**Appendix A – 2014 Scorecard Management Discussion and Analysis (“2014 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 2014 Scorecard MD&A:

[**http://www.ontarioenergyboard.ca/OEB/\_Documents/scorecard/Scorecard\_Performance\_Measure\_Descriptions.pdf**](http://www.ontarioenergyboard.ca/OEB/_Documents/scorecard/Scorecard_Performance_Measure_Descriptions.pdf)

**Scorecard MD&A - General Overview**

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| **Service Quality** |

* **New Residential/Small Business Services Connected on Time**
* **Scheduled Appointments Met On Time**
* **Telephone Calls Answered On Time**

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| **Customer Satisfaction** |

* **First Contact Resolution**
* **Billing Accuracy**
* **Customer Satisfaction Survey Results**

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| **Safety** |

* **Public Safety**
	+ **Component A – Public Awareness of Electrical Safety**
	+ **Component B – Compliance with Ontario Regulation 22/04**
	+ **Component C – Serious Electrical Incident Index**

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| **System Reliability** |

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

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| **Asset Management** |

* **Distribution System Plan Implementation Progress**

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| **Cost Control** |

* **Efficiency Assessment**
* **Total Cost per Customer**
* **Total Cost per Km of Line**

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| **Conservation & Demand Management** |

* **Net Annual Peak Demand Savings (Percent of target achieved)**
* **Net Cumulative Energy Savings (Percent of target achieved)**

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| **Connection of Renewable Generation** |

* **Renewable Generation Connection Impact Assessments Completed on Time**
* **New Micro-embedded Generation Facilities Connected On Time**

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| **Financial Ratios** |

* **Liquidity: Current Ratio (Current Assets/Current Liabilities)**
* **Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio**
* **Profitability: Regulatory Return on Equity – Deemed (included in rates)**
* **Profitability: Regulatory Return on Equity – Achieved**

**Note to Readers of 2014 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.