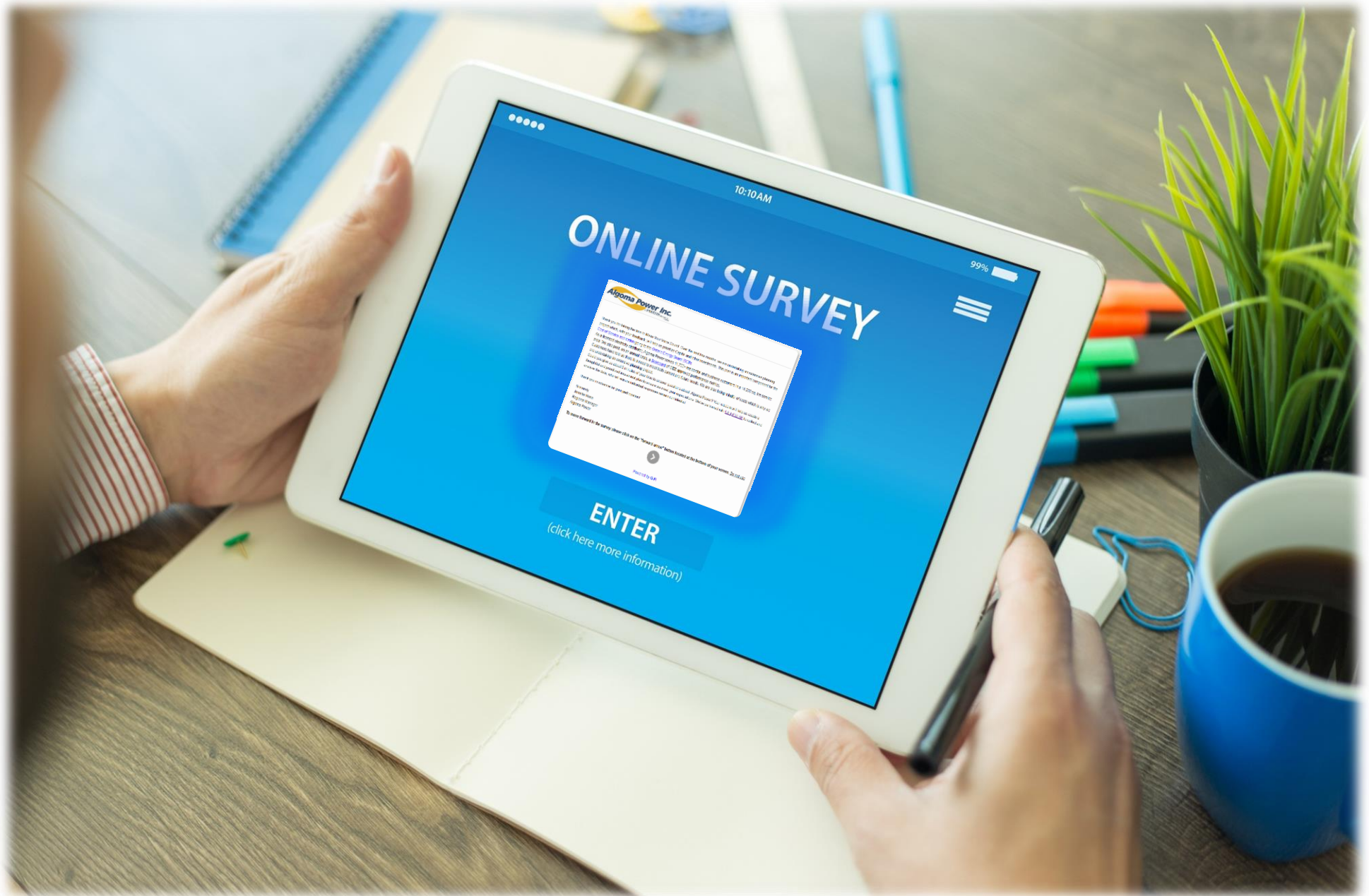


CUSTOMER ENGAGEMENT



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Survey: Chapter 1

“About your Algoma Power” [5-7 minutes]



Thank you for taking the time to Make Your Voice Count! Over the next few months, we are undertaking an extensive planning project which, with your feedback, will help us prioritize Capital and other investments. This plan is an important component for the [Cost of Service application](#) going to the [Ontario Energy Board \(OEB\)](#).

As a licensed electricity distributor, Algoma Power serves 11,700+ residential and business customers in a 14,200 sq. km service area. We also post, on an annual basis, a [Scorecard](#) of OEB approved performance metrics.

Customers have told us there is a need to meet both current and future needs. We are also being mindful of costs which is why we are undertaking an extensive planning project. Could you give us about 5 minutes of your time to answer questions about Algoma Power? Your wisdom will help us create a thoughtful and prioritized investment plan to ensure we meet your expectations. We've partnered with [UtilityPULSE](#) to collect and analyze the data, who will ensure individual responses remain confidential.

Thank you in advance for your participation!

Sincerely,

Jennifer Rose
Regional Manager
Algoma Power

To move forward in the survey please click on the "forward arrow" button located at the bottom of your screen. Do not use your Browser buttons.



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**Algoma Power “About You”
Questions show up here
(refer to Chapter 8 to view these questions)**



Chapter 1 “About your Algoma Power” [5-7 minutes]

Algoma Power Our Purpose and Values

Algoma Power Inc. has employees working across the Algoma District from Wawa to Thessalon including supervisory, clerical and technical positions, representing a wide-range of skills and a constant commitment to meet our customers' needs and creating, 'powerful connections.' We also have a long and proud history of electricity distribution and service to customers in this area for over 100 years.

Our Purpose:

“At Algoma Power our purpose is to efficiently distribute safe, high-quality, reliable electricity in an environmentally sound manner at reasonable rates with high-quality customer care.”

Our Values

Algoma Power has embraced six core values that all employees should strive to emulate each working day. To be effective, these values must be understood, communicated, reinforced and integrated into all our daily activities. The six core values include:

- **Respect For People** - Treat others, as you would have others treat you. Honesty, integrity and ethics are never compromised.
- **Safety and the Environment** - Demonstrate a personal, unrelenting commitment to safety and environmental excellence. Protect yourself, your fellow employees, the public and our environment.
- **Financial Success** - Produce solid earnings, with dividends that meet the expectations of shareholders. Grow shareholder value through prudent equity investments and business partnerships. Ensure that debt obligations are always met in a timely manner and to the satisfaction of our creditors.
- **Customer Service** - Everyone has customers. Determine your customer's needs by listening. When you can meet these needs; do so. When you cannot, tell them that you cannot; or tell them who can. When in doubt about how to treat a customer, do what you believe is right. When serving customers, be pleasant, courteous and accurate; smile, act professionally and enjoy yourself. Attitudes are contagious.
- **Productivity** - The old sayings hold true. Teamwork is key. Working smarter produces more gains than working harder. Mistakes are costly; get it right the first time. Job security comes from doing your job well, not from what job you do. Remember...if you have a better way to do something; just do it.
- **Community Involvement** - Each of us has an obligation to support the communities that support us. This means time as much as money. Success is measured by the reaction of community leaders and the opinions expressed by community residents.



Chapter 1 “About your Algoma Power” [5-7 minutes]

Q: To what degree do you agree or disagree...

The corporate mission describes what Algoma Power is focused on.

- ☐ Agree strongly
- ☐ Agree somewhat
- ☐ Neither agree or disagree
- ☐ Disagree somewhat
- ☐ Disagree strongly
- ☐ Prefer not to respond/ no opinion

The core values, when followed, help ensure decisions made result in value to customers.

- ☐ Agree strongly
- ☐ Agree somewhat
- ☐ Neither agree or disagree
- ☐ Disagree somewhat
- ☐ Disagree strongly
- ☐ Prefer not to respond/ no opinion



Chapter 1 “About your Algoma Power” [5-7 minutes]

Q: As a wholly owned subsidiary of FortisOntario Inc., the oversight and expertise given by FortisOntario to Algoma Power is a significant contributor to excellence in utility performance while achieving expected outcomes valued by customers.

- ☐ Agree strongly
- ☐ Agree somewhat
- ☐ Neither agree or disagree
- ☐ Disagree somewhat
- ☐ Disagree strongly
- ☐ Prefer not to respond/ no opinion

Q: Do you agree the decision-makers at Algoma Power use good judgment in prioritizing investments to keep costs reasonable?

- ☐ Agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Disagree
- ☐ Prefer not to respond/ no opinion



Chapter 1 “About your Algoma Power” [5-7 minutes]

Q: To what degree do you agree or disagree...

	Agree strongly	Agree somewhat	Neither agree or disagree	Disagree somewhat	Disagree strongly	Prefer not to respond/ no opinion
Algoma Power provides consistent, reliable electricity.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, Algoma Power provides excellent quality services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Algoma Power is a company that you would like to continue to do business with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Algoma Power is a trusted and trustworthy company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spends money prudently to keep the electricity system reliable and up-to-date.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The frequency of communications from Algoma Power meets my needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 1 “About your Algoma Power” [5-7 minutes]

Q: We are always looking for ways to reduce costs to safely and reliably deliver electricity. What ideas do you have which might help reduce costs without compromising performance?



