




Performance Outcomes	Performance Categories	Measures (new in red)	2011	2010	2009	2008	2007	Trend	Target	
<b>Customer Focus</b>  Services are provided in a manner that responds to identified customer preferences.	Service Quality	Connection of New Services (DSC s7.2)							90%	
		Appointments: Scheduled (DSC s7.3)							90%	
		Appointments: Met (DSC s7.4)							90%	
		Telephone Accessibility (DSC s7.6)							65%	
	Customer Satisfaction	Complaints by consumers and market participants (RRR 2.3.1) Customer Survey Results								
<b>Operational Effectiveness</b>  Continuous improvement in productivity and cost performance is achieved; and utilities deliver on system reliability and quality objectives.	System Reliability	System Average Interruption Duration Index - Code 2 Outages (RRR s2.1.4.2.2)								
		System Average Interruption Frequency Index - Code 2 Outages (RRR s2.1.4.2.4)								
	Overall cost performance	Efficiency ranking resulting from comparative cost analysis								
		OM&A Cost per Customer								
		Net Plant Cost per Customer								
	Asset Management	Capital Budget vs. Actual								
<b>Public Policy Responsiveness</b>  Utilities deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements imposed further to Ministerial directives to the Board).	Government Policy Directive on Conservation & Demand Management	2014 Net Annual Peak Demand Savings Target (MW)								
		2011-2014 Net Cumulative Energy Savings Target (GWh)								
	Connection of Renewable Generation	Average time to connect (DSC s6.2 and RRR s2.3.11)								
<b>Financial Performance</b>  Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio								
		Leverage: Total Debt to Equity Ratio								
		Profitability: Financial Statement Return on Equity								
		Profitability: Regulatory Return on Equity								

Trend Legend:  increasing  decreasing  steady

### Management Discussion and Analysis

This section allows distributors to provide “notes” to accompany their score card filings (e.g., similar to notes provided in a Financial Statement).

- **Service Quality**

For example, “The service quality improved / fell .... “

- **Customer Satisfaction**

- **System Reliability**

- **Overall Cost Performance**

- **Asset Management**

- **Government Policy Directive on CDM**

- **Connection of Renewable Generation**

- **Financial Ratios**