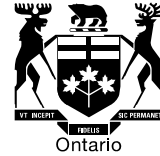


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**BY E-MAIL AND WEB POSTING**

December 23, 2010

**To: All Licensed Electricity Distributors  
All Other Interested Parties**

**Re: Electricity Service Quality Requirements (“ESQRs”) - Board Staff  
Questions and Answers Document and Webinar Presentation**

Regulatory Audit and Accounting of the Ontario Energy Board conducted a Webinar related to the Electricity Service Quality Requirements (“ESQRs”) on December 9, 2010.

The attached Questions and Answers document and Webinar presentation will be posted on the Board’s website.

**DATED** at Toronto, December 23, 2010

**ONTARIO ENERGY BOARD**

*Original Signed By*

John Pickernell  
Assistant Board Secretary

**Ontario Energy Board's Staff  
Webinar of December 9, 2010 on  
Electricity Service Quality Requirements ("ESQRs")  
Questions & Answers**

The following are questions were asked of Board staff regarding the Electricity Service Quality Requirements ("ESQRs") webinar held on December 9, 2010. Board staff has provided its response to these questions in this Questions and Answers document for clarification purposes only. The responses to the questions below are in no way binding on the Board.

**Q.1            Please define what a high voltage service is. Is it a service that is metered above 750V or a connection to the high voltage distribution system (eg. pad mounted transformer located on private property.)?**

A.1            It is Board staff's interpretation that the determination for the voltage service is the voltage at the point at which the distributor connects the customer to its distribution system. Section 7.2.2 of the DSC defines a high voltage service as that being greater than 750 volts.

**Q.2            The DSC provisions on the ESQRs "Appointments Scheduling" (Sec. 7.3) and "Appointments Met" (Sec. 7.4) speak of appointments as scheduled to take place on a specific date. Does this mean then that requests from customers for services from the distributor such as cable locates that are to be completed by a certain date (and not on a specific date) need not be included in the statistics reported for the ESQRs "Appointments Scheduling" and "Appointments Met"?**

A.2            Appointments that are scheduled to be completed by a certain date should be included in the statistics reported for section 7.3 of the DSC "Appointment Scheduling".

Section 7.4 of the DSC "Appointments Met" refers to instances where the presence of the customer or the customer's representative is necessary. It would appear that appointments that are only scheduled to be completed by a certain date (i.e. – within a date range) would not require the presence of the customer or his/her representative. Therefore, such appointments would not be included in the "Appointments Met" statistics.

If the distributor was unable to complete the appointment by the date specified, then section 7.5 of the DSC "Rescheduling a Missed Appointment" would apply.

**Q.3**            **Underground cable locates are only mentioned in the list found in section 7.4.5(c) of the DSC, under the "Appointments Met" ESQR. Does that mean that they should only be included under that measure?**

A.3            The list provided under section 7.4.5(c) of the DSC can be considered relevant to both the "Appointments Met" and "Appointment Scheduling" ESQRs. As a result, Underground Cable Locates appointments should be included within all the appointment related ESQRs.

Underground Cable Locates appointments fall within section 7.3 of the DSC "Appointment Scheduling" ESQR as they must be scheduled within 5 business days of the day on which all applicable service conditions are satisfied or on such later date as may be agreed upon by the customer and distributor.

Those Locates which do not require the presence of the customer or the customer's representative should be completed on or by the day scheduled as per section 7.3.3 of the DSC.

Those Locates which do require the presence of the customer or the customer's representative should be completed within a 4 hour window as per section 7.4 of the DSC.

If any of the scheduled appointments for underground cable locates are missed, then the distributor must follow the provisions of section 7.5 of the DSC, "Rescheduling a Missed Appointment."

**Q.4**            **Would an emergency locate requested by the Municipality be considered an appointment?**

A.4            Appointments are considered those requests which can be scheduled to be completed within a 5 day window or on such later date as may be agreed upon by the customer and distributor. There is no "emergency locate" terminology defined in the DSC. The use of the term "emergency" in this question would appear to indicate a request that must be fulfilled immediately. As a result, if these types of "emergency" locate requests

**Disclaimer: The answers provided in this Questions and Answers document are provided by Board staff and do not necessarily represent the views of the Board.**

can not be delayed for up to 5 days then they should not be included in the appointment ESQRs. If these "emergency" locate requests can be delayed for up to 5 days, then they should not be regarded as emergency and should be considered as regular appointments and included into appointments related ESQRs.

Depending on the circumstances, emergency locates may fall within the "Emergency Response" ESQR, if they are requested by the municipal fire, police or ambulance departments.

**Q.5 With respect to qualifying incoming calls, is there a definition for what constitutes customer service calls? For example, billing, collections, new connections, payment arrangements, etc.**

A.5 The DSC does not define what constitutes customer service calls. However, section 7.1 of the DSC does define the "customer care telephone number" as the telephone number given to the public by the distributor for the purpose of contacting the distributor on matters concerning customer care, including customer account enquiries and other customer service enquiries. All calls coming into the customer care number for which the caller has selected the option of speaking to a customer service representative are counted as "qualifying incoming calls".

The key consideration is to answer the call within the required time frame.

**Q.6 In the telephone measures, how does an LDC that uses a manual phone system know if a phone has been ringing for more than 30 sec? If they are busy with a customer at the counter - must they stop serving one customer to count the number of rings?**

A.6 The performance standard for the "Telephone Accessibility" ESQR, even for distributor's with manual phone systems, is to answer the phone within 30 seconds at least 65% of the time on an yearly basis. The systems, practices, and procedures a distributor puts in place to meet this requirement are at the discretion of the distributor.

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**Q.7 Our phone system is not set up to track all incoming calls, are we supposed to buy an expensive new system to comply with the "Telephone Accessibility" and "Telephone Call Abandon Rate" ESQRs?**

A.7 Board staff is of the view that the distributors may not necessarily need to purchase an expensive telephone system to measure and monitor the "Telephone Accessibility" and "Telephone Call Abandon Rate" metrics. It is up to the distributors to explore and implement the most cost-effective customer care telephone system and ensure that it is capable of satisfying the tracking requirements of the "Telephone Accessibility" and "Telephone Call Abandon Rate" ESQRs.

**Q.8 How does the distributor determine whether a customer is requesting a written response, rather than verbal or no response?**

A.8 The definition of a "qualified enquiry" set out in section 7.1 of the DSC includes the qualifier, "in which a written response is requested by the customer or representative of the customer or determined by the distributor to be necessary". As a result, to be included in this ESQR, a distributor can require that the customer make a clear statement to the effect that the customer wishes to receive a written response to his or her enquiry.

Even if a clear statement is not made, the distributor may still determine that a written response is the most effective way to respond to the customer.

**Q.9 Does a credit reference letter requested by the customer qualify as a written response under section 7.8?**

A.9 Yes.