**WISDOM FROM
CUSTOMERS**

Q: Do you have any additional comments about Algoma Power or its Cost of Service Rate Application?



**MAKE YOUR VOICE
COUNT**

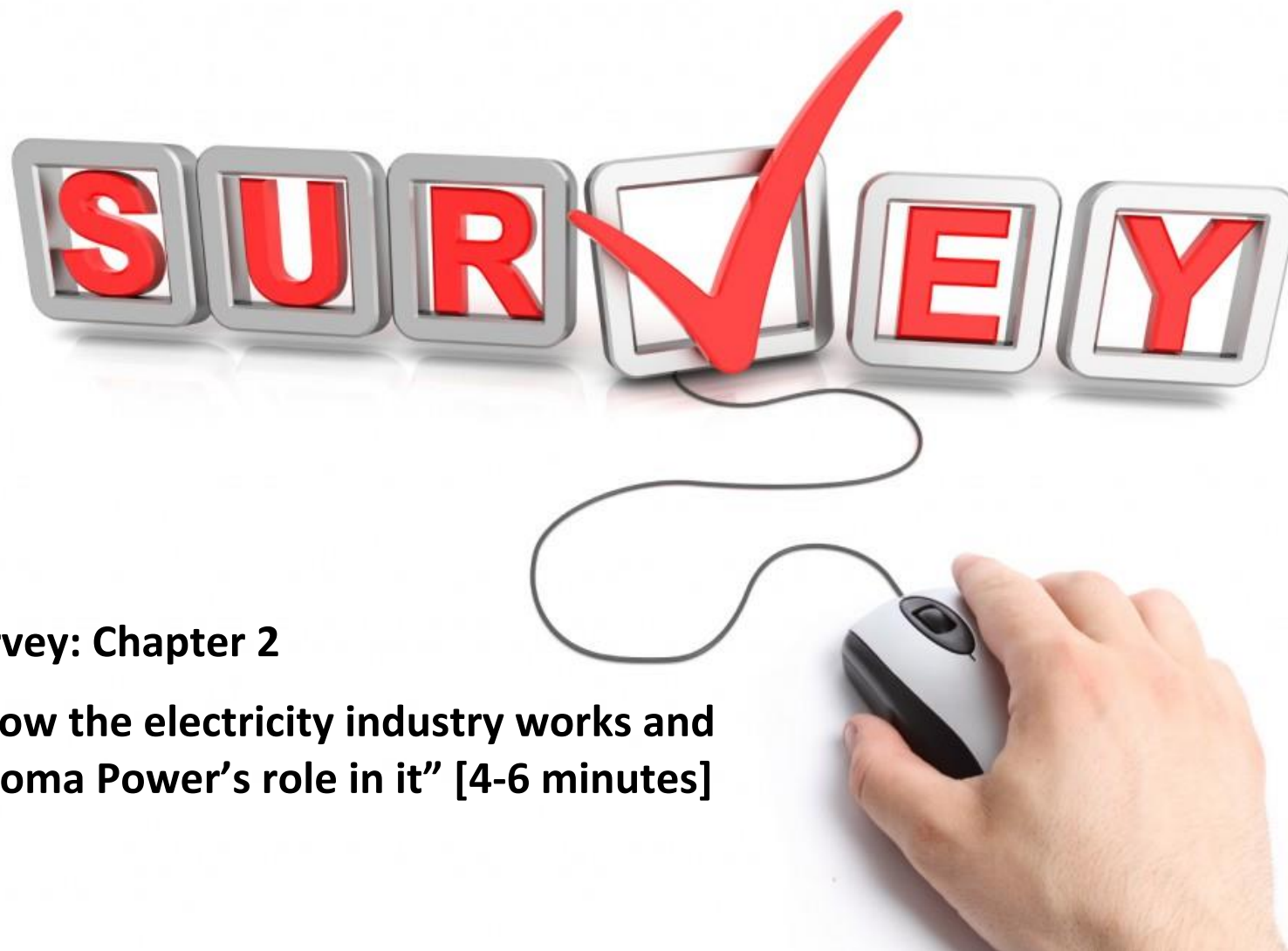


Chapter 1 “About your Algoma Power” [5-7 minutes]



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**Algoma Power “Hot Alert”
Questions show up here
(refer to Chapter 9 to view these questions)**



Survey: Chapter 2

“How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]

The electricity industry has undergone a tremendous amount of change over the past 15 years and despite those many changes, we remain focused on providing reliable electricity while keeping costs in check.

Your participation is important because we are undertaking an extensive planning project, which will help prioritize investments in the Cost of Service application going to the Ontario Energy Board.

We've partnered with UtilityPULSE (www.utilitypulse.com) to help us collect and analyze the data, and ensure individual responses remain confidential.

I know you'll find this quiz/survey informative, thank you in advance for your participation!

Sincerely,

Jennifer Rose
Regional Manager
Algoma Power

Ps- We'll provide you with the correct answers at the end of the quiz/survey

To move forward in the survey please click on the "forward arrow" button located at the bottom of your screen. Do not use your Browser buttons.



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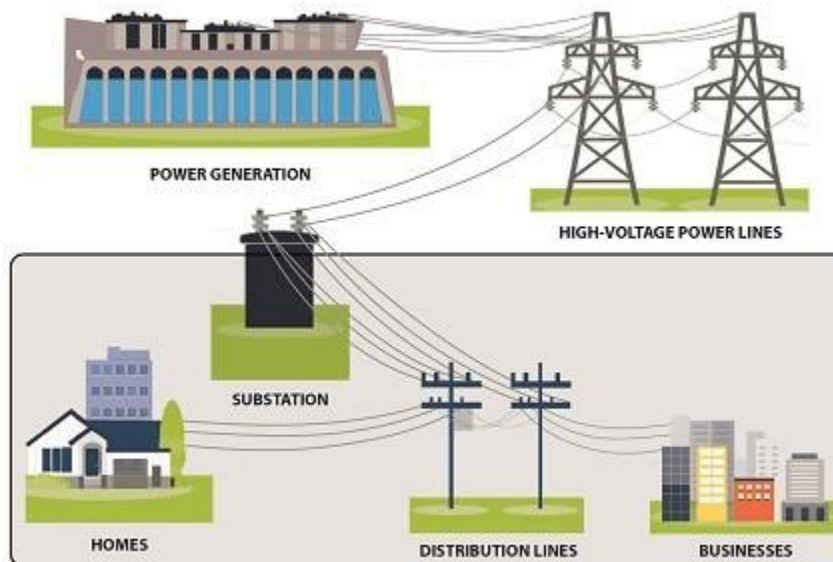
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**Algoma Power “About You”
Questions show up here
(refer to Chapter 8 to view these questions)**



Chapter 2 “How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]

Ontario’s electricity system is comprised 3 main operating components: Electricity Generation, Electricity Delivery and Electricity Distribution. Algoma Power has the responsibility to distribute electricity from the Substation through its overhead and underground lines to residences and business in its territory.





Chapter 2 “How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]

Q: How many customers does Algoma Power serve?

- ☐ 10,700
- ☒ 11,700 (Correct)
- ☐ 12,700

Q: The size of territory covered by Algoma Power is?

- ☐ 11,200 square kilometers
- ☐ 12,200 square kilometers
- ☐ 13,200 square kilometers
- ☒ 14,200 square kilometers (Correct)

Q: How many kilometers of overhead lines and underground lines does Algoma Power manage?

- ☐ 1,650 kilometers
- ☐ 1,750 kilometers
- ☒ 1,850 kilometers (Correct)
- ☐ 1,950 kilometers



Chapter 2 “How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]

Q: Your electricity bill includes charges from Electricity Generators, Electricity Delivery, Regulatory Agencies, HST, and Electricity Distributors (Algoma Power). For the average residential customer, approximately what percentage of the bill goes to Algoma Power?

- ☐ 20 percent
- ☒ 25 percent (Correct)
- ☐ 30 percent
- ☐ 35 percent

Q: Which organization must approve every item shown and charged on your electricity bill?

- ☐ Ontario Power Generation
- ☐ Hydro One Networks
- ☐ Algoma Power
- ☒ Ontario Energy Board (OEB) (Correct)
- ☐ Independent Electricity System Operator (IESO)
- ☐ Electrical Safety Authority (ESA)
- ☐ Ontario Government’s Ministry of Energy



Chapter 2 “How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]

The following questions relate to power reliability and replacing infrastructure.

Q: What would be the average number of times power to customers is interrupted? (last 3 year average)

- ☐ 2.16 times
- ☒ 3.16 times (Correct)
- ☐ 4.16 times
- ☐ More than 4.16 times

Q: Trees and branches falling on power lines cause about 35% of all outages. Algoma Power has an established 6-8 year cycle for dealing with trees and brush around power lines. Based on the last 3 years, how much has been invested annually to reduce outages and fires from branches and brush touching powerlines?

- ☐ \$3.9 million
- ☐ \$4.4 million
- ☒ \$4.9 million (Correct)
- ☐ More than \$5.0 million

Q: Keeping the electricity distribution infrastructure, known as the “Grid”, operating efficiently requires adding or replacing equipment such as poles, wire, cables, transformers, sub-stations, etc. Based on the last 3 years, what was Algoma Power’s annual capital investment plan in the “Grid” with the goal of maintaining and/or improving safety, meeting customer or community needs, power quality and reliability?

