

									Target	
Performance Outcomes	Performance Categories	Measures	2015	2016	2017	2018	2019	Trend	Industry	Distributor
Customer Focus  Services are provided in a manner that responds to identified customer preferences.	Service Quality	New Residential/Small Business Services Connected on Time	100.00%	100.00%	100.00%	100.00%	100.00%		90.00%	
		Scheduled Appointments Met On Time	100.00%	98.10%	96.40%	99.33%	98.58%		90.00%	
		Telephone Calls Answered On Time	88.10%	86.70%	72.77%	92.72%	90.73%		65.00%	
	Customer Satisfaction	First Contact Resolution	99.95%	99.92%	99.90%	99.87%	99.82%			
		Billing Accuracy	99.95%	99.73%	99.97%	99.97%	99.89%		98.00%	
		Customer Satisfaction Survey Results	96%	92%	92%	96%	96%			
Operational Effectiveness  Continuous improvement in productivity and cost performance is achieved; and distributors deliver on system reliability and quality objectives.	Safety	Level of Public Awareness	82.00%	82.00%	82.00%	82.00%	82.00%			
		Level of Compliance with Ontario Regulation 22/04 <sup>1</sup>	C	C	C	C	C			C
		Serious Electrical Incident Index	1	1	1	6	1			1
			0.633	0.618	0.618	3.645	0.605			0.772
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted <sup>2</sup>	0.69	0.71	0.76	0.92	0.85			0.62
		Average Number of Times that Power to a Customer is Interrupted <sup>2</sup>	1.42	1.15	1.50	1.32	1.29			1.16
	Asset Management	Distribution System Plan Implementation Progress	119.44%	23.05%	41.81%	61.36%	82.07%			
	Cost Control	Efficiency Assessment	3	4	3	3	3			
		Total Cost per Customer <sup>3</sup>	\$762	\$809	\$773	\$819	\$833			
		Total Cost per Km of Line <sup>3</sup>	\$26,109	\$28,094	\$26,800	\$28,499	\$29,241			
Public Policy Responsiveness  Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements imposed further to Ministerial directives to the Board).	Conservation & Demand Management	Net Cumulative Energy Savings <sup>4</sup>	15.54%	29.69%	65.16%	80.00%	98.00%			82.38 GWh
	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time	87.50%	80.00%	100.00%	100.00%	100.00%			
		New Micro-embedded Generation Facilities Connected On Time	100.00%	100.00%	100.00%	100.00%	100.00%		90.00%	
Financial Performance  Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)	0.94	1.01	1.08	1.08	0.93			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	1.33	1.23	1.18	1.14	1.13			
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	9.58%	9.19%	9.19%	9.19%			
			Achieved	6.65%	10.13%	8.37%	8.20%			

1. Compliance with Ontario Regulation 22/04 assessed: Compliant (C); Needs Improvement (NI); or Non-Compliant (NC).

2. The trend's arrow direction is based on the comparison of the current 5-year rolling average to the distributor-specific target on the right. An upward arrow indicates decreasing reliability while downward indicates improving reliability.

3. A benchmarking analysis determines the total cost figures from the distributor's reported information.

4. The CDM measure is based on the now discontinued 2015-2020 Conservation First Framework. 2019 results include savings reported to the IESO up until the end of February 2020.

Legend:

5-year trend

up down flat

Current year

target met target not met