

| | | Customer Focus | | | | | | Operational Effectiveness | | | | | | | | | | Public Policy Responsiveness | | Financial Performance | | | |
|---|--|--|----------------------------------|------------------|---------------------------------------|---|---------------------------|---|------------------------------------|-----------------------------------|--|--|---|-----------------------|-------------------------|---------------------------|--|--|---|--|----------------|----------|--------|
| | | Services provided in a manner that responds to customer preferences. | | | | | | Continuous improvement in productivity and cost performance is achieved; distributors deliver on system reliability and quality objectives. | | | | | | | | | | Deliverables on obligations mandated by Ministerial directives to the Board. | | Financial viability is maintained; and savings from operational effectiveness are sustainable. | | | |
| | | Service Quality ² | | | Customer Satisfaction | | | Safety | | | | System Reliability | | Asset Management | Cost Control | | | Connection of Renewable Generation ² | | Financial Ratios | | | |
| New Residential / Small Business Services Connected on Time | | Scheduled Appointments Met On Time | Telephone Calls Answered On Time | Billing Accuracy | First Contact Resolution ³ | Customer Satisfaction Survey Results ³ | Level of Public Awareness | Level of Compliance with Ontario Regulation 22/04 ⁴ | Serious Electrical Incident Index | | Avg. Number of Times that Power to a Customer is Interrupted | Avg. Number of Hours that Power to a Customer is Interrupted | Distribution System Plan Implementation Progress ³ | Efficiency Assessment | Total Cost per Customer | Total Cost per Km of Line | Renewable Generation CIA Completed on Time | New Micro-embedded Generation Facilities Connected on Time | Liquidity: Current Ratio (Current Assets / Current Liabilities) | Leverage: Total Debt (short-term & long-term) to Equity Ratio | Regulatory ROE | | |
| Target: | 90% | 90% | 65% | 98% | No Target | No Target | No Target | Compliant (C) | Number of General Public Incidents | Rate per 10, 100, 1000 km of line | Distributor Specific | Distributor Specific | No Target | No Target | No Target | No Target | No Target | 90% | No Target | No Target | No Target | Achieved | |
| 1 | Alectra Utilities Corporation | 90.34% | 98.44% | 66.93% | 99.50% | 82.73% | 93.00% | 82.00% | C | 25 | 0.504 | 1.18 | 0.95 | 94.65% | 3 | \$ 686 | \$ 14,730 | 100% | 98% | 0.67 | 1.20 | 8.95% | 4.80% |
| 2 | Algoma Power Inc. | 100.00% | 100.00% | 84.84% | 99.87% | 99.93% | 94% | 83.00% | C | 0 | 0 | 2.93 | 6.79 | Completed | 5 | \$ 2,212 | \$ 12,203 | N/A | N/A | 0.77 | 1.30 | 8.52% | 9.25% |