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**Q.10** With reference to the "Written Response" ESQR, many emails and written inquiries do not formally ask for a written response but are "implied" by the format in which they are received. (i.e. email or letter as opposed to a phone call.) Should a distributor then count all written responses to emails and letters as part of the ESQR?

A.10 As the definition of a "qualified enquiry" in section 7.1 of the DSC states, if the distributor determines that a written response to an enquiry is necessary, the enquiry should be considered as part of the statistics for the "Written Response to Enquiries" ESQR. The format of the enquiry received (i.e. emails or letter as opposed to a phone call) does not necessarily indicate that the distributor has to provide a written response to the enquiry. However, it seems reasonable for distributors to consider a written response to be necessary in order to reply to an enquiry received either through e-mail or letter, even if the customer has not specifically requested a written response.

Please note, however, that the definition of a "qualified enquiry" includes only those enquires from a customer or representative of a customer pertaining to the customer's existing or prospective service. Enquiries of a general nature not relating specifically to service currently provided to a customer or to a new service being requested by a customer are not to be included in this ESQR. As a result, if a distributor receives an e-mail or letter of a general nature, then the response to that type of question is not to be included in the "Written Response to Enquiries" ESQR.

**Q.11** How does the OEB recommend that we track written responses to enquiries?

A.11 The OEB does not set specific policies on how a distributor should monitor its ESQR performance. These types of procedures are at the distributor's discretion. The important factor to keep in mind is that whatever procedure is established, it must be auditable so as to allow for verification of the results.

**Q.12** For "Emergency Response", what does a distributor do if the arrival time is not available?

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A.12 In order to be able to report on the performance of the "Emergency Response" ESQR, a distributor must be able to determine the arrival time of the crew at the scene of the emergency. This is especially important given the "Emergency Response" deals with the public safety related matters.

If for some reason, there are instances when the exact arrival time is not available or not recorded, distributors should develop a protocol for determining an estimate of the arrival time so that such estimate can be justified and verified. Distributors are encouraged to accurately track the arrival time for the "Emergency Response" ESQR to the extent possible and ensure that the protocol is implemented consistently.

**Q.13 What types of backup support documentation are distributors supposed to keep as evidence of ESQR performance? How long are distributors supposed to keep this backup documentation?**

A.13 Distributors are expected to keep the necessary back-up documentation to support their ESQR performance reported to the Board. The types of the evidence that the distributors are required to keep do depend on the metric itself and the systems and processes that they use to track and measure the ESQRs performance.

For example, the distributors may need to keep operational logs and field reports as the back-up documentation for its "Emergency Response" performance. As another example, the distributors may need to keep communication correspondence with customers in respect to the "Written Response" performance metric. Nonetheless, the back-up information and documentation for the ESQR performance should be auditable and verifiable.

Although the Board has not prescribed any specific document retention period, Board staff noted that some distributors have adopted a document retention period for the ESQR back-up documents similar to the financial records that they need to keep. The distributors are expected to develop their document retention policies to ensure that they are able to provide

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the necessary supporting evidence to the Board, if required, for calculation and measurement of their ESQR metrics reported to the Board.

**Q.14      Should calls to a 3rd party delivering a CDM program on behalf of the LDC be tracked under the ESQRs? Should we be tracking appointments and written responses for 3rd parties as well?**

A.14      When the ESQRs were first introduced, the Board stated that a distributor's CDM activities should be included for the purpose of determining a distributor's ESQR performance. This direction has not been changed.

However, staff realizes that there have been changes to the way CDM programs are delivered since 2008. As a result the inclusion of CDM in ESQR performance is an issue that may need to be reviewed.

Until these issues are considered further, Board staff can make the following general observations. If the 3<sup>rd</sup> party is acting as a representative or agent of the distributor in the manner that the customer believes he or she is dealing directly with the distributor, then their activities should be included in the ESQR statistics. If the 3<sup>rd</sup> party is clearly acting independently, but in association with the distributor, then their activities need not be included in the ESQR statistics.

**Q.15      Will the OEB hold another webinar to explain System Reliability Indicators (2.1.4.2) reporting requirements as well?**

A.15      The Board's Conservation and Reporting staff are currently in discussions with an industry working group in an effort to develop a guide for the filing of RRR data, including the reporting of the system reliability indicators. It is expected that once that guideline has been finalized, a separate webinar will be held to review the contents of that guide.

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## To Listen to the Presentation

- The Electricity Service Quality Requirements webinar will start at 10:00 am EST
- The audio portion of this presentation will be delivered through the PC. **Please make sure that you have speakers connected to your PC.**
- You should be able to listen to the music that is playing right now.
- If you are not able to hear the music, please contact your IT helpdesk or contact:  
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**Phone Number:** 416-640-9774



## **We welcome your questions!**

You can submit questions throughout this presentation by using the “Ask A Question”. Please click on link right under this slide.





**Ontario Energy Board**  
Commission de l'énergie de l'Ontario

# **Electricity Service Quality Requirements (“ESQRs”)**

Regulatory Audit & Accounting  
December 9, 2010

# Agenda of the Webinar

- Objectives of the Webinar
- Part I Background Information
- Part II Electricity Service Quality Requirements (“ESQRs”) Definitions and Clarifications with Examples
- Part III Observations from Audit Reviews of ESQRs by Regulatory Audit & Accounting
- Part IV Questions & Answers
- Conclusion
- Next Steps



## Objectives of the Webinar

- To assist electricity distributors and other parties with better understanding of the:
  - ESQRs definitions and clarifications
  - Measurement and reporting of ESQRs to the Board



## Disclaimer Note

- This presentation details Board Staff's observations. The presentation does not necessarily represent the view of the Board as a whole and is not binding on the Board.





# Part I

## Background Information



## Background

- On June 4, 2008, the Board issued the Final Amendments to the Distribution System Code (“DSC”) to implement ESQRs.
- Chapter 7 of DSC, Service Quality Requirements, came into force on January 1, 2009.
- The distributors are obligated to comply with the DSC as a condition of their licence.
- Regulatory Audit conducted audit reviews related to ESQRs for several regulated distributors and noted a number of common observations.





## Why is the Board collecting ESQRs Information and what is it being used for?

“One of the objectives of the [*Ontario Energy Board Act, 1998*] is protection of the consumers’ interests with respect to prices, quality and reliability of electricity service. Any reduction in the quality and/or reliability of a service represents a reduction in the value of that service. Therefore, as part of its function in regard to approving or fixing just and reasonable rates, the Board has a responsibility to oversee that service quality is preserved and improved.”