- ☐ Less than \$3.8 million
- ☐ \$3.8 million
- ☐ \$4.3 million
- ☐ \$4.8 million
- ☒ \$5.3 million (Correct)
- ☐ More than \$5.3 million



Chapter 2 “How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]

The following questions relate to customer focus.

Q: Algoma Power’s billing accuracy is:

- ☐ 97.48 percent
- ☐ 98.48 percent
- ☒ 99.48 percent (Correct)
- ☐ 100 percent

Q: In Algoma Power’s most recent telephone survey conducted by UtilityPULSE, what percent of respondents said there were somewhat or very satisfied with Algoma Power?

- ☐ 84 percent
- ☐ 86 percent
- ☒ 88 percent (Correct)
- ☐ 90 percent

Q: Being efficient in meeting day-to-day business and operational needs is a high priority for Algoma Power. Based on the last 3 years, what was Algoma Power’s annual capital investment in having the right tools & equipment, good trucks, computers and software to help quickly deal with things such as: outages, equipment failures, billing, and security?

- ☐ Less than \$400,000
- ☐ \$400,000
- ☐ \$600,000
- ☐ \$800,000
- ☒ \$1,000,000 (Correct)
- ☐ More than \$1,000,000



Chapter 2 “How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]

Thank you for taking the time to complete this survey and quiz. Your score is:

100%

The correct answers are:

1. How many customers does Algoma Power serve?

Your Answer: 11,700

Correct Answer: 11,700

2. The size of territory covered by Algoma Power is?

Your Answer: 14,200 square kilometers

Correct Answer: 14,200 square kilometers

3. How many kilometers of overhead lines and underground lines does Algoma Power manage?

Your Answer: 1,850 kilometers

Correct Answer: 1,850 kilometers

4. Your electricity bill includes charges from Electricity Generators, Electricity Delivery, Regulatory Agencies, HST, and Electricity Distributors (Algoma Power). For the average residential customer, approximately what percentage of the bill goes to Algoma Power?

Your Answer: 25 percent

Correct Answer: 25 percent



Chapter 2 “How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]

5. Which organization must approve every item shown and charged on your electricity bill?

Your Answer: Ontario Energy Board (OEB)

Correct Answer: Ontario Energy Board (OEB)

6. What would be the average number of times power to customers is interrupted? (last 3 year average)

Your Answer: 3.16 times

Correct Answer: 3.16 times

7. Trees and branches falling on power lines cause about 35% of all outages. Algoma Power has an established 6-8 year cycle for dealing with trees and brush around power lines. Based on the last 3 years, how much has been invested annually to reduce outages and fires from branches and brush touching powerlines?

Your Answer: \$4.9 million

Correct Answer: \$4.9 million

8. Keeping the electricity distribution infrastructure, known as the “Grid”, operating efficiently requires adding or replacing equipment such as poles, wire, cables, transformers, sub-stations, etc. Based on the last 3 years, what was Algoma Power’s annual capital investment plan in the “Grid” with the goal of maintaining and/or improving safety, meeting customer or community needs, power quality and reliability?

Your Answer: \$5.3 million

Correct Answer: \$5.3 million



Chapter 2 “How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]

9. Algoma Power’s billing accuracy is:

Your Answer: 99.48 percent

Correct Answer: 99.48 percent

10. In Algoma Power’s most recent telephone survey conducted by UtilityPULSE, what percent of respondents said there were somewhat or very satisfied with Algoma Power?

Your Answer: 88 percent

Correct Answer: 88 percent

11. Being efficient in meeting day-to-day business and operational needs is a high priority for Algoma Power. Based on the last 3 years, what was Algoma Power’s annual capital investment in having the right tools & equipment, good trucks, computers and software to help quickly deal with things such as: outages, equipment failures, billing, and security?

Your Answer: \$1,000,000

Correct Answer: \$1,000,000

Your feedback matters to us. On behalf of Algoma Power and its employees, thank you.

Jennifer Rose

Regional Manager

Algoma Power

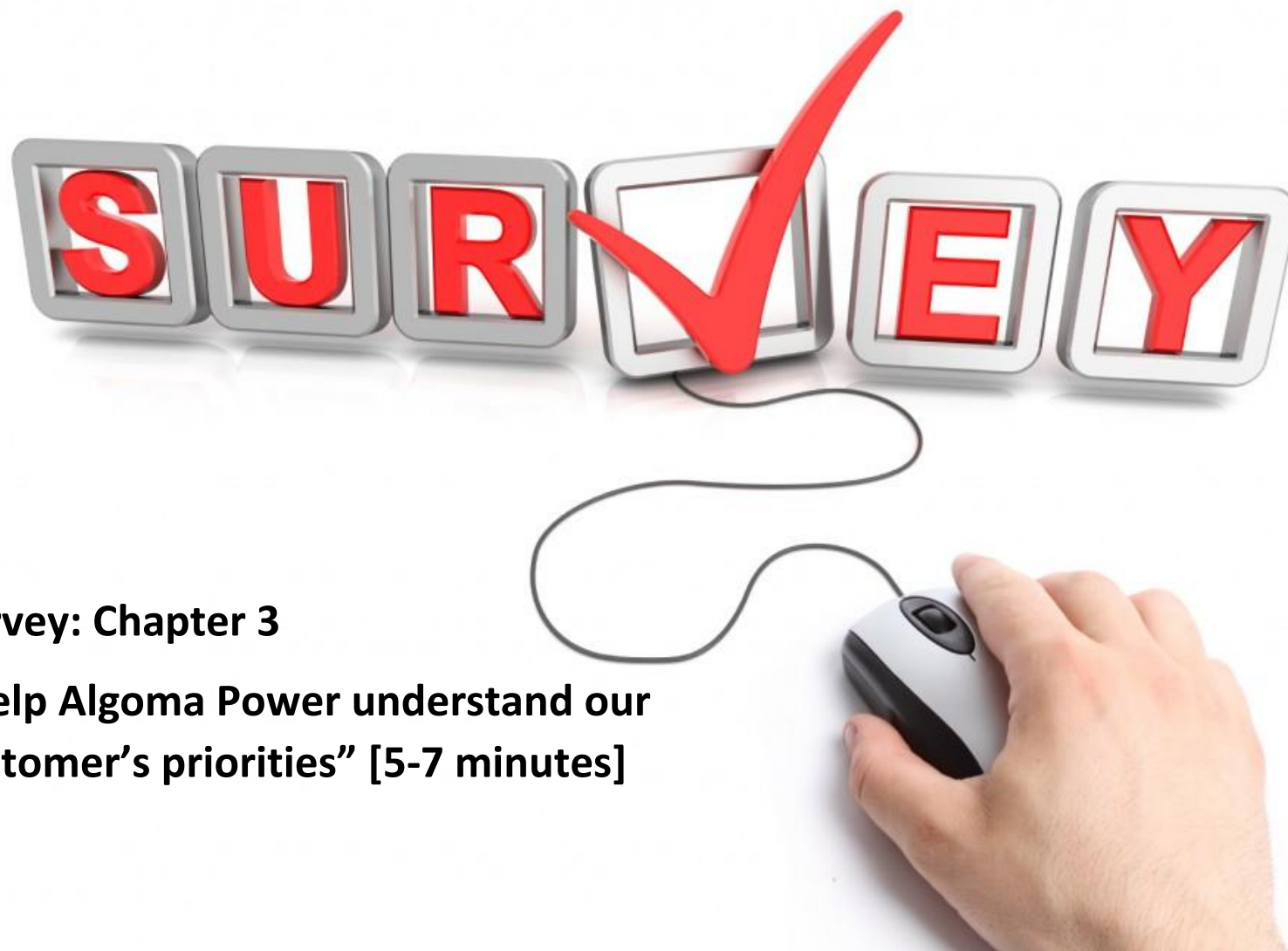


Chapter 2 “How the electricity industry works and Algoma Power’s role in it” [4-6 minutes]



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Questions show up here
(refer to Chapter 9 to view these questions)**



Survey: Chapter 3

“Help Algoma Power understand our customer’s priorities” [5-7 minutes]



As your electricity distributor, Algoma Power serves approximately 11,700 customers. We are developing a comprehensive capital and operational investment planning project which is an important component for our Cost of Service application [Cost of Service application](#) going to the [Ontario Energy Board \(OEB\)](#).

The questions in this survey, which will take about 5-7 minutes to answer, are designed to help us understand Customer priorities as they relate to subjects such as: safety, equipment replacement, infrastructure maintenance & upgrades, etc. Understanding customer priorities helps us maintain policies and plans to keep any price increase low.

We've partnered with [UtilityPULSE](#) to collect and analyze the data, who will ensure individual responses remain confidential.

Thank you in advance for your participation!

Sincerely,

Jennifer Rose
Regional Manager
Algoma Power

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Questions show up here
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Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]

Q: To what degree would you agree or disagree that each of the following statements apply to Algoma Power?

	Agree strongly	Agree somewhat	Neither agree or disagree	Disagree somewhat	Disagree strongly	Don't know
Deals professionally with customers' problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Customer-focused and treats customers as if they're valued	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quickly deals with issues that affect customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is a company that is 'easy to do business with'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Makes electricity safety a top priority for employees and contractors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Delivers on its service commitments to customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Algoma Power provides excellent quality services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keeps its promises to customers and the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]

Meeting expectations while managing costs begins with understanding Customer priorities.



