

Scorecard - Bluewater Power Distribution Corporation

Performance Outcomes	Performance Categories	Measures	2016	2017	2018	2019	2020	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	98.30%	99.27%	96.89%	99.77%	100.00%	↑	90.00%		
		Scheduled Appointments Met On Time	99.60%	99.82%	99.72%	100.00%	100.00%	↑	90.00%		
		Telephone Calls Answered On Time	69.10%	78.01%	82.31%	87.40%	82.67%	↑	65.00%		
	Customer Satisfaction	First Contact Resolution	99.93%	99.93	99.99%	99.99	99.99%				
		Billing Accuracy	99.96%	99.99%	99.97%	99.99%	99.98%	→	98.00%		
		Customer Satisfaction Survey Results	73.5	73.5	74.40%	74.4	77.8%				
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	81.90%	86.00%	86.00%	87.00%	87.00%				
		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	→		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	1.38	1.31	1.60	1.88	1.95	↓		1.66	
		Average Number of Times that Power to a Customer is Interrupted ²	1.38	0.96	1.67	1.87	2.02	↓		1.51	
	Asset Management	Distribution System Plan Implementation Progress	Above budget	Near budget	At Budget	At Budget	Near Budget				
	Cost Control	Efficiency Assessment	3	3	3	3	3				
		Total Cost per Customer ³	\$685	\$693	\$730	\$734	\$710				
		Total Cost per Km of Line ³	\$32,211	\$32,710	\$34,186	\$34,871	\$21,695				
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).	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time	100.00%	100.00%	100.00%	100.00%	100.00%				
		New Micro-embedded Generation Facilities Connected On Time	96.43%	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)	1.43	1.32	1.36	1.13	1.09				
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	0.82	0.77	0.67	0.69	0.72				
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	8.98%	8.98%	8.98%	8.98%	8.98%			
			Achieved	11.86%	10.31%	11.86%	10.93%	10.80%			

1. Compliance with Ontario Regulation 22/04 assessed: Compliant (C); Needs Improvement (NI); or Non-Compliant (NC).

2. 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.

Legend:

5-year trend
 up down flat
 Current year
 target met target not met

2020 Scorecard Management Discussion and Analysis (“2020 Scorecard MD&A”)

The link below provides a document titled “Scorecard - Performance Measure Descriptions” that has the technical definition, plain language description and how the measure may be compared for each of the Scorecard’s measures in the 2020 Scorecard MD&A:

[http://www.ontarioenergyboard.ca/OEB/ Documents/scorecard/Scorecard Performance Measure Descriptions.pdf](http://www.ontarioenergyboard.ca/OEB/Documents/scorecard/Scorecard%20Performance%20Measure%20Descriptions.pdf)

Scorecard MD&A - General Overview

- Bluewater Power is pleased to report on its Scorecard results for 2020. Bluewater Power serves over 36,000 customers throughout six Municipalities in Lambton County, and we serve our customers in the most efficient and reliable way possible every day. The Ontario Energy Board (“OEB”) has determined that the measures below are important for distributors to report on, and the measures touch on all aspects of our service requirements.

Service Quality

- **New Residential/Small Business Services Connected on Time**

Distributors must connect a new service for a customer within 5 business days, 90% of the time, unless the customer agrees to a later date. In 2020, Bluewater Power connected 158 new services within the five day time frame resulting in meeting the metric 100%.

- **Scheduled Appointments Met On Time**

For appointments required during Bluewater Power’s regular business hours, we must offer a window of time that is not more than four hours long and must arrive within that window 90% of the time. Bluewater Power met that requirement 100% of the time in 2020.

- **Telephone Calls Answered On Time**

During Bluewater Power’s regular call center hours, we must answer phone calls within 30 seconds of receiving the call, 65% of the time. Bluewater Power received almost 30,000 phone calls in 2020, and 83% of the time they were answered within 30 seconds. Bluewater Power strives to manage the phone calls in an efficient manner and to be able to handle unforeseen events such as extreme weather, legislative changes, and new business practices within existing staffing levels.

Customer Satisfaction

- **First Contact Resolution**

First Contact Resolution is a measure of how effective a distributor is at meeting a customer's needs the first time the utility is contacted. The OEB has not mandated how this measure is to be calculated, therefore there will be many different ways and different values presented by utilities. In Bluewater Power's case, an indicator is included on a customer record to track any instances where a customer seeks a higher level of management in order to address their concern. The end result is that Bluewater Power successfully addressed 99.99% of customer's questions and concerns at the first contact.