| 3 | Atikokan Hydro Inc. | 100.00% | N/A | 100.00% | 100.00% | 100% | 100% | 83.00% | C | 0 | 0 | 0.71 | 1.07 | On Target | 3 | \$ 1,028 | \$ 18,173 | N/A | N/A | 1.41 | 0.12 | 8.78% | 7.29% |
| 4 | Bluewater Power Distribution Corporation | 100.00% | 100.00% | 82.67% | 99.98% | 99.99% | 77.80% | 87.00% | C | 0 | 0 | 2.02 | 1.95 | Near Budget | 3 | \$ 710 | \$ 21,695 | 100% | N/A | 1.09 | 0.72 | 8.98% | 10.80% |
| 5 | Brantford Power Inc. | 100.00% | 99.88% | 81.10% | 99.88% | 79 | 97 | 85.00% | C | 0 | 0 | 1.12 | 0.26 | 119.6 | 3 | \$ 576 | \$ 43,868 | N/A | N/A | 1.62 | 1.38 | 8.78% | 3.76% |
| 6 | Burlington Hydro Inc. | 100.00% | 100.00% | 62.15% | 99.97% | 90.90% | 94% | 83.00% | C | 0 | 0 | 0.70 | 1.00 | n/a | 2 | \$ 655 | \$ 29,692 | N/A | 100% | 1.88 | 0.73 | 9.36% | 1.33% |
| 7 | Canadian Niagara Power Inc. | 94.91% | 100.00% | 79.79% | 99.95% | 99.92% | 92% | 83.00% | C | 0 | 0 | 2.19 | 2.73 | Completed | 4 | \$ 868 | \$ 16,581 | N/A | N/A | 0.34 | 2.80 | 8.78% | 5.00% |
| 8 | Centre Wellington Hydro Ltd. | 100.00% | 99.69% | 69.90% | 99.88% | 99.43% | 81% | 85.70% | C | 0 | 0 | 0.20 | 0.27 | 73.00% | 3 | \$ 675 | \$ 30,739 | N/A | N/A | 1.42 | 0.93 | 9.00% | 7.86% |
| 9 | Chapleau Public Utilities Corporation | 100.00% | 100.00% | 97.57% | 99.98% | 100 | 93 | 79.00% | C | 0 | 0 | 2.33 | 5.87 | Complete | 4 | \$ 858 | \$ 19,432 | N/A | N/A | 3.54 | 0.00 | 8.98% | 3.57% |
| 10 | Cooperative Hydro Embrun Inc. | 100.00% | 100.00% | 95.46% | 99.95% | 92.48% | 88.00% | 84.00% | C | 0 | 10 | 0.01 | 0.03 | Completed | 1 | \$ 511 | \$ 33,299 | N/A | N/A | 2.04 | 0.06 | 9.00% | 11.35% |
| 11 | E.L.K. Energy Inc. | 99.50% | 99.07% | 95.08% | 99.95% | Excellent | 91% Satis | 83.00% | C | 0 | 0 | 1.15 | 3.34 | In Progress | 1 | \$ 380 | \$ 28,537 | N/A | N/A | 2.67 | 0.21 | 8.78% | 11.76% |
| 12 | Elexicon Energy Inc. | 93.74% | 98.80% | 61.89% | 99.60% | 89.3 | 97 | 84.00% | C | 0 | 0 | 1.01 | 1.37 | 76.81 | 3 | \$ 630 | \$ 27,593 | 67% | 100% | 1.29 | 1.07 | 9.43% | 6.80% |
| 13 | Energy Plus Inc. | 95.94% | 99.94% | 87.11% | 99.99% | 99.6 | A | 82.00% | C | 3 | 1.97 | 1.38 | 0.71 | 80.60% | 2 | \$ 657 | \$ 28,895 | 100% | N/A | 1.55 | 1.15 | 8.98% | 8.34% |
| 14 | Entegrus Powerlines Inc. | 96.91% | 99.83% | 79.11% | 99.81% | 74 | 93 | 81.00% | C | 4 | 1.297 | 1.18 | 1.47 | 112.4 | 2 | \$ 553 | \$ 11,008 | N/A | 100% | 1.23 | 1.30 | 9.19% | 8.23% |
| 15 | ENWIN Utilities Ltd. | 100.00% | 100.00% | 64.74% | 99.95% | 99.10% | 88.00% | 82.00% | C | 1 | 0.213 | 2.11 | 0.86 | 85.60% | 3 | \$ 692 | \$ 13,236 | 50% | 100% | 2.07 | 0.76 | 8.52% | 5.25% |
| 16 | EPCOR Electricity Distribution Ontario Inc. | 91.71% | 99.51% | 75.68% | 99.96% | 99.90% | 74.00% | 82.80% | C | 1 | 0.27 | 0.91 | 1.46 | 77.41 | 2 | \$ 608 | \$ 29,415 | N/A | 100% | 1.25 | 1.29 | 8.98% | -1.77% |