Q: As you look toward the next 5 years, could you assign a priority level to each of the following items?

	Very high priority	High priority	Neither high or low priority	Low priority	Very low priority	Don't bother this is a waste of money	DON'T KNOW
Investing more in the electricity grid to reduce outages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Burying overhead wires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Developing a smart phone application to allow you to view your electricity use and pay your bill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining and upgrading equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing sponsorships to local community causes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making better use of social media (such as twitter, facebook, and others)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing more self-serve services on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]



(continued)

Q: As you look toward the next 5 years, could you assign a priority level to each of the following items?

	Very high priority	High priority	Neither high or low priority	Low priority	Very low priority	Don't bother this is a waste of money	DON'T KNOW
Educating customers about energy conservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reducing response times to outages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investing more in vegetation management (clearing trees and brush around powerlines)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educating the public as it relates to electricity safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Making better use of social media (such as twitter, facebook, and others)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Investing in projects to reduce the environmental impact of Algoma Power's operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educating customers regarding how Algoma Power's operations run	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]

Replacing equipment

Q: As it relates to replacing equipment at Algoma Power, which of the following statements is closest to your viewpoint?



- ☐ Run-to-failure when there are limited customers affected, and safety isn’t compromised, ensures full value is received from the equipment
- ☐ Pro-active replacement, even though it may cost more, should ensure reliable power delivered safely
- ☐ Maintain Algoma Power’s current practices of having high safety standards while getting the most from the equipment
- ☐ Don’t know

Vegetation Management – Line clearing and brush control around powerlines

Trees and brush growing in the vicinity of electrical wires increase the risk of injury to the public and employees. Vegetation contacting or arcing with powerlines can start fires. Trees and branches falling on power lines cause about 35% of all outages. Algoma Power has an established 6-8 year cycle for dealing with trees and brush around power lines.



Q: As it relates to vegetation management, which of the following statements is closest to your viewpoint?

- ☐ Though increasing risks of safety, fire, more outages and other dangers increase the vegetation management cycle to 8 to 10 years
- ☐ Continue with the current 6 to 8 year cycle
- ☐ Enhancing public and worker safety and potentially reducing outages caused by outages is important. Use a 4 to 6 year cycle for planning vegetation management
- ☐ Don’t know



Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]

Arrears Management

Life can be challenging at times, and some customers will struggle paying their electricity bill. Our practices for dealing with arrears meet requirements defined by the Ontario Energy Board. Based on the last 3 years, the average per year costs of customers in arrears is \$222,000 which is paid by customers not in arrears.



As it relates to arrears management, which of the following statements is closest to your viewpoint?

- ☐ The current program meets OEB’s requirements and costs about \$1.58 per month for the average customer. This amount seems to be reasonable and I can support maintaining Algoma Power’s current practices
- ☐ The current program should be more forgiving. I can support an increase of about 8 to 10 cents per month taking the costs to about \$1.68 per month for customers not in arrears
- ☐ Don’t know

Disconnection and reconnection practices for non-payment

Algoma Power’s practices meet requirements as defined by the Ontario Energy Board. Based on the last 3 years, the average per year costs were \$78,600.



Q: As it relates to disconnection and reconnection practices, which of the following statements is closest to your viewpoint?

- ☐ The current program meets OEB’s requirements and costs about 56 cents per month for the average customer. This amount seems to be reasonable and I can support maintaining Algoma Power’s current practices
- ☐ The current program should be more forgiving than it currently is. I can support an increase from 56 cents to about \$2.28 per month to significantly reduce the numbers of customers who are disconnected due to non-payment
- ☐ Don’t know



Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]

Equal Payment Plan

The Equal Payment Plan (EPP) is a convenient, interest-free way to budget electric bills on a monthly basis as long as the customer’s consumption stays the same year after year. For customers not on EPP, they pay for the energy they use as they use it each month. The EPP averages the charges into eleven equal bill amounts, in the 12th month the account is reconciled or settled up.



Q: As it relates to the Equal Payment Plan, which of the following statements is closest to your viewpoint?

- ☐ Algoma Power’s EPP should remain an important payment option for customers despite the possibility of a larger than average bill in the 12th month for customers on EPP when the account is settled up
- ☐ Algoma Power should encourage more customers to go on the EPP as this can help with budgeting
- ☐ Algoma Power should remind customers on EPP that they still have to watch their energy usage because if their actual usage is higher than the budgeted amount the 12th month settle up charge could be very high
- ☐ Don’t know



Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]

Access to services



Q: As it relates to the convenience of accessing services, for each of the following topics how satisfied are you...

	Agree strongly	Agree somewhat	Neither agree or disagree	Disagree somewhat	Disagree strongly	Don't know
The availability of call-centre staff Monday to Friday from 8:00 am to 4:30pm	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The 24/7 availability of system operators to respond to outages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The online self-serve options for requesting service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]

Access to front-counter staff

With so many services, including being able to pay your utility bill through your financial institution, there is less need to maintain counter hours. Many utilities in Ontario do not have a customer service counter with services and inquiries being handled via telephone or through electronic means. Algoma Power does maintain a counter staff who is available 8:00 am to 4:00 pm Monday to Friday.



As it relates to access to front-counter staff, which of the following statements is closest to your viewpoint?

- ☐ Algoma Power should eliminate the front-counter service to try to save some money
- ☐ Front-counter payment and service options are important to many customers and should be maintained as they are
- ☐ Though it will cost a bit more, front-counter hours of availability should be extended.
- ☐ Don't know



Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]

Q: We are always looking for ways to reduce costs to safely and reliably deliver electricity. What ideas do you have which might help reduce costs without compromising performance?



**WISDOM FROM
CUSTOMERS**

Q: Do you have any additional comments about Algoma Power or its Cost of Service Rate Application?



**MAKE YOUR VOICE
COUNT**



Chapter 3 “Help Algoma Power understand our customer’s priorities” [5-7 minutes]



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**Algoma Power “Hot Alert”
Questions show up here
(refer to Chapter 9 to view these questions)**



Survey: Chapter 4

“Getting customer insights about billing and outages” [4-6 minutes]

In addition to safety, two of our most important responsibilities are accurate billing and outage management. This survey, which will take about 4-6 minutes, is designed to capture your feedback as it relates to these two topics.

We are developing a comprehensive capital and operational investment planning project which is an important component for our Cost of Service application [Cost of Service application](#) going to the [Ontario Energy Board \(OEB\)](#).

We've partnered with [UtilityPULSE](#) to collect and analyze the data, who will ensure individual responses remain confidential.

We'll use the feedback provided by customers to adjust policies and capital investments to help ensure any price increase is kept to a low level.

We appreciate hearing from you, and thank you in advance for your participation!

Sincerely,

Jennifer Rose
Regional Manager
Algoma Power

To move forward in the survey please click on the "forward arrow" button located at the bottom of your screen. Do not use your Browser buttons.



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please note

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Questions show up here
(refer to Chapter 8 to view these questions)**



Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]

Billing & Outages

Q: To what degree would you agree or disagree that each of the following statements apply to Algoma Power?

	Agree strongly	Agree somewhat	Neither agree or disagree	Disagree somewhat	Disagree strongly	Don't know
Provides consistent, reliable electricity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accurately bills its customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has a standard of reliability delivering electricity that meets your expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quickly handles outages and restores power	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q: In the past 12 months have you experienced any problems with your electricity bill?

- ☐ Yes
- ☐ No
- ☐ Don't know



Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]

Q: Could you tell us the types of billing problems you had? (Click all that apply.)

- | | |
|---|--|
| <input type="checkbox"/> The meter reading was incorrect | <input type="checkbox"/> Your payment was recorded incorrectly or not recorded |
| <input type="checkbox"/> Name on the bill was incorrect | <input type="checkbox"/> The bill arrived late |
| <input type="checkbox"/> The amount was too high | <input type="checkbox"/> Complaint or inquiry about rates or charges |
| <input type="checkbox"/> The amount was too low | <input type="checkbox"/> Other specify |
| <input type="checkbox"/> The bill was difficult to understand | |

Q: Did you try to contact your electric utility about the problem with your bill?

- ☐ Yes
- ☐ No
- ☐ Don't recall / Don't know

Q: What is your preferred or primary method to contact Algoma Power when there is a billing issue?

- | | |
|---|--|
| <input type="radio"/> Telephone | <input type="radio"/> Social media – e.g., Twitter, Facebook |
| <input type="radio"/> Text | <input type="radio"/> In person |
| <input type="radio"/> Email | <input type="radio"/> Mail |
| <input type="radio"/> The utility's website | <input type="radio"/> Don't know / not sure |



Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]

Q: Do you currently receive your bill electronically? i.e., e-billing?

- ☐ Yes
- ☐ No
- ☐ Don't recall / Don't know

Q: In your view what are the top 3 barriers which get in the way of more customers moving to electronic billing?