- **Billing Accuracy**

The Ontario Energy Board prescribed a measurement of billing accuracy which must be used by all distributors. Bluewater Power created over 487,000 bills during 2020, and 99.98% of them were delivered without issue which exceeds the minimum requirement of 98%.

- **Customer Satisfaction Survey Results**

Distributors are required to report on customer satisfaction results at least every other year. In March 2021, Bluewater Power hired a third party consultant to perform a telephone based Customer Satisfaction poll. 360 residential customers and 40 commercial customers were surveyed during a two week period. The poll surveyed subjects such as reliability of service, accuracy of bills, bill payment options, customer service experience, communications and overall satisfaction. The resulting overall satisfaction was 77.8%. This is an increase of over 3% from the prior survey two years ago which we are pleased to see, particularly navigating through the COVID-19 pandemic.

Safety

- **Public Safety**

The Ontario Energy Board introduced the Public Safety measure in 2015. This measure looks at safety from a customers' point of view as safety of the distribution system is a high priority. The data for the Safety measure is generated by the Electrical Safety Authority (ESA) and includes three components as outlined below.

- **Component A – Public Awareness of Electrical Safety**

The public awareness component is expected to measure the level of awareness of key electrical safety precautions among public within the distributors service territory. A standard survey across the province was first implemented in early 2016, and Bluewater completed its third bi-annual public safety awareness survey in early 2020. Bluewater Power customers have increased their safety awareness to 87% compared to 86% achieved in 2018. This is a positive trend as Bluewater Power continues to provide safety awareness information to our customers through many different channels.

- **Component B – Compliance with Ontario Regulation 22/04**

Ontario Regulation 22/04 establishes objective based electrical safety requirements for the design, construction and maintenance of electrical distribution systems owned by distributors. Specifically, the regulation requires the approval of equipment, plans, specifications and inspection of construction before the assets are put into service. The regulation is monitored through an audit of compliance. There are 3 levels assessed: Non-compliance (NC), Needs Improvement (NI), and Compliant (C). At Bluewater Power, safety of both the public and employees is paramount; Bluewater Power is pleased to have received a 'Compliant' rating again in 2020.

- **Component C – Serious Electrical Incident Index**

This index measures the number and rate of serious electrical incidents occurring on a distributor's assets affecting the public, and is normalized per km of line. Bluewater Power has had zero serious electrical incidents involving the public over the last five years.

System Reliability

- **Average Number of Hours that Power to a Customer is Interrupted**

An important feature of a reliable distribution system is recovering from power outages as quickly as possible. Bluewater Power must track the average length of time, in hours, that its customers have experienced a power outage over the past year. This is calculated as the number of total hours of power interruptions divided by the average number of customers served within a year. The 2020 result is 1.95 hours per customer, meaning in 2020 the average customer experienced approximately 1.95 hours of interruption for the year. The 2020 result is higher than 2019, primarily driven by an increase in lightning strikes, adverse weather and tree contacts. In particular, one large lightning storm in August was approximately 5% shy of meeting the OEB criteria of a “major event”; without that significant storm, our reliability results would have been in-line with, in fact better than, previous years. Another reason for the increase in hours of interruption is related to ‘foreign interference’ which includes things such as accidents where a car strikes a pole causing damage and outages. Bluewater continually strives to improve the resiliency of our system to withstand the impact of environmental issues such as storms.

- **Average Number of Times that Power to a Customer is Interrupted**

Another important feature of a reliable distribution system is reducing the frequency of power outages, thus Bluewater Power must track the number of times its customers have experienced a power outage in the last year. This is calculated as the number of interruptions divided by the average number of customers served within a year. The 2020 result is 2.02 meaning the average customer experienced just around two outages during the year. The increase in the number of outages relates to the factors mentioned above such as storms, aging infrastructure and foreign interference.

Asset Management

- **Distribution System Plan Implementation Progress**

Bluewater Power undergoes a rigorous planning process each year to establish the amount of asset maintenance and asset replacement that is warranted in order to have a safe, reliable distribution system. Each utility uses a different way to assess whether their work is ‘on track’ with their plans. Bluewater Power categorizes each capital project based on high, medium or ‘other’, mainly based on the specific project’s impact on system reliability. Consistent with past years, a comparison of the operations budget and actual spending has been used to quantify the efficiency of Bluewater Power’s asset management. Bluewater Power’s budget, as approved by the Board of Directors, contains 3 categories of operations spending: high priority, medium priority, and non-reliability related projects. The 2020 budget for high priority projects was \$3.9 million, and actual spending was \$3.7 million or 96% of the budget. Overall total capital spending on the Distribution System was at 95% of the budget. The remaining capital projects within the operations group are completed based on priority, and Bluewater Power is continually balancing resources to focus on completing capital projects as planned.

