Appendix A
EB-2005-0453
Dated January 9, 2006

Proposed Service Quality Requirements

The Board proposes to amend the Gas Distribution Access Rule ("GDAR") as follows:

Section 1.1.1. (Purpose) is amended to add the following as a third purpose.

- Establish Service Quality Requirements for natural gas distributors.

A new Section 7 is added, as provided below.

Aside from the above change and addition, no other amendments to the GDAR are proposed at this time.

Section 7: Service Quality Requirements Performance and Measurements

7.1. General Provisions

The purpose of this section is to establish performance standards and measurements for the natural gas industry in Ontario.

7.2. Identifying Service Quality Requirements

A gas distributor must observe and track its performance with respect to the following list of service quality requirements:

a) Telephone Answering Performance;

b) Billing Performance;

c) Meter Reading Performance;

d) Service Appointment Response Times;

e) Gas Emergency Response;

f) Customer Complaint (Written) Response; and,

g) Disconnection/Reconnection.

7.3. Definitions and Performance Measurements

7. 3.1. Telephone Answering Performance

Telephone Answering Performance is a service quality indicator that is based on a centralized facility established or outsourced to handle calls and other inquiries from customers. The measurement of this requirement will include the following categories of calls: billing; collections; emergencies; and meter appointments.

Data for the call answer performance measures shall be obtained by monitoring calls on the distributors' telephone systems including the Interactive Voice Response (IVR) system.

7.3.1.1. Call Answering Service Level

The percentage of all calls to the general inquiry phone number, including IVR calls, that are answered within 30 seconds. This measure will track the percentage of attempted calls that are satisfied within the IVR or successfully reach a live operator within 30 seconds of reaching the distributor's general inquiry number. The operator must be ready to accept calls and to provide information.

This measurement will be calculated as follows:

$$\frac{\text{Number of calls reaching a distributor's general inquiry number answered within 30 seconds}}{\text{Number of calls received by a distributor's general inquiry number}}$$

The yearly performance standard for the Call Answering Service Level shall be 75% with a minimum monthly standard of 40%.

7.3.1.2. Abandon Rate

The abandon rate means the percentage of callers who hang up while waiting for a live operator. This measure will track the percentage of callers that hang up before they reach a live operator. This measurement will be calculated as follows:

Number of calls abandoned while waiting for a live agent
Total number of calls requesting to speak to a live agent

The performance for this standard shall not exceed 10% on a yearly basis.

7. 3.2 Billing Performance

The billing performance standard is a quality assurance standard. The standard requires gas distributors to have a verifiable quality assurance program in place. No specific metric is attached to this requirement.

7.3.2.1. Audits

Distributors must audit their billing data for accuracy. Manual checks must be done to validate data when meter reads fall outside criteria, as set out in the quality assurance program, for excessively high or low usage. In addition, the quality assurance program must include random audits of data quality and billing accuracy.

7.3.3. Meter Reading Performance

A distributor may choose to estimate the meter read for various reasons which may include limited access (e.g., a customer has an inside meter or the access to the meter is restricted) and the expense of actual meter reads. It is cost prohibitive to get actual meter reads each month. As a result, the folowing measurement is put in place to set out the minimum requirements for meter reads.

7.3.3.1. Meter Reading Performance Measurement

The meter reading performance measurement requirement will measure the percentage of meters with no read for four consecutive months. Callers who call in their meter reads will be considered to have had their meters read. The measurement will be calculated as follows:

Number of meters with no read for 4 consecutive months or more
Total number of active meters to be read

This measurement shall not exceed 0.5% on a yearly basis.

7.3.4. Service Appointment Response Time

A distributor will ensure that appointment times are scheduled and, if requested, a customer shall be given an appointment time with a four hour window (i.e., morning, afternoon, or evening). This measurement will track the accuracy of response to these appointment times. Only the appointments that require the customer's presence will be included in this measurement.

7.3.4.1. Appointments Met Within the Designated Time Period

This measurement will identify the percentage of appointments, including meter related or other customer related work, that are met within their 4 hour scheduled time/date as arranged with the customer. This includes appointments for installations, meter reads and reconnection appointments (not including those due to non-payment). This measurement will be calculated as follows:

$$\frac{\text{Number of appointments met within the 4 hour scheduled time/date}}{\text{Total number of appointments scheduled in the reporting month}}$$

The minimum performance standard for this measurement shall be 85% averaged over a year.

7.3.4.2 Time to Reschedule a Missed Appointment

This measurement tracks the time taken to contact the consumer to offer to reschedule a missed appointment. This includes appointments for meter related customer requests or other customer requested work such as installations, meter reads and reconnection appointments not due to non-payment. At minimum, the distributor must contact the customer to reschedule the work within 2 hours of the end of the original appointment time.

The minimum performance standard shall be that 100% of affected customers will receive a call offering to reschedule work within 2 hours of the end of the original appointment time.

7.3.5 Gas Emergency Response

Gas Emergency Response is defined as the speed and effectiveness of response to gas escapes and other emergencies in order to alleviate the consequences of detrimental effects. Note that distributors are secondary responders; the primary response to emergencies is provided by the 911 Emergency Response service.

