

Scorecard - Ottawa River Power Corporation

10/21/2020

Performance Outcomes	Performance Categories	Measures	2015	2016	2017	2018	2019	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	100.00%	100.00%	98.57%	100.00%	100.00%		90.00%	
		Scheduled Appointments Met On Time	100.00%	100.00%	99.14%	98.64%	98.15%		90.00%	
		Telephone Calls Answered On Time	99.90%	99.90%	99.87%	99.92%	99.95%		65.00%	
	Customer Satisfaction	First Contact Resolution	97.5%	98.2%	98.8%	98.5%	98.6%			
		Billing Accuracy	100.00%	99.99%	99.98%	99.90%	99.96%		98.00%	
		Customer Satisfaction Survey Results	Satisfied	78.8%	78.8%	80.3%	80.3%			
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	82.20%	82.20%	80.40%	80.40%	82.00%			
		Level of Compliance with Ontario Regulation 22/04 ¹	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			0.000
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted ²	3.95	1.55	0.95	0.53	7.53			1.92
		Average Number of Times that Power to a Customer is Interrupted ²	2.56	0.84	0.62	0.24	1.35			1.22
	Asset Management	Distribution System Plan Implementation Progress	OEB Approved	Implemented	Implemented	Implemented	Implemented			
	Cost Control	Efficiency Assessment	3	3	3	2	2			
		Total Cost per Customer ³	\$478	\$487	\$501	\$484	\$530			
		Total Cost per Km of Line ³	\$29,277	\$30,052	\$11,368	\$11,104	\$11,771			
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	31.88%	54.46%	82.01%	97.00%	110.00%			8.72 GWh
	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time	100.00%							
		New Micro-embedded Generation Facilities Connected On Time	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)	2.35	1.53	1.49	1.46	1.44			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	0.70	0.72	0.70	0.64	0.80			
		Profitability: Regulatory Deemed (included in rates)	9.85%	9.19%	9.19%	9.19%	9.19%			
		Return on Equity Achieved	4.27%	6.32%	11.82%	18.01%	14.48%			

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