

Southwest Utilities Group INTERROGATORY #5

Interrogatory

Please provide any available SQI statistics directly related to Essex County, Chatham-Kent, Oxford County and Elgin County for 2001 and 2002.

Response

Set out below is Networks’ SQI data as submitted to the OEB for the years requested. Networks does not break out or consolidate its SQI data by single tier, upper tier or lower tier municipality.

Performance Measure	Hydro One Performance	
	2001	2002
Customer Service		
CONNECTION OF NEW SERVICES -LOW VOLTAGE	90.4	98.5
CONNECTION OF NEW SERVICES -HIGH VOLTAGE	Not Applicable	
UNDERGROUND CABLE LOCATES	95.8	97.4
TELEPHONE ACCESSIBILITY	68.6	71.8
APPOINTMENTS KEPT	93.4	94.1
EMERGENCY RESPONSE -URBAN AREAS	Not Applicable	
EMERGENCY RESPONSE -RURAL AREAS	91.7	87.8
WRITTEN RESPONSES TO INQUIRIES	99.9	99.9
Service Reliability		
SYSTEM AVERAGE INTERRUPTION DURATION INDEX(SAIDI)	8.7	12.5
SYSTEM AVERAGE INTERRUPTION FREQUENCY INDEX(SAIFI)	3.0	3.2
CUSTOMER AVERAGE INTERRUPTION DURATION INDEX(CAIDI)	2.9	3.8