See Schedule A for a more detailed description of natural gas emergencies. The list will include:

- Aerial Patrol
- Asphyxiation or Injury
- Blowing Gas
- Carbon Monoxide
- Emergency Provider Assistance
- Evacuation
- Fire or Explosion
- Flooding
- Iced Over Regulators
- Low or High Pressure
- Main Service Damage
- Natural Gas/Methane Detector Alarming
- Other Combustibles
- Outdoor Gas Leak/Odour
- Steam
- Strong Indoor Odour*

* Note: this category includes any indoor odour (even slight) which will be considered an emergency in a Care or Detention Centre (such as hospitals, day care centres, nursing homes, homes for senior citizens,, permanent correctional facilities, permanent psychiatric institutions, and schools).

7.3.5.1. Percentage of Emergency Calls Responded to Within One Hour

This measurement will track the average response time to emergencies such as gas leaks, damages and other high priority situations. The response time is calculated from the time the caller reaches a live representative from the distribution company to the time the gas representative arrives on site. The measurement shall be calculated as follows:

$$\frac{\text{Number of emergency calls responded to within 60 minutes}}{\text{Total number of emergency calls in the year}}$$

The minimum performance standard shall be that 90% of customers have received a response within 60 minutes of their call reaching a live person. The standard shall be calculated on an annual basis.

7.3.5.2. Documentation of Emergency Response

In order to meet the Service Quality Performance Requirements, Distributors must document emergency procedures for each type of emergency event to ensure that responders to emergencies follow the Distributor's approved emergency procedures.

7.3.6. Customer Complaint Written Response

This measurement will ensure that a customer's complaint is responded to in a timely and effective manner. A complaint is a written expression of grievance or dissatisfaction from a customer about a decision, action taken, or failure to act by the distributor that is received as a written complaint to the distributor (i.e., by letter or email).

7.3.6.1. Number of Days to Provide a Written Response

The distributor will send a substantive written response to a customer grievance within 10 days of receiving the written complaint. If the grievance needs to be investigated further and more time is required to fully respond to the complaint, an interim response will be sent until a final response can be sent. A substantive response is a response that addresses the issues raised by the complainant. If the customer wishes to have a verbal response instead of a written one, it will not be counted in this measurement. The measurement shall be calculated as follows:

$$\frac{\text{Number of complaints requiring a written response responded to within 10 days}}{\text{Number of complaints requiring a written response}}$$

The minimum performance standard shall be that 80% of customers will receive a written response in 10 days of the distributor receiving the complaint.

7.3.7. Reconnection Response Time

The purpose of this measurement is to track the number of days required to reconnect a customer due to a disconnection for non-payment.

7. 3.7.1. Number of Days to Reconnect a Customer

Once the customer is in good standing as a result of a payment made, the reconnection should be made within 2 business days. This measurement shall be calculated as follows:

$$\frac{\text{Number of reconnections completed within 2 business days}}{\text{Total number of reconnections completed}}$$

The minimum performance standard shall be that 85% of customers are reconnected within 2 business days of bringing their accounts into good standing. This will be tracked on a monthly basis.

7.4. Coming into Force

Section 1.1.1. as amended and section 7 of the GDAR will come into force on {date}

Schedule A

Description of Type of Emergencies

Aerial Patrol
- Reports from aerial patrol contractor that someone is or may be excavating near a high priority line.

Asphyxiation or Injury
- A call from any source where a person has been injured, overcome, or is nauseated, and gas fumes are suspected.

Blowing Gas
- Any reports of blowing gas. Reports of a pinched off line shall be treated the same as blowing gas.

Carbon Monoxide
- CO symptoms are identified and an emergency provider (such as Fire or Police Department) call the gas distributor for assistance.

Emergency Provider Assistance
- Any calls from emergency providers requesting immediate assistance (Fire or Police Department etc.).

Evacuation
- Any time a building has been evacuated because of a known or unknown strong odour.

Fire or explosion
- Call received from any source for a fire or explosion.

Flooding
- Shut off meters for flooding (priority could change based on local management input).

Iced Over Regulators (Whether Pressure is Affected or Not)
- Reports of iced over regulators.

Low or High Pressure
- Reports of pilot or main burner flames being larger than normal.
- Reports from a contractor or customer that a regulator malfunction has created an unsafe condition.

Main/Service Damage
- Hit line and no blowing gas (includes third party reports of damaged coatings).

Natural Gas/Methane Detector Alarming
- A natural gas/methane detector is alarming.

Other Combustibles
- Calls regarding a leakage or spill of another combustible (conference call with the Fire Department to ensure they are dispatched as well).

Outdoor Gas Leak/Odour
- Strong odour or sound of gas escaping outside.
- Any outdoor odour where the source is unknown.
- Any "A" leaks called in by leak surveyors (company or contractor).

Steam

- A water heater or boiler is overheating and steam is escaping from taps and/or a relief valve.

Strong Indoor Odour

- Strong odour or sound of gas escaping inside a building.
- Any odour (even slight) at a Care or Detention Centre*.

* Care or Detention Centre include hospitals, day care centres, nursing homes, senior citizen's homes, permanent correctional facilities, permanent psychiatric institutions, and schools.