(Staff Discussion Paper EB-2008-0001 January 4, 2008)





## Part II

# ESQRs Definitions and Clarifications with Examples



**Distribution System  
Code  
Chapter 7  
8 ESQRs**

**RRR  
Section 2.1.4.1  
2.1.4.1.1 – 2.1.4.1.8**

**RRR  
Input Forms**



# Distribution System Code, Chapter 7, Service Quality Requirements

- 7.1 Definitions
- 7.2 – 7.9 lists the service quality requirements for the following metrics:
  - 7.2 Connection of New Services
  - 7.3 Appointment Scheduling
  - 7.4 Appointments Met
  - 7.5 Rescheduling a Missed Appointment
  - 7.6 Telephone Accessibility
  - 7.7 Telephone Call Abandon Rate
  - 7.8 Written Responses to Enquiries
  - 7.9 Emergency Response



## Definition - Connection of New Services

DSC 7.2.1 A connection for a new service request for a low voltage (<750 volts) service must be completed within 5 business days from the day on which all applicable service conditions are satisfied, or at such later date as agreed to by the customer and distributor.

DSC 7.2.2 A connection for a new service request for a high voltage (>750 volts) service must be completed within 10 business days from the day on which all applicable service conditions are satisfied, or at such later date as agreed to by the customer and distributor.

DSC 7.2.3 This service quality requirement must be met at least 90 percent of the time on a yearly basis.

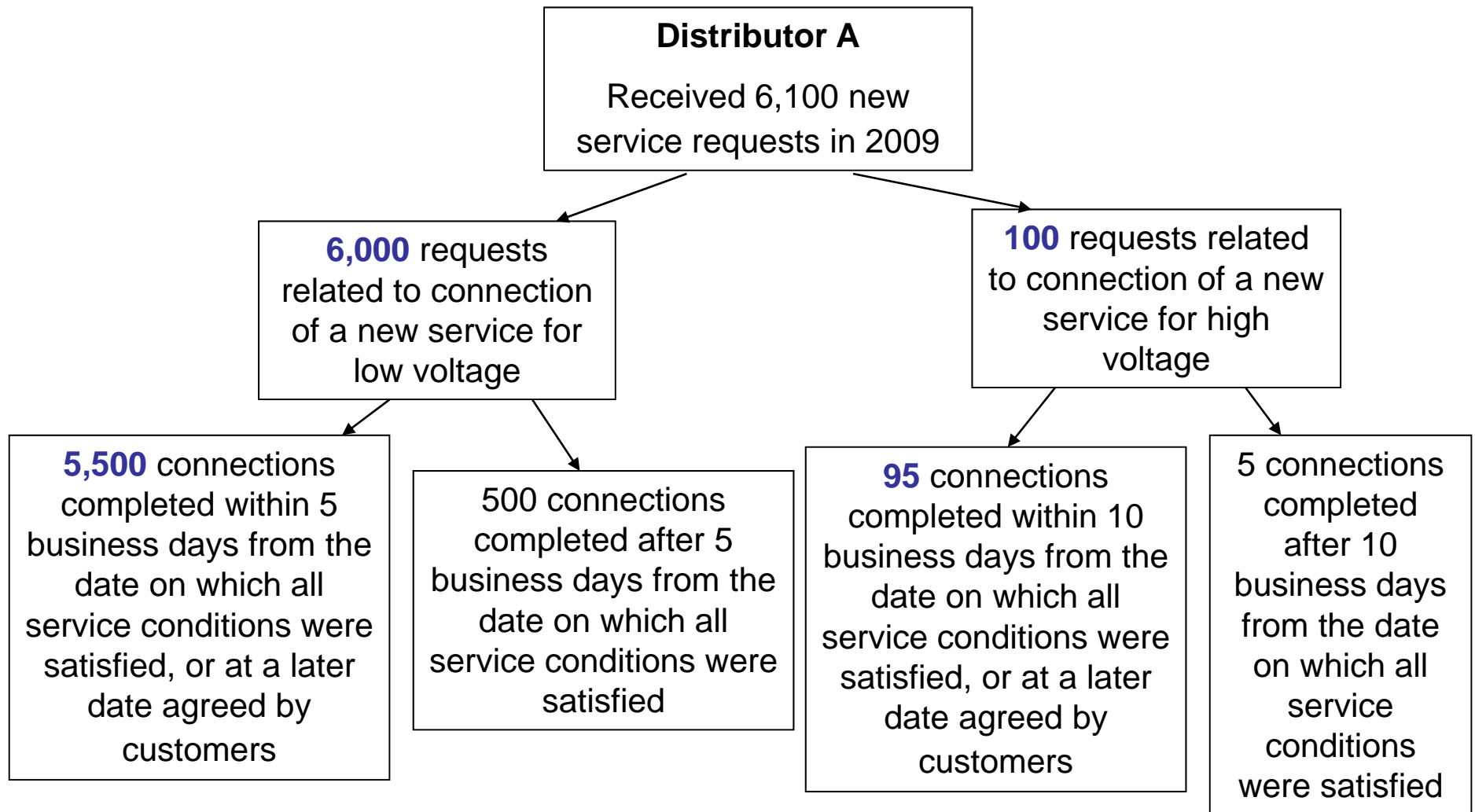


## Definition – Service Conditions

**"service conditions"** means any condition that must be satisfied before the service will be provided and may include the payment of connection fees, the signing of an offer to connect, the completion of a distribution system expansion, the delivery of any necessary equipment and the receipt of an electrical safety inspection certificate.



# ESQRs Example #1 – Background Information for Connection of New Services



## ESQRs Example #1 – Connection of New Services Calculation for Distributor A

- Total new LV services connected: 6,000
- Total new LV services connected within 5 business days or at a later date agreed by customers: 5,500
- Connection of New Services – LV:  $5,500 / 6,000 = 92\%$
  
- Total new HV services connected: 100
- Total new HV services connected within 10 business or at a later date agreed by customers days: 95
- Connection of New Services – HV:  $95 / 100 = 95\%$





## Definition - Appointment Scheduling

DSC 7.3.1 When a customer or a representative of a customer requests an appointment with a distributor, the distributor shall schedule the appointment to take place within 5 business days of the day on which all applicable service conditions are satisfied or on such later date as may be agreed upon by the customer and distributor.

DSC 7.3.2 Where the appointment in section 7.3.1 requires the presence of the customer or the customer's representative, the distributor shall fulfill the requirements set out in section 7.4.1.

DSC 7.3.3 Where the appointment in section 7.3.1 does not require the presence of the customer or the customer's representative, the distributor shall arrive for the appointment on the day scheduled under section 7.3.1.

DSC 7.3.5 All of the actions set out in:

- (a) section 7.3.1; and
  - (b) section 7.3.2 or section 7.3.3, as applicable,
- must be completed in order to fulfill this service quality requirement.

DSC 7.3.4 This service quality requirement must be met at least 90 percent of the time on a yearly basis.



