

									Target	
Performance Outcomes	Performance Categories	Measures	2017	2018	2019	2020	2021	Trend	Industry	Distributor
<b>Customer Focus</b>  Services are provided in a manner that responds to identified customer preferences.	Service Quality	New Residential/Small Business Services Connected on Time	90.35%	91.18%	94.78%	93.27%	90.84%	⬆️	90.00%	
		Scheduled Appointments Met On Time	93.12%	94.79%	93.15%	94.46%	93.15%	⬇️	90.00%	
		Telephone Calls Answered On Time	79.47%	87.67%	82.62%	65.17%	76.62%	⬇️	65.00%	
	Customer Satisfaction	First Contact Resolution	97.42%	98.52%	98.99%	99.15%	99.08%			
		Billing Accuracy	99.91%	98.26%	99.96%	99.92%	99.95%	⬆️	98.00%	
		Customer Satisfaction Survey Results	81%	83%	83%	86%	86%			
<b>Operational Effectiveness</b>  Continuous improvement in productivity and cost performance is achieved; and distributors deliver on system reliability and quality objectives.	Safety	Level of Public Awareness	83.00%	83.00%	83.00%	83.00%	85.00%			
		Level of Compliance with Ontario Regulation 22/04 <sup>1</sup>	C	C	C	C	C	➡️		C
		Serious Electrical Incident Index	Number of General Public Incidents		0	0	0	0	➡️	0
			Rate per 10, 100, 1000 km of line		0.000	0.000	0.000	0.000	➡️	0.000
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted <sup>2</sup>	0.83	1.82	1.27	1.23	2.02	⬆️		1.24
		Average Number of Times that Power to a Customer is Interrupted <sup>2</sup>	0.57	1.29	0.84	0.95	0.89	⬆️		0.74
	Asset Management	Distribution System Plan Implementation Progress	98%	18.80%	37.5%	57%	76.13%			
	Cost Control	Efficiency Assessment	2	2	2	2				
		Total Cost per Customer <sup>3</sup>	\$538	\$578	\$580	\$577	\$564			
		Total Cost per Km of Line <sup>3</sup>	\$35,211	\$37,960	\$10,907	\$10,979	\$10,789			
<b>Public Policy Responsiveness</b>  Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements imposed further to Ministerial directives to the Board).	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time	100.00%			100.00%				
		New Micro-embedded Generation Facilities Connected On Time	100.00%	100.00%	100.00%			➡️	90.00%	
<b>Financial Performance</b>  Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)	0.65	0.67	0.57	0.72	0.76			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	0.95	1.10	1.31	1.32	1.25			
		Profitability: Regulatory Return on Equity	Deemed (included in rates)		9.85%	9.00%	9.00%	9.00%		
			Achieved		3.37%	8.11%	7.30%	6.14%		

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

2. 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.

Legend:

5-year trend

⬆️ up ⬇️ down ➡️ flat

Current year

🟢 target met 🟡 target not met