(Drag and drop your responses ➤)

- Receiving the bill by mail is a reminder to pay
- Security concerns about receiving electronic billing
- Customers are not aware the cost savings of e-billing help offset future cost increases
- Customers are unaware of the environmental benefit of e-billing
- Some customers do not have access to the internet
- Some customers are not comfortable with technology
- It is more convenient to receive the bill by mail

3 Barriers:

Q: Should there be an issue with your bill (other than being in arrears), which of the following would be your preferred or primary method for Algoma Power to contact you?

- ☐ Telephone
- ☐ Voice mail
- ☐ Text
- ☐ Email
- ☐ Don't know / not sure



Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]

Q: In the past 12 months have you experienced any problems with power failures or outages?

- ☐ Yes
- ☐ No
- ☐ Don't know / not sure

Q: Did you try to contact your electric utility about a power outage?

- ☐ Yes
- ☐ No
- ☐ Don't know / not sure

Q: What is your preferred method for contacting Algoma Power when there is an outage?

- ☐ Telephone
- ☐ Text
- ☐ Email
- ☐ The utility's website
- ☐ Social media – e.g., Twitter, Facebook
- ☐ In person
- ☐ Mail
- ☐ Don't know / not sure



Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]

About the outages you experience:

	0	1-2	3-4	4-6	7-10	10+
On average, how many service interruptions do you experience on an annual basis?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How many outages are less than 30 minutes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How many outages are 31 minutes to 4 hours?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How many outages are between 4 and 8 hours?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How many outages are more than 1 day?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How many outages have you experienced due to unusual weather events such as storms, micro-bursts, snow/wind storms, rainfall/washout or tornadoes in the last 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other than outages due to weather, how many outages have you experienced in the last 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]

Q: Tell us about the impact(s) of an outage that is **more than 4 hours**.

(click all that apply...)

- ☐ Annoying
- ☐ Inconvenient
- ☐ Stressful
- ☐ Becomes a safety and security issue
- ☐ Becomes a potential health issue

Q: In recent years, Algoma Power has had a renewed focus on improving reliability. Going forward, which of the following statements is closest to your viewpoint?

- ☐ Algoma Power should focus on reducing the NUMBER of outages.
- ☐ Algoma Power should focus on shortening the DURATION of outages.
- ☐ Algoma Power should focus on BOTH NUMBER and DURATION of outages.
- ☐ Don't know / not sure



Q: When an outage occurs which of the following is your preferred method for your utility to use to give you information about the outage?

- | | | |
|---|--|---|
| <input type="radio"/> Recorded Telephone message | <input type="radio"/> Social media – Twitter. Facebook, etc. | <input type="radio"/> Local TV |
| <input type="radio"/> Email notice | <input type="radio"/> Outage map on website | <input type="radio"/> Text Message |
| <input type="radio"/> Posted on the utility's website | <input type="radio"/> Local Radio | <input type="radio"/> OTHER SPECIFY: |
| | | <input type="radio"/> Don't know / not sure |



Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]

In Algoma Power’s 2017 Customer telephone survey conducted by UtilityPULSE, 92% of respondents agree strongly or somewhat with the statement: “Algoma Power has a standard of reliability delivering electricity that meets your expectations.”

Q: Which of the following 3 statements is closest to your feelings about Algoma Power’s standard of reliability?

- ☐ I believe the standard has to improve, even if it does cost more money
- ☐ I believe the standard is about right
- ☐ I believe the standard can be lowered if it will save some money and not compromise safety
- ☐ Not sure

Could you tell us how much more money per month you are willing to pay for an improvement in the standard of reliability?

	\$0	Less than \$1	\$1-3	\$3-5	\$5+
For a 10% improvement, what \$ increase could you support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For a 25% improvement, what \$ increase could you support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
For a 50% improvement, what \$ increase could you support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]

Q: Could you rate Algoma Power’s overall effectiveness during outages:



	Very effective	Somewhat effective	Neither effective or ineffective	Somewhat ineffective	Very ineffective	Don't know
Responding to the power outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Restoring power quickly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using media channels for providing updates	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Providing information about the outage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintaining information on the website e.g., outage map	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]

Q: We are always looking for ways to reduce costs to safely and reliably deliver electricity. What ideas do you have which might help reduce costs without compromising performance?



**WISDOM FROM
CUSTOMERS**

Q: Do you have any additional comments about Algoma Power or its Cost of Service Rate Application?





Chapter 4 “Getting customer insights about billing and outages” [4-6 minutes]



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**Algoma Power “Hot Alert”
Questions show up here
(refer to Chapter 9 to view these questions)**



Survey: Chapter 5

“Help us prioritize capital investments in the electricity network” [4-6 minutes]

Keeping the promise of safe, reliable distribution of electricity, requires Algoma Power to make capital and operational investments for such things as: replacing aging infrastructure, supporting growth in the community, implementing technology to help manage outages, maintaining equipment and vehicles in good repair, etc.

We are developing a comprehensive 5-year Distribution System Plan ("DSP") which is an important part of our [Cost of Service application](#) going to the [Ontario Energy Board \(OEB\)](#). The DSP describes Algoma Power's planned investments in its electrical distribution infrastructure to service present and future Algoma Power customers.

Customer feedback helps ensure our services are meeting expectations. Customer insight helps us determine priorities and timing of investments. Your answers to questions in this survey, will provide us with data to be used in making various business decisions. Our goal is to keep cost increases low.

Your answers to the questions in this survey will help determine the type, amount and timing of various capital investments needed to (also) fulfill our promise of reasonable cost increases to our 11,700 customers.

We've partnered with [UtilityPULSE](#) to help us collect and analyze the data, and ensure individual responses remain confidential.

Thank you in advance for your participation!

Sincerely,

Jennifer Rose
Regional Manager
Algoma Power

To move forward in the survey please click on the "forward arrow" button located at the bottom of your screen. Do not use your Browser buttons.



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please note

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**Algoma Power “About You”
Questions show up here
(refer to Chapter 8 to view these questions)**



Chapter 5 “Help us prioritize capital investments in the electricity network” [4-6 minutes]

Q: In your view, how important is it for Algoma Power to consult and/or coordinate with third parties regarding local and regional electricity network planning issues?

	Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant	Don't know / no opinion
Coordinate infrastructure planning with customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consult with municipal roads professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consult with the Independent Electricity System Operator (IESO)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consult with other electricity distributors on regional planning issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consult with local economic development officials regarding community economic outlook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consult with other parties regarding local and regional planning issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 5 “Help us prioritize capital investments in the electricity network” [4-6 minutes]

Capital investment plans for maintaining and improving the infrastructure

Algoma Power manages millions of dollars in assets used to safely and reliably deliver electricity to its 11,700 customers. These assets wear out, have a life span, and at some point need to be replaced.

For Cost of Service planning purposes Algoma Power must identify investments required to meet its regulatory or legal requirements. These are called [Non-discretionary Capital Investments](#). Capital investments required to replace, update and/or maintain equipment. Replacement of equipment such as poles, wires, transformers, system upgrades, etc. to meet customer expectations and our operational requirements are called [Discretionary Capital Investments](#).

The investment plan to be submitted to the Ontario Energy Board separates capital investments into four types. They are:

[System Access Investments](#): Investments required to meet regulatory or legal requirements

[System Renewal Investments](#): Replacing and/or refurbishing equipment to keep the electricity network operating smoothly

[System Service Investments](#): Investments need to meet future customer requirements and current operational standards

[General Plant Investments](#): Investments in land, buildings, trucks, tools & equipment, software and other technology to meet day-to-day business and operations activities



Chapter 5 “Help us prioritize capital investments in the electricity network” [4-6 minutes]

System Access – Meeting regulatory and legal requirements

System Access projects are mandated; Algoma Power must undertake these projects. The idea behind these projects are to help the community grow i.e., residential and/or commercial development. API does this by making investments in our network allowing customer access to our electrical system.

Q: Could you tell us which of the following statements is closest to your viewpoint about System Access Capital Investments:

- ☐ I support these investments because it helps our community
- ☐ I support these investments because they are mandated
- ☐ I support these investments because it helps our community and we meet our mandated obligations
- ☐ I do not support these investments

System Renewal – Replacing Equipment

In a recent telephone survey of Algoma Power customers, 87% said “Pro-actively maintaining and upgrading equipment” was a very high or high priority. Pro-active replacement of equipment, even though it may cost a bit more, should ensure reliable power and excellent use of the equipment.

Q: Which of the following statements is closest to your viewpoint about System Renewal Capital Investments:

- ☐ I believe the current level of investment is adequate and will ensure reliable power through pro-active equipment replacement resulting in the number of level of outages at levels experienced over the past 3 years
- ☐ I believe the current level of investment should be increased resulting in an increase in the level of reliable power
- ☐ I believe the current level of investment should be decreased with the understanding there is increased risk for reactive equipment replacement and longer outages
- ☐ I believe the current level of investment should be decreased to reactive replacement of equipment despite increases in the number or level of outages



Chapter 5 “Help us prioritize capital investments in the electricity network” [4-6 minutes]

System Service – Looking after longer-term needs

Algoma Power customers are using more equipment and devices, in their homes and businesses that are sensitive to power interruptions and power quality. [System Service](#) capital investments are about achieving performance objectives and meeting the future needs of all customers. In a recent telephone survey of Algoma Power customers, 79% said “Reducing response time to outages” and 76% said “Investing more in the electricity network to reduce outages and increase reliability” was a very high or high priority.