## Definition - Appointments Met

DSC 7.4.1 When an appointment is either:

- (a) requested by a customer or a representative of a customer with a distributor; or
- (b) required by a distributor with a customer or representative of a customer,
- the distributor must offer to schedule the appointment during the distributor's regular hours of operation within a window of time that is no greater than 4 hours (i.e., morning, afternoon or, if available, evening). The distributor must then arrive for the appointment within the scheduled timeframe.

DSC 7.4.2 This service quality requirement must be met at least 90 percent of the time on a yearly basis.



## Definition - Appointments

This service quality requirement applies to appointments that:

- (a) require the presence of the customer or the customer's representative;
- (b) are scheduled to occur at the distributor's office, the customer's premises, business or work site, or at another location agreed to by the distributor and customer; and
- (c) are a frequently recurring part of the distributor's normal course of business, including, but not limited to, the following:
  - (i) disconnecting and/or reconnecting service to effect maintenance or upgrades;
  - (ii) connecting a new customer;
  - (iii) connecting a new service for an existing customer;
  - (iv) providing underground cable locates;
  - (v) inspections;
  - (vi) gaining access to read or replace an inside meter or to provide the customer with instructions on the proper use of a prepaid meter or similar device; and
  - (vii) appointments that are rescheduled as required by section 7.5.1.



## Definition - Rescheduling a Missed Appointment

DSC 7.5.1 When an appointment to which sections 7.3.1, 7.3.3, or 7.4.1 apply is missed or is going to be missed, the distributor must:

- (a) attempt to contact the customer before the scheduled appointment to inform the customer that the appointment will be missed;

and

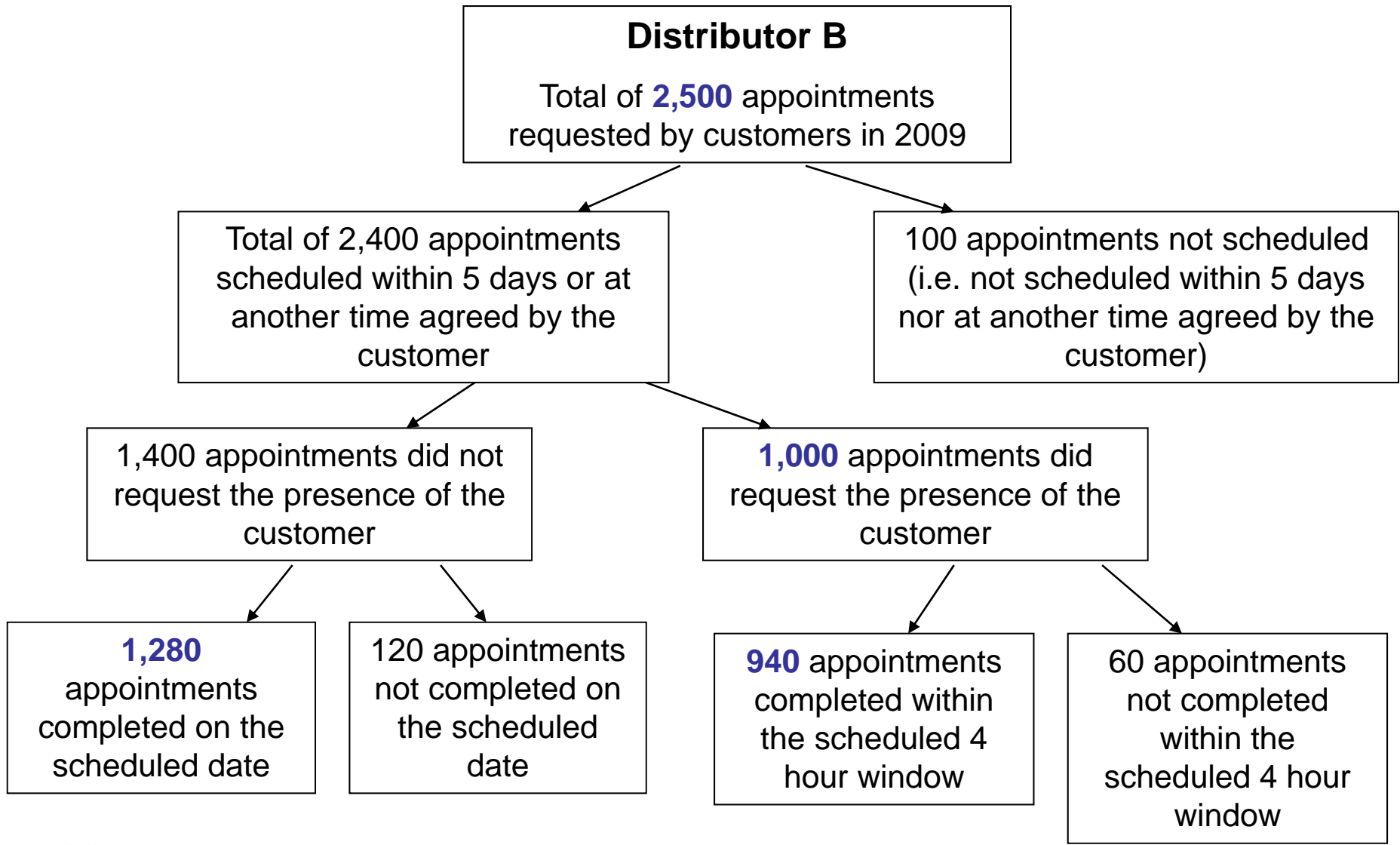
- (b) attempt to contact the customer within one business day to reschedule the appointment.

DSC 7.5.3 Both of the actions set out in section 7.5.1 must be completed in order to fulfill this service quality requirement.

DSC 7.5.2 This service quality requirement must be met 100 percent of the time on a yearly basis.



# ESQRs Example #2 – Background Information for Appointments Scheduling, Appointments Met & Rescheduling a Missed Appointment



## ESQRs Example #2 – Appointments Scheduling Calculation for Distributor B

- Total appointments requested by customers: 2,500
- Total appointments scheduled as required:  
 $1,280 + 940 = 2,220$
- Appointment Scheduled metric  
 $2,220 / 2,500 = 89\%$

