

1 Table 2-4: List of metrics and their desired outcomes

Performance Outcome	Measure	Motivation	Metric	Desired Outcome	2018-2022 RESULTS
Customer- oriented performance	System reliability	Regulatory/ consumer	SAIDI	0.91 or less—1.20 or less	Not Achieved
			SAIFI	1.77 or less 0.71 or less	Not Achieved
			CAIDI	1.77 or less	Achieved except 2021 @ 2.27
			Root cause of power interruptions	Identify root cause of outages	Achieved
	Consumer bill impacts	Regulatory/ consumer	Percentage bill increase	2% or inflation annually	IRM increases annually were at the OEB approved rate of inflation (less stretch factor where applicable)
	Power quality	Regulatory/ consumer	Voltage at customer meter	0 unresolved power quality concerns	Achieved
	Customer satisfaction	Regulatory/ consumer	Customer satisfaction survey results	80% or greater	Achieved
	Service quality	Regulatory/ consumer	Telephone accessibility	Greater than 65%	Achieved
			Telephone call abandon rate	Less than 10%	Achieved
			Connection of new services	Greater than 90%	Achieved
			Appointments scheduling	Greater than 90%	Achieved
			Appointments met	Greater than 90%	Achieved
			Missed appointments rescheduling	100%	Achieved
			Written response to enquiries	Greater than 80%	Achieved
Emergency response			Greater than 80%	Achieved	
Cost efficiency and effectiveness	DSP implementation progress	Regulatory/ consumer	Percentage of projects completed in the budget year	Greater than 80%	Achieved
			Project spending (planned vs. actual)	+/- 10%	Achieved
			Annual capital spending (planned vs. actual)	+/- 10%	Achieved
	Efficiency assessment	Regulatory/ consumer	Results of efficiency assessment	Group 2	Achieved Group 1 status in 2022
Total cost	Regulatory/ consumer	Total cost per customer	Monitor performance relative to peers	Achieved	
		Total cost per km of line			
Asset/system operations performance	Safety	Regulatory/ corporate	Serious electrical incident index	0	Achieved
	System performance	Corporate	Distribution losses	4% or less	Achieved
	Asset performance	Corporate	Primary Cable failures	3 per year or less	Achieved except 2021 @ 4
Corporate		Switchgear failures	2 per year or less	Achieved except 2019 @3	

SAIDI/SAIFI Summary

EPLC's historical SAIDI and SAIFI performance has been higher than the distributor's target with the exception of the recorded SAIDI in 2020 of 1.23 which met the target of 1.24. The average SAIDI and SAIFI over the past five years are 1.63 and 0.96 while the targets are 1.24 and 0.74 respectively. The largest contributor to EPLC's SAIDI metric is loss of supply outside of EPLC's service territories. In 2022, loss of supply accounted for 61.2% of EPLC's SAIDI metric. EPLC's SAIDI is also affected by factors such as scheduled outages, foreign interference, and adverse weather. These Reliability statistics and further details are in section 5.2.4.2.2 and 5.2.4.2.3