 2015

Ontario Energy Board P.O. Box 2319 27th 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, <u>camos@wnhydro.com</u> or Albert Singh at 519-888-5542, <u>asingh@wnhydro.com</u>.

Yours truly,

Original Signed By

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

Performance Outcomes Performance Catagories Result New Residential/Small Business Services Connected 2010 2011 2012 2013 2014 Torrol Industry Distributor Catagomer Facials Service Catagories as provided in a manner Hat responds to preformeres. Service Catagories as provided in a manner Hat responds to catagories as provided in a manner Hat responds to preformeres. Service Catagories (Later Service) New Residential/Small Business Services Connected 100.00% 100.00% 100.00% 100.00% 99.00%											Та	rget
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$ \begin{array}{ c $	Services are provided in a manner that responds to identified customer	Service Quality			100.00%	100.00%	100.00%	100.00%	100.00%	٢	90.00%	
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Customer SatisfactionBilling Accuracy Customer Satisfaction Survey ResultsImage: Satisfaction Survey ResultsSatisfaction Surve			Telephone Calls Answered On Time		88.70%	91.50%	87.60%	95.10%	88.80%	0	65.00%	
Series		Customer Satisfaction	First Contact Resolution						99.93%			
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Continuous improvement in productivity and cost performance is achieved; and distributors doliver on system reliability and quality objectives.Level of Compliance with Ontario Regulation 2204 Number of General Public Incident Rate per 10, 100, 1000 km of lineCCC <td colspan="2">Customer Satisfaction Survey Results</td> <td></td> <td></td> <td></td> <td></td> <td>96%</td> <td>1</td> <td></td> <td></td>			Customer Satisfaction Survey Results						96%	1		
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performance is achieved, and distributors deliver on system (relability and guality objectives. System Reliability (hierrupted) Average Number of Hours that Power to a Customer is interrupted Average Number of Times that Power to a Customer is interrupted 0.06% 0.075 1.86 5.17 0.81 0.075 5.16 Asset Management Distribution System Plan Implementation Progress 0.85 0.85 0.85 1.39 3.14 1.21 0 3.168 0.075 1.86 5.17 0.81 0.75 5.17 Asset Management Distribution System Plan Implementation Progress 0.85 0.85 0.85 1.39 3.14 1.21 0 3.18 3.3 Public Policy Responsiveness Operations and dated by government (e.g., in legislation and in regulatory requirements indictive to the Board). Conservation & Demand Management Net Annual Peak Demand Savings (Percent of target achieved) 2 New Micro-embedded Generation Facilities Connected On Time 12.86% 25.16% 34.06% 51.13% 95.03% 66.496Wh Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements directives to the Board). Connection of Renewable Generation Current Assets/Current Liabilities Completed On Time 0.94 0.96 0.83 0.97 0.89				Number of General Public Incidents			1			0		1
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Cost Control Efficiency Assessment \$617 \$695 \$673 \$728 \$760 Public Policy Responsiveness Conservation & Demand Management Net Annual Peak Demand Savings (Percent of target achieved) 2 \$22,771 \$23,080 \$25,066 \$26,299 Public Policy Responsiveness Conservation & Demand Management Net Annual Peak Demand Savings (Percent of target achieved) 2 \$23,717 \$23,080 \$25,066 \$26,299 Public Policy Responsiveness Conservation & Demand Management Net Annual Peak Demand Savings (Percent of target achieved) 2 \$23,717 \$23,080 \$25,066 \$26,299 Obstributors deliver on obligations mandated by government (e.g., in legislation for Renewable Generation Connection Impact Assessments Completed On Time 77.78% 100.00% 100.00% 90.00% Financial Performance Financial Ratios Liquidity: Current Ratio (Current Assets/Current Liabilities) 0.94 0.96 0.83 0.97 0.89 Financial viability is mathatined, and savings from operational effectiveness are sustainable. Leverage: Total Debt (includes short-term and long-term debt) to Cose 0.96 0.92 1.07 1.06 1.24 Financial Viability is mathatined, and savings from operational effectiveness are sustainable. 9.58% 9.5				0.85	0.85	1.39	3.14	1.21	0			
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maintained; and savings from operational effectiveness are sustainable. Equity Ratio Deemed (included in rates) 9.58% 9.58% 9.58% 9.58%	Financial Performance	Financial Ratios	Liquidity: Current Ratio	0.94	0.96	0.83	0.97	0.89				
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Return on Equity				y Deemed (included in rates)		9.58% 9.58%		9.58%	9.58%			
				Achieved		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

9/2/2015

🔵 target met 🛛 🛑 target not met