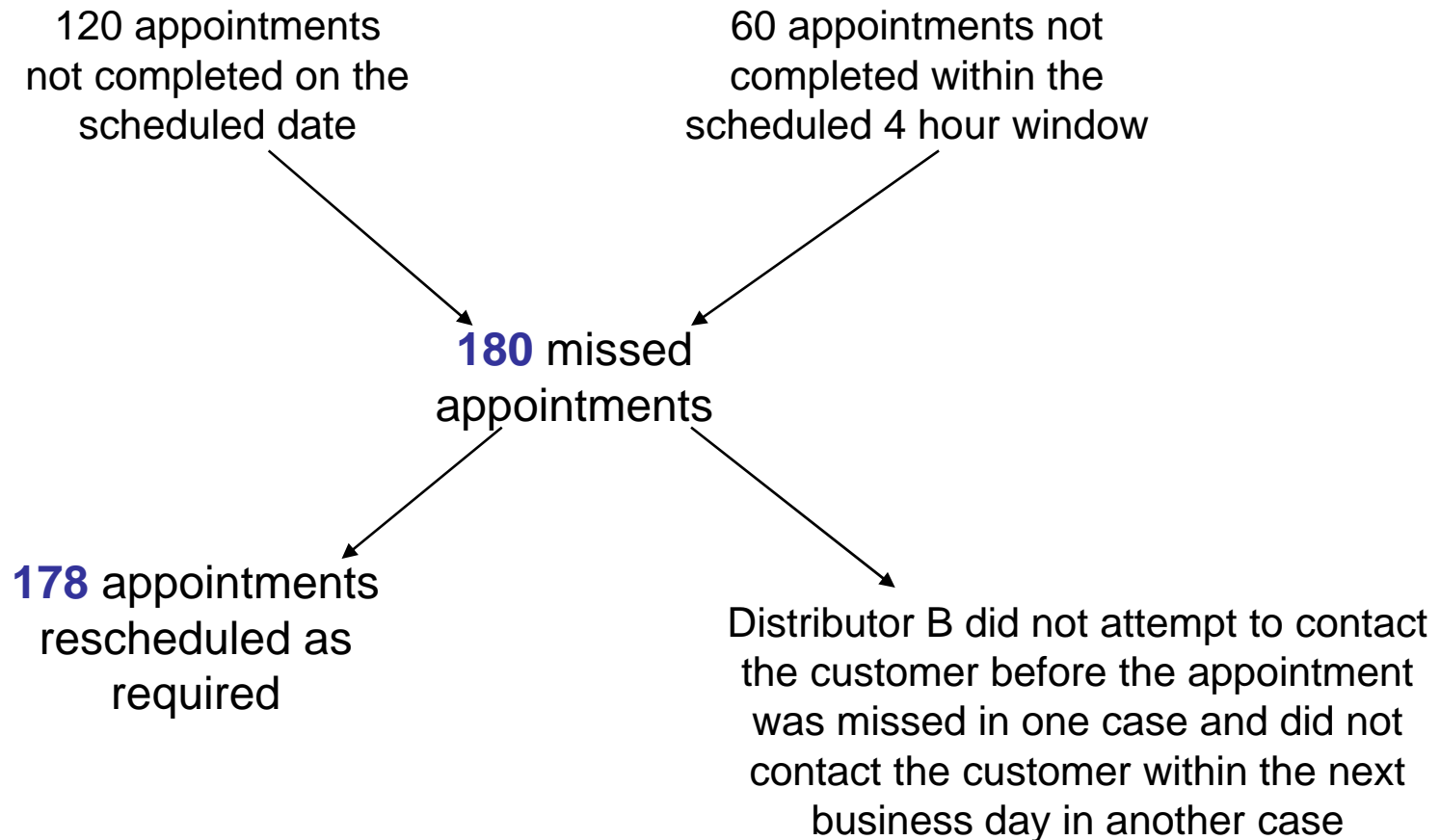


## ESQRs Example #2 – Appointments Met Calculation for Distributor B

- Appointments requiring customer presence: 1,000
- Appointments met within the scheduled 4 hour window: 940
- Appointments Met metric:  
 $940 / 1,000 = 94\%$



## ESQRs Example #2 – Rescheduling a Missed Appointment for Distributor B





## ESQRs Example #2 – Rescheduling a Missed Appointment Calculation for Distributor B

- Total missed appointments:  $120 + 60 = 180$
- Total appointments rescheduled as required:  
 $180 - 2 = 178$
- Reschedule a Missed Appointment:  $178 / 180 = 99\%$



## Definition - Telephone Accessibility

DSC 7.6.1 Qualified incoming calls to the distributor's customer care telephone number must be answered within the 30 second time period established under section 7.6.3.

DSC 7.6.3 For qualified incoming calls that are transferred from the distributor's IVR system, the 30 seconds shall be counted from the time the customer selects to speak to a customer service representative. In all other cases, the 30 seconds shall be counted from the first ring.

DSC 7.6.2 This service quality requirement must be met at least 65 percent of the time on a yearly basis.



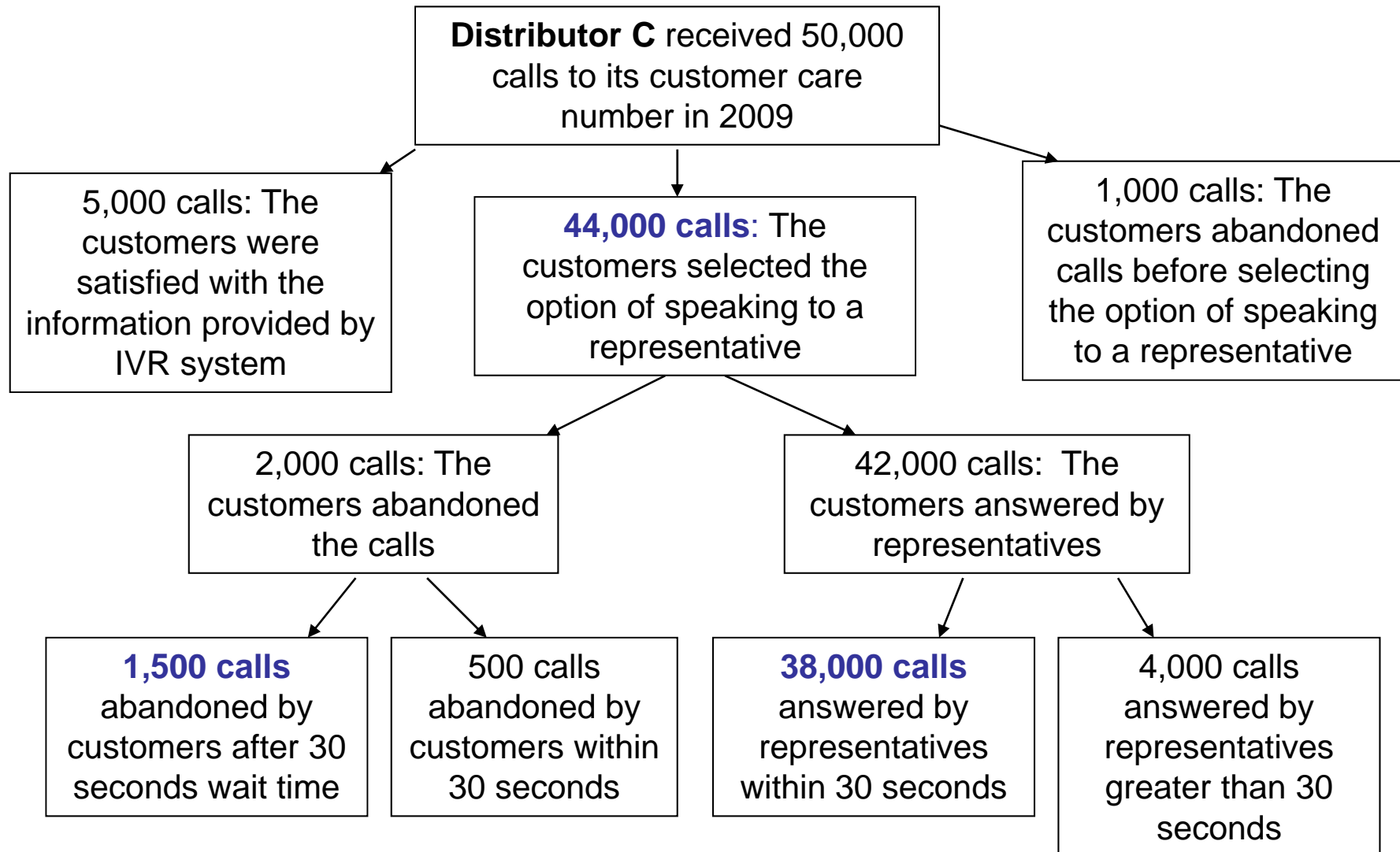
## Definition - Telephone Call Abandon Rate