Q: Which of the following statements is closest to describing your belief about the pace of adding equipment and devices which Algoma Power must keep in mind when developing the [System Service](#) budget and plan:

- ☐ I feel customers will continue to add equipment and devices at about the same pace as the last few years, therefore keeping investments at current levels makes sense
- ☐ I feel customers will add equipment and devices at a much faster rate, therefore increasing the level of investment and costs to customers is required because customers will want more reliability of supply with shorter response times when outages occur
- ☐ I feel customers will add equipment and devices at a much slower rate, thereby reducing the pace of adding more capacity to the electricity network



Chapter 5 “Help us prioritize capital investments in the electricity network” [4-6 minutes]

General Plant – Facilities, tools and equipment

Having the right tools & equipment, efficient workplaces, good trucks and other rolling equipment, computers and software help your Algoma Power professionals support day to day business and operational needs. Tools, equipment, trucks, etc. do wear out or become out-dated. In addition, modernizing security software to protect against cyber attacks and improving customer information systems is a high priority for Algoma Power.

Q: Which of the following statements is closest to describing your level of support for the [General Plant](#) investment plan:

- ☐ I think keeping facilities, trucks & equipment, tools and technology in sound working order is important. Also important is having a good level of security for the electricity network. Maintaining the current level of investment is about right.
- ☐ I think keeping facilities, trucks & equipment, tools and technology in sound working order and making strategic investments to further protect the electricity network from cyber attack and/or shorten timelines for power restoration is important. Increasing the level of investments makes sense in a world which is becoming more complicated.
- ☐ I think replacing facilities, trucks & equipment, tools and equipment only when they become a safety issue and/or fail while help ensure maximum value is received from the investment. The need to protect the electricity network from cyber attacks will decrease in the future. Lowering the level of investments despite increased risk, is ok.



Chapter 5 “Help us prioritize capital investments in the electricity network” [4-6 minutes]

Q: We are always looking for ways to reduce costs to safely and reliably deliver electricity. What ideas do you have which might help reduce costs without compromising performance?



**WISDOM FROM
CUSTOMERS**

Q: Do you have any additional comments about Algoma Power or its Cost of Service Rate Application?





Chapter 5 “Help us prioritize capital investments in the electricity network” [4-6 minutes]



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Questions show up here
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Survey: Chapter 6

Chapter 6 “Gathering insights about customer care operations” [4-6 minutes]



Customer feedback helps ensure our services are meeting expectations. Customer insight helps us determine priorities and timing of investments. This Operational Plan Investments survey, which takes about 5 minutes to complete, will provide us with data to be used in making various business decisions. Our goal is to keep cost increases low.

We are developing a comprehensive capital and operational investment planning project which is an important component for our [Cost of Service application](#) going to the [Ontario Energy Board \(OEB\)](#).

The questions in this survey address subjects such as: the quality of information available to manage energy consumption, educating consumers about electricity safety, subject one, subject two, automating alerts such as electricity consumption is above a threshold that you could pick, etc.

We've partnered with [UtilityPULSE](#) to help us collect and analyze the data, and ensure individual responses remain confidential.

Thank you in advance for your participation!

Sincerely,

Jennifer Rose
Regional Manager
Algoma Power

To move forward in the survey please click on the "forward arrow" button located at the bottom of your screen. Do not use your Browser buttons.



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please note

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**Algoma Power “About You”
Questions show up here
(refer to Chapter 8 to view these questions)**



Chapter 6 “Gathering insights about customer care operations” [4-6 minutes]

Q: To what degree would you agree or disagree that each of the following statements apply to Algoma Power?

	Agree strongly	Agree somewhat	Neither agree or disagree	Disagree somewhat	Disagree strongly	Don't know
Is a trusted and trustworthy company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is a socially responsible company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is pro-active in communicating changes and issues which may affect customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adapts well to changes in customer expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is a respected company in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 6 “Gathering insights about customer care operations” [4-6 minutes]

Q: Algoma Power strives to educate and inform customers on a broad range of topics. What is your satisfaction level with the following?

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know
The amount of information available to you about energy conservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of information available when outages occur	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The electricity safety education provided to the public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The timeliness and relevance of information for things such as planned outages, construction activity, tree-trimming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information and tools available to you to help manage electricity consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 6 “Gathering insights about customer care operations” [4-6 minutes]

Customer Care Operational Improvements

Customer expectations continue to rise, anticipating what those future expectations are, and when to implement them is a challenge. The following list of customer care operational improvements are based on feedback from customers, employees and others.

Q: As you think about the next 5 years, could you tell us to what degree you would be willing to pay more for each of the items.

	Very willing	Somewhat willing	Neither willing nor unwilling	Somewhat unwilling	Very unwilling	Don't Know
Reporting or inquiring about an issue through the website e.g., billing question, outage problem	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An outage notification system that automatically sends you a message by phone call, email or text	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having a web chat feature on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automating alerts when electricity usage exceeds a prearranged threshold	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reviewing and paying your bill on-line (through the utility's website)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educating Grade 4 & 5 students regarding electricity safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comparing of your electricity consumption with your neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 6 “Gathering insights about customer care operations” [4-6 minutes]

Customer Care Operational Improvements (continued)

Q: As you think about the next 5 years, could you tell us to what degree you would be willing to pay more for each of the items.

	Very willing	Somewhat willing	Neither willing nor unwilling	Somewhat unwilling	Very unwilling	Don't Know
Automating alerts to predict what your upcoming bill might be	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Automating alerts to remind you of your bill due date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended office hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extended call centre hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educating customers about energy conservation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educating customer and the public about electricity safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A smart phone application that allows you to access your smart meter electricity usage information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 6 “Gathering insights about customer care operations” [4-6 minutes]

Determining whether Algoma Power should retro-fit or renovate facilities or build new is a difficult decision.

Q: Could you tell us how important each of the following items are in helping to make a long-term decision about Algoma Power’s facilities. How important...

	Very important	Somewhat important	Neither	Somewhat unimportant	Very unimportant	Don’t know
Facilities are safe and secure places to work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Valuable inventory, parts and equipment are protected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Design of facilities encourages labour efficiency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Esthetically fits in nicely with the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are functional places to work, i.e., good ergonomics, lighting, temperature, encourages communication, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities look to be in good repair and up-to-date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities suitability reflect the important nature of your electric utility in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Facilities meet the needs of customers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The decision to renovate or build new should be based on which option represents the best balance between keeping costs low, being efficient, and meeting customer longer term energy needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 6 “Gathering insights about customer care operations” [4-6 minutes]

Q: We are always looking for ways to reduce costs to safely and reliably deliver electricity. What ideas do you have which might help reduce costs without compromising performance?



**WISDOM FROM
CUSTOMERS**

Q: Do you have any additional comments about Algoma Power or its Cost of Service Rate Application?





Chapter 6 “Gathering insights about customer care operations” [4-6 minutes]



Note to Reader: Each Survey Chapter ends with Algoma Power “Hot Alert” Questions. If a respondent is completing more than one Survey Chapter at a time they will see the “Hot Alert” questions one time only.

**Algoma Power “Hot Alert”
Questions show up here
(refer to Chapter 9 to view these questions)**



Survey: Chapter 7

“Help us determine which capital investments and operational changes you can support” [10-14 minutes]



This survey invites you to tell us about your level of support for various capital and operational investments for the years 2020 to 2024. Customer feedback is an important part of our Cost of Service application [Cost of Service application](#) going to the [Ontario Energy Board \(OEB\)](#).

Over the past 30 months, we have undertaken 6 online surveys, conducted 3 major telephone surveys of residential and commercial customers, and conducted public/community meetings to ensure we understand customer priorities.

Despite the tremendous amount of change that has taken place in the electricity distribution industry over the past 15 years, we remain focused on providing safe, reliable electricity while keeping costs in check. Your answers to questions in this survey will help us find a good balance between cost increases, reliability, power quality, power restoration times, and safety.

We've partnered with [UtilityPULSE](#) to help us collect and analyze the data, and ensure individual responses remain confidential.

Thank you in advance for your participation!

Sincerely,

Jennifer Rose
Regional Manager
Algoma Power

Ps - Should you wish to provide comment directly to the Ontario Energy Board please use this [link](#).

To move forward in the survey please click on the "forward arrow" button located at the bottom of your screen. Do not use your Browser buttons.



[Powered by Q-Fi](#)

please note

Note to Reader: Each Survey Chapter starts with “About You” Profile Questions. If a respondent is completing more than one Survey Chapter at a time they will only need to complete the “About You” questions one time only.

**Algoma Power “About You”
Questions show up here
(refer to Chapter 8 to view these questions)**



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

Q: In your view how satisfied are you with the services that Algoma Power provides you?

- ☐ Very satisfied
- ☐ Fairly satisfied
- ☐ Neither satisfied or dissatisfied
- ☐ Fairly dissatisfied
- ☐ Very dissatisfied

Algoma Power has a rural distribution system which is reflective in the delivery rates for our customers. Delivery rates are impacted by customer density, location of customers relative to each other, terrain, and the size of the service territory. For the average customer who uses about 750 kWh per month of electricity their total bill is about \$123 per month. Algoma Power is responsible for delivering electricity reliably and safely to its 11,700 customers. Algoma Power receives approximately 30% or \$37 of that amount to maintain the electricity network, build capacity to support economic growth, protect the network from cyber attack, and so much more. Algoma Power receives further funding to maintain and invest in its distribution system through subsidies related to rate protection for rural and remote customers.