| 17 | ERTH Power Corporation | 98.59% | 100.00% | 95.92% | 99.75% | 99.58 | 77% | 85.10% | C | 1 | 0.229 | 0.29 | 0.78 | 106.80% | 3 | \$ 680 | \$ 36,142 | 100% | N/A | 0.67 | 0.90 | 9.00% | 8.35% |
| 18 | Espanola Regional Hydro Distribution Corporation | 100.00% | 97.10% | 68.04% | 99.94% | 99.7 | 91 | 85.00% | C | 0 | 0 | 0.06 | 0.21 | on track | 2 | \$ 716 | \$ 23,597 | N/A | N/A | 1.01 | -7.99 | 9.12% | -6.45% |
| 19 | Essex Powerlines Corporation | 93.27% | 94.46% | 65.17% | 99.92% | 99.15% | 86% | 83.00% | C | 0 | 0 | 0.95 | 1.23 | 57.00% | 2 | \$ 577 | \$ 10,979 | 100% | N/A | 0.72 | 1.32 | 9.00% | 6.14% |
| 20 | Festival Hydro Inc. | 95.31% | 97.69% | 98.86% | 99.96% | 99.93 | 91 | 80.00% | C | 0 | 0 | 1.00 | 1.27 | 92 | 3 | \$ 629 | \$ 51,767 | 100% | N/A | 0.54 | 1.04 | 9.30% | 8.89% |
| 21 | Fort Frances Power Corporation | 100.00% | 100.00% | 96.67% | 99.82% | 99.90% | 91.70% | 79.91% | C | 0 | 0 | 0.37 | 0.09 | 119.80% | 3 | \$ 655 | \$ 30,435 | N/A | N/A | 3.75 | 0.00 | 0.00% | 1.17% |
| 22 | Greater Sudbury Hydro Inc. | 99.63% | 100.00% | 67.38% | 99.95% | 87.6 | 89% | 83.00% | C | 0 | 0 | 0.99 | 1.48 | 110.00% | 3 | \$ 670 | \$ 31,590 | 100% | 100% | 1.13 | 1.22 | 8.52% | 2.04% |
| 23 | Grimsby Power Incorporated | 100.00% | 100.00% | 89.38% | 99.99% | 99.89% | 79% | 82.90% | C | 0 | 0 | 0.92 | 0.64 | 67.60% | 1 | \$ 598 | \$ 10,121 | N/A | N/A | 0.99 | 1.27 | 9.19% | 8.12% |
| 24 | Halton Hills Hydro Inc. | 100.00% | 100.00% | 95.91% | 99.90% | 100% | 96% | 83.00% | C | 2 | 0 | 1.73 | 1.36 | 104.55% | 1 | \$ 804 | \$ 10,856 | 100% | N/A | 1.08 | 2.75 | 9.19% | 2.65% |
| 25 | Hearst Power Distribution Company Limited | 100.00% | 100.00% | 94.81% | 99.98% | 100% | 98.2% Good | 77.43% | C | 0 | 0 | 1.24 | 3.25 | New DSP | 1 | \$ 543 | \$ 14,874 | N/A | N/A | 1.99 | 0.21 | 9.19% | 7.18% |
| 26 | Hydro 2000 Inc. | 100.00% | 100.00% | 100.00% | 99.91% | 94.34% | 90.51% | 75.25% | C | 0 | 0 | 0.09 | 0.04 | 1 | 2 | \$ 575 | \$ 34,879 | N/A | N/A | 1.22 | 0.03 | 8.52% | 5.77% |
| 27 | Hydro Hawkesbury Inc. | 100.00% | 98.10% | 99.96% | 99.54% | 82.22 | 83.93 | 76.33% | C | 0 | 0 | 2.66 | 5.63 | Completed | 1 | \$ 305 | \$ 23,523 | N/A | N/A | 1.96 | 0.70 | 9.00% | 6.57% |
| 28 | Hydro One Networks Inc. | 99.78% | 99.98% | 70.18% | 99.35% | 77% | 82.60% | 78.00% | C | 33 | 0.267 | 2.54 | 7.27 | 100.20% | 4 | \$ 1,024 | \$ 11,286 | 100% | 97% | 0.72 | 1.72 | 9.00% | 10.56% |
| 29 | Hydro One Remote Communities Inc. | 100.00% | N/A | 100.00% | 94.28% | 100% | 93% | 72.38% | C | 0 | 0 | 3.67 | 9.86 | 108.00% | N/A | N/A | N/A | N/A | N/A | 1.02 | N/A | N/A | N/A |