DSC 7.7.1 The number of qualified incoming calls to a distributor's customer care telephone number that are abandoned before they are answered shall be 10 percent or less on a yearly basis.

DSC 7.7.2 For the purposes of section 7.7.1, a qualified incoming call will only be considered abandoned if the call is abandoned after the 30 second period established under section 7.6.1 has elapsed.



# ESQRs Example #3 – Background Information for Telephone Accessibility and Telephone Abandon Rate



## ESQRs Example #3 – Telephone Accessibility Calculation for Distributor C

- Total qualified incoming calls: 44,000
- Total qualified incoming calls answered within 30 seconds: 38,000
- Telephone Accessibility metric:  
 $38,000 / 44,000 = 86\%$



## ESQRs Example #3 – Telephone Call Abandon Rate Calculation for Distributor C

- Total qualified incoming calls: 44,000
- Total qualified incoming calls abandoned after 30 seconds: 1,500
- Telephone Call Abandon Rate metric:  
 $1,500 / 44,000 = 3.4\%$



## Definition - Written Response to Enquiries

DSC 7.8.1 A written response to a qualified enquiry shall be sent by the distributor within 10 business days.

DSC 7.8.2 This service quality requirement must be met at least 80 percent of the time on a yearly basis.



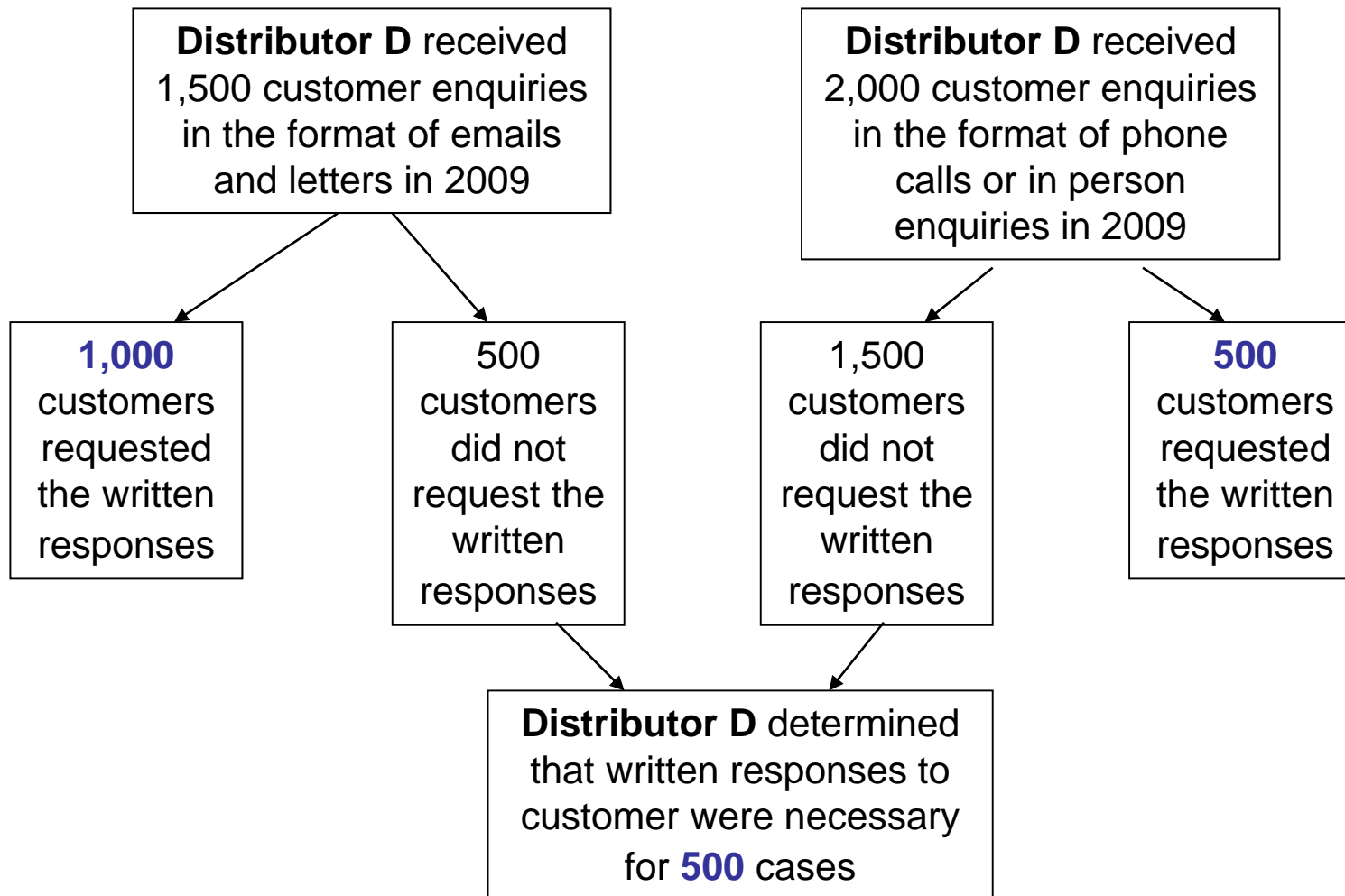
## Definition – Qualified Enquiry

**“qualified enquiry”** means an enquiry received by a distributor from a customer or representative of a customer pertaining to the customer’s existing or prospective service in which a written response is requested by the customer or representative of the customer or determined by the distributor to be necessary. A “qualified enquiry” does not include any of the following, which shall be addressed in accordance with other applicable requirements: cable locate requests; retailer Service Transaction Requests; and enquiries of a general nature not relating specifically to service currently provided to a customer or to a new service being requested by a customer.