Q: In your view how reasonable is the percentage given to Algoma Power?

- ☐ Very reasonable
- ☐ Somewhat reasonable
- ☐ Neither reasonable or unreasonable
- ☐ Somewhat unreasonable
- ☐ Definitely unreasonable



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

Could you prioritize the top 3 items that we need to consider as we complete our Cost of Service application? (Drag and drop your responses to prioritize the top 3 items that we need to consider as we complete our Cost of Service application)

(Drag and drop your responses ➤)

- Keep costs low
- Invest in green energy technologies (energy storage, electric vehicles, etc.)
- Improve power quality
- Shorten power restoration times
- Improve customer service
- Improve communications for billing and outages
- Invest in smart grid technologies (system automation)
- Maintain Safe, reliable distribution of electricity
- Offer more energy conservation incentives

Top 3 items that we need to consider as we complete our Cost of Service application:



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

Q: As an Algoma Power customer could you tell us how important each of the following items are to you?

	Very important	Somewhat important	Neither important nor unimportant	Somewhat unimportant	Very unimportant	Don't know
Support local programs and events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide good jobs in the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continuously improve the safety and reliability of the electricity network	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduce response times to outages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide tools and information to help customers reduce electricity consumption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Look for ways to use technology to safe guard the electricity network or get more out of the equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide more self-serve options on the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Make better use of social media such as twitter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remain focused on keeping costs low	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Invest in green energy technologies (energy storage, electric vehicles, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Invest in smart grid technologies (system automation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Engage with local communities to support economic development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

Q: Could you tell us the level of confidence you have in the people at Algoma Power to use good judgment for prioritizing capital investment projects?

- ☐ Very confident
- ☐ Somewhat confident
- ☐ Neither confident or unconfident
- ☐ Somewhat unconfident
- ☐ Very unconfident
- ☐ Don't know

How the annual cost increase for the Algoma Power portion of your bill is calculated

Algoma Power has a rural distribution system which is reflective in the delivery rates for our customers. Delivery rates are impacted by customer density, location of customers relative to each other, terrain, and the size of the service territory.

The Ontario Government and the Ontario Energy Board have established a formula for Algoma Power's customers which limit any increases in the distribution rates that Algoma Power charges to residential, commercial and industrial customers. The increase to Algoma Power's distribution rates for these customer classes can be no higher than the average cost increase experienced by customers of other licensed electricity distributors in Ontario. Additionally, under the Fair Hydro Plan, total distribution rates payable by Algoma Power's residential customers are capped at approximately \$37 per month. The amount of the cap will be adjusted annually, based on the rates charged by certain other northern and/or rural electricity distributors.

As stated earlier, for the average Algoma Power residential customer who uses about 750 kWh per month of electricity their total bill is about \$123 per month; Algoma Power's portion is about \$37 or 30%.



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

Assuming cost increases for other northern and/or rural electricity distributors in Ontario average about 2.5% per year then the Algoma Power portion would be:

	2019	2020	2021	2022	2023	2024
Base	\$37.00	\$37.93	\$38.87	\$39.84	\$40.84	\$41.86
% increase		+2.5%	+2.5%	+2.5%	+2.5%	+2.5%
\$ increase		\$0.93	\$0.94	\$0.97	\$1.00	\$1.02
Accumulated \$ total		\$0.93	\$1.87	\$2.84	\$3.84	\$4.86
Accumulated %		2.50%	5.05%	7.68%	10.38%	13.14%

Our goal continues to be to keep cost increases at a reasonable level. However, Algoma Power customers are not the same as all other electricity distributor customers in Ontario. Residential and commercial customers may have different needs and wants. We believe these differences should be taken into consideration when developing the Cost of Service rate application to be submitted to the Ontario Energy Board.

In order to support our goal of distributing electricity safely and reliably to approximately 11,700 homes and businesses, we need your help in prioritizing investments and changes in operations which can affect your costs.

Q: Prior to reading the above, what was your level of knowledge about how the annual cost increase is calculated for Algoma Power customers?

- ☐ I knew how the cost increase was calculated
- ☐ I was somewhat aware of how the cost increase was calculated
- ☐ I wasn't sure about how the cost increase was calculated
- ☐ I didn't know how the costs increase was calculated



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

System Renewal Capital Investments

Equipment such as poles, transformers, and other assets do wear out and have to be refurbished or replaced. 90% of survey respondents from a recent telephone survey, agreed with the statement that Algoma Power has a standard of reliability that meets their expectations. 87% said “Pro-actively maintaining and upgrading equipment” was a very high priority. 76% said “Investing more in the electricity grid to reduce outages and to increase reliability and safety” was a very high priority. [System renewal](#) is an important subject for customers.

Algoma Power invests about \$2,300,000 per year on [System renewal](#) projects.

Q: What level of monthly increase for the average customer could you support.

- ☐ I do not support any increase in the [system renewal](#) budget which will result in more outages, longer restoration times, and the reduction in API’s ability to provide safe & reliable service.
- ☐ I can support less than inflationary increases in the [system renewal](#) budget each year, which will, over time, have a negative impact on the standard of safe and reliable service.
- ☐ I can support inflationary increases in the [system renewal](#) budget each year, as this maintains the current standard of reliability.
[Algoma Power’s recommended choice]
- ☐ I can support higher than inflationary increases if it will truly improve reliability and safety above current levels
- ☐ Don’t know



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

System Service Capital Investments

System service investments are those required to ensure the electricity network has the capacity and reliability to meet current and future customer needs. These types of investments can represent replacing or adding new equipment which improves reliability and/or helps reduce the impact of an outage on customers.

Algoma Power invests about \$780,000 per year on System Service capital items.

Q: What level of monthly increase for the average customer could you support?

- ☐ I do not support any increase in the system service budget
- ☐ I can support less than inflationary increases in the system service budget each year, because improving reliability is not a strong requirement
- ☐ I can support inflationary increases in the system service budget each year, knowing it will be difficult for Algoma Power to maintain its current level of reliability
- ☐ I can support higher than inflationary increases (up to a maximum of 10%), knowing it will reduce the number of outages and/or improve restoration times when there are outages [Algoma Power’s recommended choice]
- ☐ I can support higher than a 10% increase to further reduce the number of outages and/or improve restoration times when there are outages.
- ☐ Don’t know



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

General Plant Investments

Having the right tools & equipment, efficient workplaces, good trucks and other rolling equipment, computers and software help your Algoma Power professionals support day to day business and operational needs. Tools, equipment, trucks, etc. do wear out or become out-dated. In addition, modernizing security software to protect against cyber attacks and improving customer information systems is a high priority for Algoma Power.

Algoma Power invests about \$925,000 per year on [General Plant](#) items.

Q: What level of monthly increase for the average customer could you support?

- ☐ I do not support any increase in the [General Plant](#) budget
- ☐ I can support the 2.5% annual increase in the [General Plant](#) budget each year, if it will keep facilities, trucks & equipment, and tools in sound working order
- ☐ I can support higher than inflationary increases (to a maximum of 10%) to make operational investments to improve worker safety, become more efficient, protect the network from cyber attacks, and/or reduce future costs [Algoma Power’s recommended choice]
- ☐ I can support higher than inflationary increases to make operational investments to improve worker safety, become more efficient, protect the network from cyber attacks, and/or reduce future costs.
- ☐ Don’t know



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

Vegetation Management – Line clearing and brush control around power lines

Trees and brush growing in the vicinity of electrical wires increase the risk of injury to the public and employees. Vegetation contacting or arcing with power lines can start fires. Trees and branches falling on power lines cause about 35% of all outages. Algoma Power has an established 6-8 year cycle for dealing with trees and brush around power lines.

Algoma Power invests about \$3.4 million per year on Vegetation Management.

Q: What level of monthly increase for the average customer could you support?

- ☐ I do not support any increase in the Vegetation management budget which will result in more tree caused outages, longer restoration time and increase the risk of injury to the public and employees
- ☐ I can support inflationary increases in the Vegetation Management budget as this maintains Algoma Power’s least cost management approach for maintaining safety, reliability, and environmental standards [Algoma Power’s recommended choice]
- ☐ I can support higher than inflationary increases in the Vegetation Management budget to further reduce tree caused outages
- ☐ Don’t know



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

Customer Care Operational Improvements

Algoma Power employees are focused on providing excellent customer care and are well aware that customer expectations about service will continue to rise. In addition to the annual 2.5% increase in costs, there may be additional costs for 1 or more of the following.

Q: Thinking about the next 5 years, which of the following improvements would you like us to make?

	Make this improvement	Don't make this improvement	Don't Know
A smart phone application that allows you to access your smart meter electricity usage information			
Extended office hours			
Automating alerts when electricity usage exceeds a prearranged threshold			
Educating customers about energy conservation			
Reviewing and paying your bill on-line (through the utility's website)			
An outage notification system that automatically sends you a message by phone call, email or text			
Automating alerts to remind you of your bill due date			
Reporting or inquiring about an issue through the website e.g., billing question, outage problem			
Comparing of your electricity consumption with others in API's service territory			
Educating customer and the public about electricity safety			
Access on-line account info for updates, move-outs and move-ins.			
Automating alerts to predict what your upcoming bill might be			
Having a web chat feature on the website			



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

Note to Reader: This is a calculated/summary page and varies depending on what items the respondent selected...what follows is a sample.

