

Scorecard - Westario Power Inc.

8/27/2018

Performance Outcomes	Performance Categories	Measures	2013	2014	2015	2016	2017	Trend	Target			
									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	91.00%	100.00%	95.40%	92.10%	92.25%		90.00%			
		Scheduled Appointments Met On Time	97.10%	100.00%	100.00%	100.00%	94.86%		90.00%			
		Telephone Calls Answered On Time	75.10%	79.60%	86.60%	82.90%	82.29%		65.00%			
	Customer Satisfaction	First Contact Resolution			81.5%	99%	98.86%	99.56%				
		Billing Accuracy			99.76%	99.86%	99.96%	99.99%		98.00%		
		Customer Satisfaction Survey Results	Generally Satisfied		74%	88%	88%	92.0%				
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				86.00%	86.00%	82.00%				
		Level of Compliance with Ontario Regulation 22/04 ¹		C	C	C	NI	C			C	
		Serious Electrical Incident Index	Number of General Public Incidents	0	1	0	0	0			0	
	Rate per 10, 100, 1000 km of line		0.000	0.194	0.000	0.000	0.000			0.054		
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted ²		2.64	4.76	0.83	2.41	1.20			2.16	
		Average Number of Times that Power to a Customer is Interrupted ²		0.65	1.20	0.34	0.63	0.26			2.37	
	Asset Management	Distribution System Plan Implementation Progress			In Progress	In process	In process	Completed				
	Cost Control	Efficiency Assessment		3	3	3	3	3				
		Total Cost per Customer ³		\$550	\$540	\$550	\$578	\$582				
Total Cost per Km of Line ³			\$24,220	\$23,829	\$24,190	\$25,258	\$25,148					
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 ⁴				18.61%	37.55%	62.63%		23.01 GWh		
	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time		0.00%	80.00%	100.00%		100.00%				
		New Micro-embedded Generation Facilities Connected On Time		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)		1.37	1.54	1.57	1.12	0.90				
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio		0.64	0.70	0.65	0.61	0.66				
		Profitability: Regulatory Return on Equity	Deemed (included in rates)		8.98%	8.98%	8.98%	8.98%	8.98%			
			Achieved		8.50%	11.90%	8.02%	6.66%	2.55%			

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 new 2015-2020 Conservation First Framework.

Legend:

5-year trend up down flat

Current year target met target not met