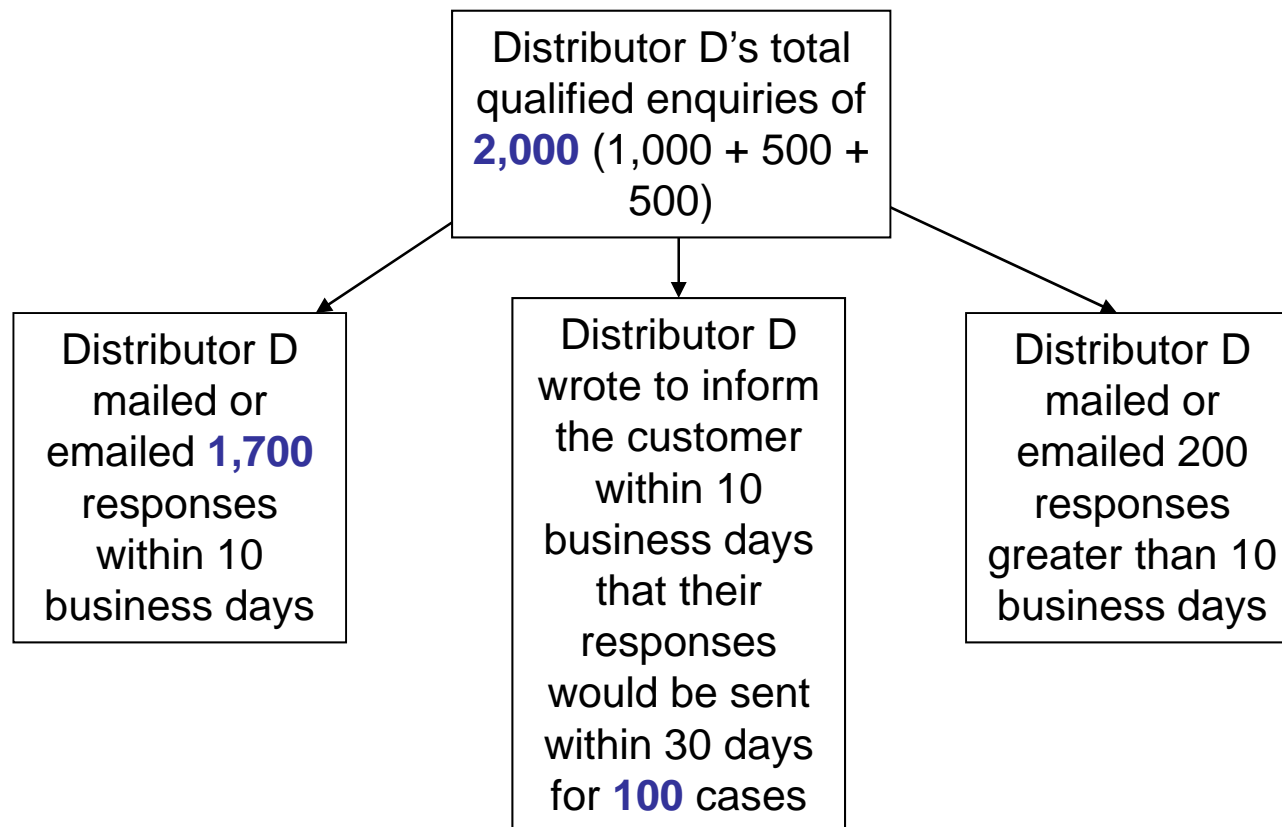




# ESQRs Example #4 – Background Information of Written Responses to Enquiries



## ESQRs Example #4 – Background Information of Written Responses to Enquiries – continued



## ESQRs Example #4 –Written Responses to Enquiries Calculation for Distributor D

- Total qualified enquiries:  
 $1,000 + 500 + 500 = 2,000$
- Total qualified enquiries that responded by the distributor within 10 business days:  
 $1,700 + 100 = 1,800$
- Written Responses to Enquiries metric:  
 $1,800 / 2,000 = 90\%$



## Definition - Emergency Response

DSC 7.9.1 Emergency calls must be responded to within 120 minutes in rural areas and within 60 minutes in urban areas.

DSC 7.9.2 This service quality requirement must be met at least 80 percent of the time on a yearly basis.



## Definition - Emergency Response

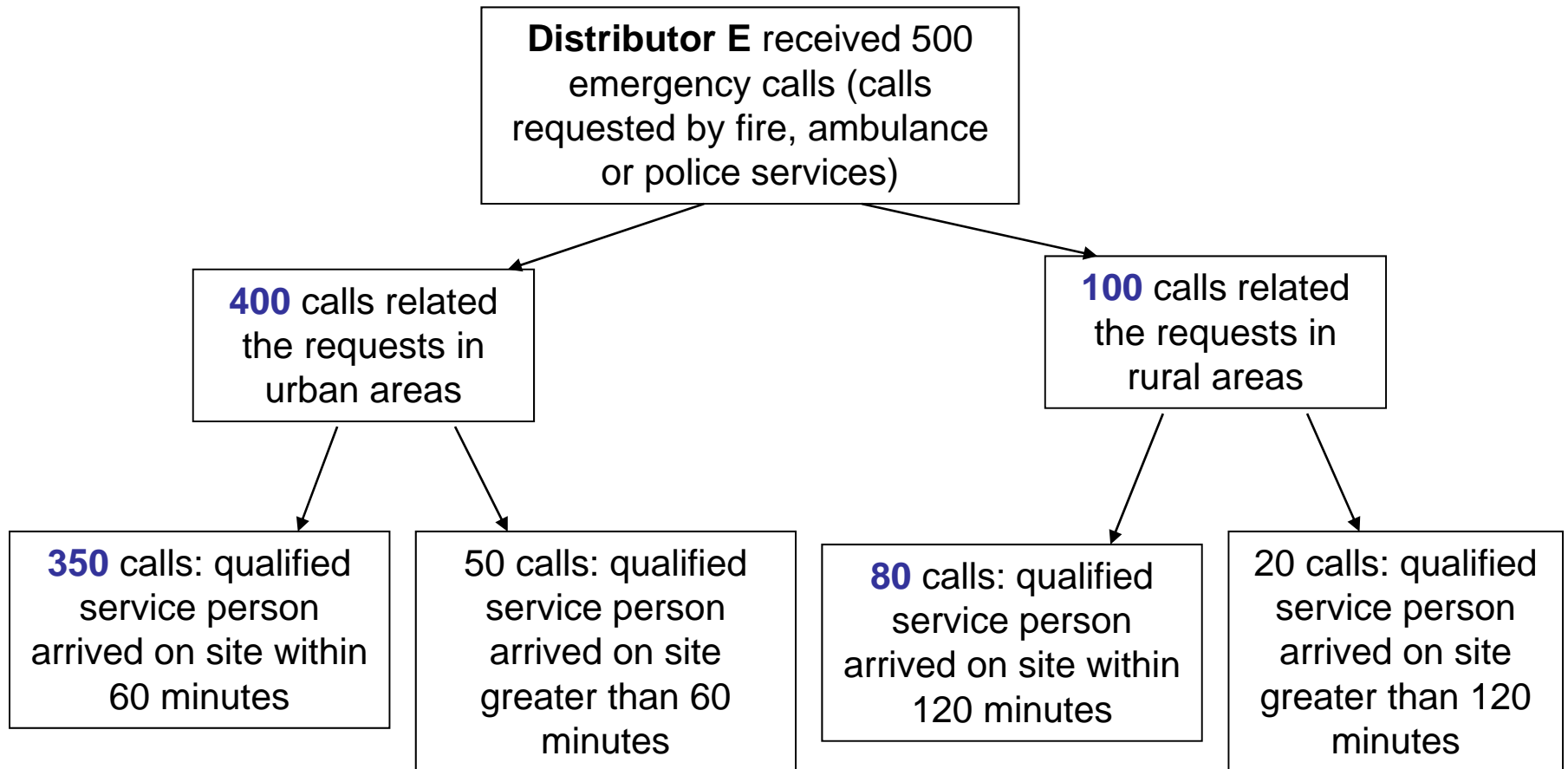
“emergency call” means a call where the assistance of the distributor has been requested by fire, ambulance or police services.