Cost Control

- **Efficiency Assessment**

Bluewater Power must manage its costs successfully in order to assure its customers they are receiving value for the cost of the service they receive. The 'total costs' are calculated as the sum of capital cost and operations and maintenance costs, including certain adjustments to make the costs more comparable between distributors. These total costs are evaluated to produce a single 'efficiency' ranking for each utility. The ranking is based on how big the difference is between each utility's actual and predicted cost as determined by a study undertaken by the Ontario Energy Board. Utilities whose actual costs are lower than predicted costs are considered more efficient and are assigned to Group 1 or Group 2. Utilities that are considered average performers will be assigned to Group 3, and utilities whose actual costs are higher than predicted costs will be assigned to Group 4 or 5. Bluewater Power is in the middle ranking (Efficiency Assessment = 3) of five groups which means our actual costs are close (+/-10%) to what was predicted by the study.

- **Total Cost per Customer**

A somewhat simple measure that can be used to compare utilities is the Total cost per customer. Bluewater Power's cost per customer in 2020 is \$710, which is about 3% lower than what it was in 2019, and Bluewater is just slightly above the industry average by 2.8%. The industry trend shows overall total cost decreased by 0.93% over 2019 total costs, and Bluewater exceeded that decrease which is a positive trend.

- **Total Cost per Km of Line**

Similar to the Total Cost per Customer noted above, another simple measure is the utilities Total Cost per km of line. Bluewater Power's cost per km of line is \$21,695 which is almost 14% lower than average which is very positive. Bluewater refined its granularity of data to include both 'primary' and 'secondary' voltage lines which greatly reduced the Total cost per km of line from what was reported in 2019 which only reflected 'primary' voltage lines.

Connection of Renewable Generation

- **Renewable Generation Connection Impact Assessments Completed on Time**

All distributors must complete a connection impact assessment for a renewable generator within 10 days. A connection impact assessment determines whether our current system can accept the level of generation requested and determines what additional assets may be required. Bluewater Power has achieved the required timeline 100% of the time for the last 5 years.

- **New Micro-embedded Generation Facilities Connected On Time**

All distributors must connect smaller generators (< 10 kW) such as rooftop solar panels, within 5 business days, 90% of the time, unless the customer agrees to a later date. In 2020, Bluewater Power did not have any requests to complete micro-embedded generation facilities.

Financial Ratios

- **Liquidity: Current Ratio (Current Assets/Current Liabilities)**

The current ratio measures whether or not the utility has enough resources (current assets) to pay its debts (current liabilities) over the next 12 months. Bluewater Power's current ratio for 2020 is 1.09 which is a favorable value.

- **Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio**

This ratio measures the degree to which the utility is leveraging itself through its use of borrowed money. Bluewater Power's debt to equity ratio for 2020 is 0.72. This is marginally higher than 2019.

- **Profitability: Regulatory Return on Equity – Deemed (included in rates)**

Return on Equity is the rate of return that the utility is allowed to earn through its distribution rates, as approved by the Ontario Energy Board. The deemed rate allowed for Bluewater Power is 8.98%. The Ontario Energy Board allows a distributor to earn within +/- 3% of the expected return on equity.

- **Profitability: Regulatory Return on Equity – Achieved**

The achieved rate indicates the utilities actual Return on Equity earned each year. In 2020, Bluewater Power earned a return on equity of 10.8%, which is within the allowed range of +/-3 % of the deemed return on equity. Bluewater Power is proud of its financial results and the ROE is a result of continually balancing costs with productivity savings.

Note to Readers of 2020 Scorecard MD&A

The information provided by distributors on their future performance (or what can be construed as forward-looking information) may be subject to a number of risks, uncertainties and other factors that may cause actual events, conditions or results to differ materially from historical results or those contemplated by the distributor regarding their future performance. Some of the factors that could cause such differences include legislative or regulatory developments, financial market conditions, general economic conditions and the weather. For these reasons, the information on future performance is intended to be management's best judgement on the reporting date of the performance scorecard, and could be markedly different in the future.