| 30 | Hydro Ottawa Limited | 100.00% | 99.56% | 74.60% | 99.88% | 89.88 | 95 | 72.00% | C | 1 | 0.171 | 0.72 | 0.83 | 89 | 4 | \$ 714 | \$ 41,819 | 100% | 100% | 0.81 | 1.98 | 8.98% | 7.24% |
| 31 | Innpower Corporation | 100.00% | 99.51% | 92.53% | 99.90% | 99.95 | A | 84.00% | C | 0 | 0 | 1.10 | 1.81 | 93.00% | 3 | \$ 852 | \$ 11,219 | 100% | N/A | 0.84 | 1.42 | 8.78% | 9.69% |
| 32 | Kingston Hydro Corporation | 100.00% | 99.52% | 64.65% | 99.57% | 99.06% | 'A' | 82.00% | C | 0 | 0 | 0.87 | 1.57 | On track | 3 | \$ 562 | \$ 46,486 | N/A | 100% | 1.69 | 1.12 | 9.19% | 7.25% |
| 33 | Kitchener-Wilmot Hydro Inc. | 98.84% | 98.62% | 87.97% | 99.98% | 99.28 | A | 82.00% | C | 1 | 0.505 | 0.92 | 0.53 | On Target | 2 | \$ 519 | \$ 25,789 | 100% | N/A | 1.19 | 0.46 | 8.52% | 10.14% |
| 34 | Lakefront Utilities Inc. | 91.17% | 100.00% | 82.27% | 99.79% | 99.77% | 77.70% | 83.00% | NC | 0 | 0 | 1.53 | 4.67 | Completed | 2 | \$ 500 | \$ 24,061 | N/A | N/A | 0.97 | 1.15 | 8.78% | 5.49% |
| 35 | Lakeland Power Distribution Ltd. | 100.00% | 100.00% | 89.90% | 99.92% | 99.97% | 77% | 82.40% | C | 0 | 0 | 1.40 | 5.79 | In Progress | 2 | \$ 718 | \$ 28,361 | N/A | N/A | 1.58 | 1.24 | 8.98% | 6.07% |
| 36 | London Hydro Inc. | 98.86% | 100.00% | 73.41% | 99.82% | 99.50% | A | 84.00% | C | 3 | 0.98 | 1.05 | 0.86 | Below Budget | 3 | \$ 563 | \$ 29,714 | 100% | 100% | 1.90 | 1.13 | 8.78% | 7.90% |
| 37 | Milton Hydro Distribution Inc. | 100.00% | 100.00% | 73.17% | 100.00% | Compliant | A | 82.00% | C | 0 | 0 | 1.15 | 1.52 | on track | 2 | \$ 682 | \$ 10,157 | 100% | N/A | 1.65 | 1.37 | 9.19% | 6.86% |
| 38 | Newmarket-Tay Power Distribution Ltd. | 98.12% | 98.87% | 73.64% | 99.94% | 99.60% | 96% | 83.00% | C | 0 | 0 | 0.53 | 0.98 | 88.00% | 2 | \$ 644 | \$ 27,641 | N/A | 100% | 1.38 | 1.12 | 9.66% | 6.33% |
| 39 | Niagara Peninsula Energy Inc. | 85.94% | 100.00% | 82.84% | 99.06% | 97.93% | 95% | 82.00% | C | 1 | 0.311 | 2.01 | 2.15 | 103.99% | 3 | \$ 758 | \$ 13,139 | 100% | 100% | 2.00 | 0.94 | 9.30% | 4.74% |
| 40 | Niagara-on-the-Lake Hydro Inc. | 99.21% | 100.00% | 95.61% | 99.87% | 18 | 79 | 82.80% | C | 0 | 0 | 0.52 | 0.73 | 130 | 3 | \$ 750 | \$ 19,566 | 100% | 100% | 0.50 | 0.65 | 8.98% | 7.80% |
| 41 | North Bay Hydro Distribution Limited | 100.00% | 100.00% | 82.23% | 98.71% | 2 | 86% | 81.00% | C | 0 | 0 | 0.78 | 1.08 | 102.00% | 3 | \$ 715 | \$ 30,270 | N/A | N/A | 1.58 | 1.14 | 9.30% | 4.64% |
| 42 | Northern Ontario Wires Inc. | N/A | 100.00% | 100.00% | 99.90% | 100% | 92 | 80.50% | C | 0 | 0 | 1.26 | 5.59 | Excellent | 1 | \$ 706 | \$ 11,310 | N/A | N/A | 1.45 | 0.84 | 8.78% | 8.99% |
| 43 | Oakville Hydro Electricity Distribution Inc. | 83.10% | 100.00% | 79.34% | 99.54% | 95.60% | 95% | 82.00% | C | 0 | 0 | 0.85 | 0.61 | On Track | 3 | \$ 712 | \$ 26,342 | 100% | 100% | 1.23 | 0.88 | 9.36% | 8.42% |