The definition of “rural” and “urban” should correspond to the municipality’s definition.

The arrival of a qualified service person on site will constitute a response.



# ESQRs Example #5 – Background Information of Emergency Response



## ESQRs Example #5 – Emergency Response Calculation for Distributor E

- Total emergency calls - urban: 400
- Total emergency urban calls responded within 60 minutes: 350
- Emergency Response - Urban metric:  
 $350 / 400 = 88\%$
  
- Total emergency calls - rural: 100
- Total emergency rural Calls responded within 120 minutes: 80
- Emergency Response - Rural metric:  
 $80 / 100 = 80\%$





## Part III

# Observations from Audit Reviews of ESQRs by Regulatory Audit & Accounting





## Structure of this Section

- Observation
  - What Regulatory Audit noted from audit reviews of ESQRs
- Requirement
  - Board requirement to be followed



## Observation #1

- Some distributors reported 100% performance for some of the ESQRs metrics to the Board.
- However as per ESQRs audit reviews of these distributors, they did not establish the processes of tracking and monitoring individual events related to ESQRs metrics. As a result, the metric performances were not measured properly and reported accurately to the Board.



## Observation #2

- Some distributors were unable to provide back-up supporting documentation for the statistics related to the ESQRs metrics reported to the Board. As a result, it was not clear whether the ESQRs data reported to the Board was accurate.



## Requirement for Observation #1 & #2

- Requirement – Licensee obligations

A distributor licence condition states:

“The Licensee shall maintain records of and provide, in the manner and form determined by the Board, such information as the Board may require from time to time.”



## Observation #3- Appointment Scheduling & Appointments Met

- Some distributors did not track and report Appointment Scheduling and Appointments Met separately. As such, all applicable appointments were reported under both metrics, regardless of whether the customer or the customer's representative was required to be present. As a result, the Appointment Scheduling and Appointments Met metrics reported to the Board may not be accurate.



## Requirement for Observation #3- Appointment Scheduling & Appointments Met

- DSC 7.3 Appointment Scheduling
  - 7.3.6 This service quality requirement applies regardless of whether or not the presence of the customer or the customer's representative is required.
  - 7.3.2 Where the appointment in section 7.3.1 requires the presence of the customer or the customer's representative, the distributor shall fulfil the requirements set out in section 7.4.1.



## Observation #4 – Appointments Met

- Some distributors did not include the appointments of underground cable locates that require the customer's presence as part of its Appointments Met measurement. As a result, the Appointments Met statistics reported to the Board may not be accurate.



## Requirement for Observation #4 – Appointments Met

- DSC 7.4 Appointments Met
  - 7.4.5 This service quality requirement applies to appointments that:
    - .....
    - (c) are a frequently recurring part of the distributor's normal course of business, including, but not limited to, the following:
      - .....
      - (iv) providing underground cable locates;





## Observation #5 – Telephone Accessibility

- Some distributors reported the “number of general enquiry telephone calls answered” instead of “qualified incoming calls” as the denominator for the Telephone Accessibility ESQR. As a result, the Telephone Accessibility performance reported to the Board may not be accurate.



## Requirement for Observation #5 – Telephone Accessibility

- DSC 7.1 Definitions
- “qualified incoming calls” means calls that are received during the regular hours of operation of a distributor’s customer call centre and are either:
  - (a) telephone calls for which the customer normally reaches a customer service representative directly or has been transferred to a customer care line by a general operator; or
  - (b) telephone calls in which the customer has reached the distributor’s Interactive Voice Response (“IVR”) system and selected the option of speaking to a customer service representative.



## Observation #6 – Telephone Call Abandon Rate

- Some distributors included the total calls abandoned in the calculation of the metric, rather than only the calls abandoned after the 30 second wait time of selecting the option of speaking to a customer service representative. As a result, the performance reported to the Board may not be accurate.



## Requirement for Observation #6 – Telephone Call Abandon Rate

- DSC 7.7 Telephone Call Abandon Rate
  - 7.7.2 For the purpose of section 7.7.1, a qualified incoming call will only be considered abandoned if the call is abandoned after the 30 second period established under section 7.6.1 has elapsed.



## Observation #7 – Emergency Response

- Some distributors included the outage trouble calls initiated by the customers in its reporting of Emergency Response, in addition to the emergency calls that requested by fire, ambulance or police services. As a result, the statistics reported to the Board may not be accurate.



## Requirement for Observation #7 – Emergency Response

- DSC 7.1 Definitions
  - “emergency calls” means a call where the assistance of the distributor has been requested by fire, ambulance or police services.



## Observation #8 – Emergency Response

- Some distributors did not consistently and properly track the arrival time of a qualified service person on site for the purposes of this metric. As a result, the performance for this metric reported to the Board may not be accurate.



## Requirement for Observation #8 – Emergency Response

- DSC 7.9 Emergency Response
  - 7.9.4 The arrival of a qualified service person on site will constitute a response.







# Part IV

## Questions & Answers



## Conclusion

- We hope that you found today's presentation:
  - Informative
  - Valuable



## Next Steps

- In the near future, Board staff will publish on the Board's website, under "Regulatory Audit & Accounting Webinars":
  - <http://www.oeb.gov.on.ca/OEB/Industry/Rules+and+Requirements/Regulatory+Audit+and+Accounting/Webinar+--+ESQR>
  - Presentation from today's webinar
  - Answers to common questions arising from today's presentation





Thank You