Based on your selections, you supported **3** out of the 4 Algoma Power recommended choices.
You supported the following recommendations:

General Plant Investments

I can support higher than inflationary increases to make operational investments to improve worker safety, become more efficient, protect the network from cyber attacks, and/or reduce future costs. [Algoma Power’s recommended choice]

System Renewal Capital Investments

I can support inflationary increases in the system renewal budget each year, as this maintains the current standard of reliability. [Algoma Power’s recommended choice]

Vegetation Management – Line clearing and brush control around power lines

I can support inflationary increases in the Vegetation Management budget as this maintains Algoma Power’s least cost management approach for maintaining safety, reliability, and environmental standards. [Algoma Power’s recommended choice]

You selected **7** of the 14 possible Customer Care improvements.

- Automating alerts to predict what your upcoming bill might be
- Automating alerts to remind you of your bill due date
- Comparing of your electricity consumption with your neighbours
- Educating customers about energy conservation
- Educating Grade 4 & 5 students regarding electricity safety
- Extended call centre hours
- Reviewing and paying your bill on-line (through the utility’s website)

If any of the above are not correct, or if you have changed your mind, use the arrows at the bottom of the screen to scroll back the area you wish to change. Change your answer and use the forward arrow to get back to this page.

- ☐ Go back to change my answers
- ☐ Proceed to the next page

Note: respondents are given the opportunity to Go back and change their answers



Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]

Q: We are always looking for ways to reduce costs to safely and reliably deliver electricity. What ideas do you have which might help reduce costs without compromising performance?



**WISDOM FROM
CUSTOMERS**

Q: Do you have any additional comments about Algoma Power or its Cost of Service Rate Application?





Chapter 7 “Help us determine which capital investments and operational changes you can support” [10-14 minutes]



Note to Reader: Each Survey Chapter ends with Algoma Power “Hot Alert” Questions. If a respondent is completing more than one Survey Chapter at a time they will see the “Hot Alert” questions one time only.

**Algoma Power “Hot Alert”
Questions show up here
(refer to Chapter 9 to view these questions)**

Algoma Power

“About You” Questions

Note to Reader: Each Survey Chapter starts with “About You” Profile Questions. If a respondent is completing more than one Survey Chapter at a time they will only need to complete the “About You” questions one time only.



Algoma Power “About You”

Q: Are you a residential or commercial customer of Algoma Power?

- ☐ Residential
- ☐ Commercial

Residential Respondents

Q: What is the postal code of your primary residence?

Q: How would you describe your primary residence? Would you say...

- ☐ A fully-detached home
- ☐ A semi-detached home
- ☐ A townhome or row house
- ☐ An apartment or condo building **less than 5 storeys**
- ☐ An apartment or condo building **5 storeys or higher**
- ☐ A farm
- ☐ Other (Specify)

Q: Which of the following statements best describes your responsibility for paying the electricity bill?

- ☐ I pay the bill
- ☐ I share the responsibility for paying the bill
- ☐ I contribute some money to someone else in my household who pays the bill
- ☐ Someone else looks after paying the bill



Algoma Power “About You”

Q: Could you tell us whether the monthly hydro bill is on average over the last 12 months?

- ☐ Under \$90 per month
- ☐ Between \$91-\$150 per month
- ☐ Over \$150 per month
- ☐ Don't know

Commercial Respondents

Q: What is the postal code of your primary business?

Q: Would you describe yourself as:

- ☐ A company owner
- ☐ A technical employee, supervisor, manager or executive with responsibility for energy management
- ☐ A senior manager/executive with decision making authority for energy matters
- ☐ An administrative employee, supervisor, manager or executive with responsibility to authorize payment of the electricity invoice
- ☐ An electrician, maintenance or trades professional
- ☐ A professional, supervisor, manager or executive not responsible for energy management matters
- ☐ Other (Specify)



Algoma Power “About You”

Q: Could you tell us whether the monthly hydro bill is on average over the last 12 months?

- ☐ Under \$100 per month
- ☐ Between \$101 - \$649 per month
- ☐ Between \$650 - \$1,000 per month
- ☐ Over \$1,000 per month
- ☐ Don't know

Q: Which of the following would best describe your organization?

Check all that apply.

- ☐ Business to consumer organization
- ☐ Business to business organization
- ☐ Service organization, Agency, Association, Charity
- ☐ Hospitality including food services
- ☐ Professional services
- ☐ Trades
- ☐ Manufacturer, Industrial
- ☐ Government (all levels), Education, Healthcare
- ☐ Wholesaler/distributor
- ☐ Other (Specify)



Algoma Power

“Hot Alert” Questions

Note to Reader: Each Survey Chapter ends with “Hot Alert” Questions. If a respondent is completing more than one Survey Chapter at a time they will see the “Hot Alert” questions one time only.



Algoma Power “Hot Alert” Questions

Q: Would you like an Algoma Power representative to contact you?

☐ Yes

☐ No

Q: To ensure that the proper department contacts you, please select a department to contact you

☐ Billing

☐ Low income assistance programs

☐ Question on rates

☐ Conservation programs

☐ Metering

☐ General Customer Service

☐ Power outages

☐ New or modified service

☐ Tree trimming

☐ Safety

☐ Environmental

☐ Other

Q: Could you tell us the subject matter you would like addressed?



Algoma Power “Hot Alert” Questions

Q: Would you like to be notified of any Public meetings being held regarding Algoma Power ’s Cost of Service application?

☐ Yes

☐ No

Q: Please provide the following contact information so that an Algoma Power Representative may reach you:

Your first name:

Your last name:

Best telephone number to call you (xxx-xxx-xxxx):

Extension (not mandatory):

Best email address to reach you:

Please verify your email address:

Address:

Postal Code:

Q: May we provide Algoma Power with a copy of your survey responses?

☐ Yes

☐ No

Algoma Power

“HYPERLINKS”

Note to Reader: Certain Chapter Surveys may contain terms or references which may require further definition or source information. In those instances, hyperlinks are provided which allow a respondent to access additional information.

Hyperlinks





Capital investment plans

- [Hyperlink opens up web-page housing definition](#)

Capital investment plans include adding equipment such as poles, wire, cables, transformers, etc. to support the needs of customers and the community. These types of investments also include replacing equipment that has worn out, reached its end of life, or has failed. The goal of making capital investments in the infrastructure which delivers electricity to 11,700 residential and commercial customers is to maintain and/or improve safety, power quality, and reliability.

- Cost of service application

- [http://www.algomapower.com/Userfiles/EB-2017-0025%20Algoma NoA Final.pdf](http://www.algomapower.com/Userfiles/EB-2017-0025%20Algoma%20NoA%20Final.pdf)

- Discretionary Capital Investments

- [Hyperlink opens up web-page housing definition](#)

Discretionary Capital Investments

Equipment does fail, wears out and can become technologically out-of-date. In addition, new equipment and/or technology does emerge which can help improve safety and/or power quality and/or power reliability. A key goal is to get the most out of equipment and replace it just before it becomes a major problem. Discretionary doesn't mean replacing equipment is optional, discretionary means making a judgment about the timing to replace equipment.



“HYPERLINKS”

- General Plant Investments

- [Hyperlink opens up web-page housing definition](#)

General Plant investment plans ensure that the organization and its people have the equipment and resources necessary to quickly deal with outages and the equipment (assets) used to deliver electricity to customers in excellent working order. Proper maintenance ensures maximum value is received from all investments.

- Non-discretionary Capital Investments

- [Hyperlink opens up web-page housing definition](#)

Non-discretionary Capital Investments

Algoma Power, as a licenced electricity distributor, must meet its regulatory obligations as determined by the Ontario Energy Board (OEB) and its legislated requirements as determined by the Ontario Government. Examples include: connecting new customers to the distribution system, supporting road work i.e., moving equipment, supporting community growth, delivering legislated Conservation Demand Management programs, and more.

- Ontario Energy Board (OEB)

- <https://www.oeb.ca/>

- Scorecard

- <http://www.algomapower.com/Userfiles/2016%20Scorecard%20-%20Algoma%20Power%20Inc.pdf>



“HYPERLINKS”

- System Access Investments

- [Hyperlink opens up web-page housing definition](#)

System Access investments are modifications (including asset relocation) to a distributor’s distribution system a distributor is obligated to perform to provide a customer (including a generator customer) or group of customers with access to electricity services via the distribution system

- System Renewal Investments

- [Hyperlink opens up web-page housing definition](#)

System Renewal investments involve replacing and/or refurbishing system assets to extend the original service life of the assets and thereby maintain the ability of the distributor’s distribution system to provide customers with electricity services.

- System Service Investments

- [Hyperlink opens up web-page housing definition](#)

System Service investments are modifications to a distributor’s distribution system to ensure the distribution system continues to meet distributor operational objectives while addressing anticipated future customer electricity service requirements.

- UtilityPULSE

- <https://www.utilitypulse.com/>



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TAKING A.I.M. **(Applied Insights Methodology)**

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