

SCORECARD



Scorecard - Erie Thames Powerlines Corporation

9/24/2017

Performance Outcomes	Performance Categories	Measures	2012	2013	2014	2015	2016	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	98.80%	98.80%	99.40%	98.40%	99.60%	⬆️	90.00%	
		Scheduled Appointments Met On Time	100.00%	100.00%	100.00%	100.00%	100.00%	➡️	90.00%	
		Telephone Calls Answered On Time	94.60%	95.80%	95.50%	98.40%	98.40%	⬆️	65.00%	
	Customer Satisfaction	First Contact Resolution			99.7%	99.85	99.54			
		Billing Accuracy			99.85%	99.46%	99.50%	⬇️	98.00%	
		Customer Satisfaction Survey Results			100 %	89%	89			
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				83.40%	83.40%			
		Level of Compliance with Ontario Regulation 22/04 ¹	C	NI	C	C	C	➡️		C
		Serious Electrical Incident Index	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
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted ²	1.47	0.41	0.59	0.73	1.46	⬇️		0.99
		Average Number of Times that Power to a Customer is Interrupted ²	0.31	0.20	0.30	0.48	0.24	⬇️		0.41
	Asset Management	Distribution System Plan Implementation Progress			In Progress	94%	104			
	Cost Control	Efficiency Assessment	4	3	3	3	3			
		Total Cost per Customer ³	\$564	\$610	\$631	\$656	\$676			
		Total Cost per Km of Line ³	\$30,891	\$32,792	\$33,707	\$34,342	\$36,550			
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 Cumulative Energy Savings ⁴				18.75%	31.33%			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%	⬆️	90.00%	
Financial Performance Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)	0.78	0.75	0.58	0.85	0.88			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	1.23	1.19	1.05	1.59	1.55			
		Profitability: Regulatory Return on Equity	9.12%	9.12%	9.12%	9.12%	9.12%			
		Deemed (included in rates)	8.43%	11.80%	10.63%	9.39%	9.33%			

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 fixed 5-year (2010 to 2014) average 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

