

Scorecard - Erie Thames Powerlines Corporation

9/24/2014

Performance Outcomes	Performance Categories	Measures	2009	2010	2011	2012	2013	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	88.80%	98.40%	99.30%	98.80%	98.80%		90.00%	
		Scheduled Appointments Met On Time	100.00%	91.90%	98.10%	100.00%	100.00%		90.00%	
		Telephone Calls Answered On Time	96.00%	81.60%	98.10%	94.60%	95.80%		65.00%	
	Customer Satisfaction	First Contact Resolution								
		Billing Accuracy								
		Customer Satisfaction Survey Results								
Operational Effectiveness Continuous improvement in productivity and cost performance is achieved; and distributors deliver on system reliability and quality objectives.	Safety	Public Safety [measure to be determined]								
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted	0.74	0.92	1.53	1.47	0.41		at least within 0.74 - 1.53	
		Average Number of Times that Power to a Customer is Interrupted	0.23	0.48	0.75	0.31	0.20		at least within 0.23 - 0.75	
	Asset Management	Distribution System Plan Implementation Progress								
	Cost Control	Efficiency Assessment				4	3			
		Total Cost per Customer ¹	\$597	\$624	\$634	\$564	\$610			
		Total Cost per Km of Line ¹	\$32,179	\$34,467	\$35,056	\$30,891	\$32,792			
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 Annual Peak Demand Savings (Percent of target achieved) ²			6.00%	11.00%	20.70%		4.28MW	
		Net Cumulative Energy Savings (Percent of target achieved)			19.00%	61.00%	109.20%		18.60GWh	
	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time			25.00%	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)	0.79	0.79	0.67	0.78	0.75			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	1.02	1.04	1.06	1.23	1.19			
		Profitability: Regulatory Return on Equity		Deemed (included in rates)	8.68%	9.12%	9.12%			
			Achieved	4.41%	8.43%	11.80%				

Legend:

- up
- down
- flat
- target met
- target not met

Notes:

1. These figures were generated by the Board based on the total cost benchmarking analysis conducted by Pacific Economics Group Research, LLC and based on the distributor's annual reported information.

2. The Conservation & Demand Management net annual peak demand savings do not include any persisting peak demand savings from the previous years.

Management Discussion and Analysis for Year 2013

Service Quality

At Erie Thames Powerlines our Customers and the services we provide to them are of the utmost importance to us. We are happy to report that our Service Quality measures are all above the Industry Standard and we will continue to strive to provide the highest level of Service Quality.

Customer Satisfaction

Measures for Customer Satisfaction have not been set by the Ontario Energy Board at this time.

Safety

Measures for Safety have not been set by the Ontario Energy Board at this time.

System Reliability

Erie Thames performance in regards to system reliability for interruptions are tracking better than industry averages and targets set by the Ontario Energy Board. Erie Thames Powerlines will continue to make investments in our distribution system to ensure we continue to provide safe and reliable power to our customers. Future investments are planned balancing safety, reliability, age of infrastructure and future growth to ensure cost is minimized to the customer while ensuring these measures remain strong.

Asset Management

Erie Thames Powerlines is in the process of modifying our existing Asset Management Plan to comply with the Ontario Energy Board's new Chapter 5 -Consolidated Distribution System Plan Filing Requirements.

Cost Control

In 2013, Erie Thames disposed of the Smart Meter installation expense from our Balance Sheet and thus is incorporated into our operating costs which resulted in an increase in our cost per customer and cost per km of line in 2013.

Conservation & Demand Management

Connection of Renewable Generation

Erie Thames Powerlines did not have any Renewable Generation Connection projects to connect in 2013 resulting in no data and no percentage showing which equated to 100% target met.

Financial Ratios