



<u>Balancing</u>	<u>Strategies to Obtain Objective & Goals</u>		<u>Key Performance Indicators</u>
<i>Environmental Health & Safety</i>	Environmental	2019 - 2022	Decommission older MS 1 & 2 stations in PSound - end of life & potential environmental hazard near water
	PCB Storage Site	2020	Close
	Customer H&S	2020 & 2022	Conduct mandated Customer H&S Survey
	Contractors	2019 - 2022	Increase H&S Compliance
<i>Team</i>	Training, Satisfaction & Union	2019	Union Contract Negotiations for 2020 implementation
		2019 & 2021	Employee Satisfaction Surveys
		2019 - 2022	Training on Innovation Advancements
<i>Customers</i>	Improve Customer Service	2019	Upgrade Online Portal
		2019 - 2022	Improvements to Website, Twitter, etc.
		2019 - 2022	Customer Engagement Committee
	Smart Meter Change Outs	2019 2019 - 2020	Residential Meter Test Year 3-Phase Full Test Reseal
	Customer Satisfaction	2019 & 2021	Conduct Survey Mandated by OEB
	Decrease annual number of outages per customer Top Quartile Baseline = 1.76 or <	2019 - 2022	1.76 or <

Key Performance

Balancing

Objective & Goals

Indicators

Customers

Decrease annual number of outage hours per customer Top Quartile Baseline = 30 mins or <	2019 - 2022	3 min or <
Outage Map	2019 - 2020	Improvements
CHEC Control Room	2019 - 2020	Investigation
Asset Condition Management Plan	2019 - 2020	Implementation
Document Storage	2019 - 2021	Implementation
Cyber Security	2019 - 2022	Implement Improvements
Approved Conservation Reduction Targets	2019 2020 20201	15% 18% TBD
Ontario Energy Board's Cost of Service Application	2019 2019	Interrogatories, Approval, Implementation Debrief - plan for future

Financial

Manage to Lowest Controllable Costs per Customer	2019 2020 2021	\$300 \$295 \$299
EConnect - Increase number of customers on paperless billing	2019 2020 2021	20% 22% 25%
Decrease system line losses	2019 2020 2021	4.60% 4.40% 4.20%