| 44 | Orangeville Hydro Limited | 100.00% | 100.00% | 99.11% | 99.84% | 99.9 | 76 | 85.50% | C | 0 | 0 | 0.75 | 1.01 | 102 | 2 | \$ 535 | \$ 30,612 | N/A | N/A | 1.41 | 1.12 | 9.36% | 11.83% |
| 45 | Orillia Power Distribution Corporation | 100.00% | 100.00% | 98.64% | 99.99% | 99.97 | A | 84.00% | C | 0 | 0 | 0.82 | 1.13 | Pending | 3 | \$ 725 | \$ 43,062 | N/A | N/A | 0.37 | 0.00 | 9.85% | 2.77% |
| 46 | Oshawa PUC Networks Inc. | 100.00% | 100.00% | 92.03% | 99.91% | 68 | 94.04% | 83.00% | C | 0 | 0 | 1.50 | 1.46 | 98.30% | 2 | \$ 578 | \$ 34,172 | N/A | N/A | 1.33 | 1.32 | 9.00% | 5.33% |
| 47 | Ottawa River Power Corporation | 100.00% | 98.29% | 97.63% | 99.97% | 99.00% | 81.00% | 82.00% | C | 0 | 0 | 0.53 | 0.56 | Implemented | 2 | \$ 520 | \$ 11,673 | N/A | N/A | 1.90 | 0.78 | 9.19% | 9.61% |

| | | Customer Focus Services provided in a manner that responds to customer preferences. | | | | | | Operational Effectiveness Continuous improvement in productivity and cost performance is achieved; distributors deliver on system reliability and quality objectives. | | | | | | | | Public Policy Responsiveness Deliverables on obligations mandated by Ministerial directives to the Board. | | Financial Performance Financial viability is maintained; and savings from operational effectiveness are sustainable. | | | | | |
|----|--|--|------------------------------------|----------------------------------|-----------------------|---------------------------------------|---|--|--|-----------------------------------|----------------------|--|--|---|-----------------------|--|---------------------------|---|--|---|---|----------------------|----------------------|
| | | Service Quality ² | | | Customer Satisfaction | | | Safety | | | | System Reliability | | Asset Management | Cost Control | | | Connection of Renewable Generation ² | | Financial Ratios | | | |
| | | New Residential / Small Business Services Connected on Time | Scheduled Appointments Met On Time | Telephone Calls Answered On Time | Billing Accuracy | First Contact Resolution ³ | Customer Satisfaction Survey Results ³ | Level of Public Awareness | Level of Compliance with Ontario Regulation 22/04 ⁴ | Serious Electrical Incident Index | | Avg. Number of Times that Power to a Customer is Interrupted | Avg. Number of Hours that Power to a Customer is Interrupted | Distribution System Plan Implementation Progress ³ | Efficiency Assessment | Total Cost per Customer | Total Cost per Km of Line | Renewable Generation CIA Completed on Time | New Micro-embedded Generation Facilities Connected on Time | Liquidity: Current Ratio (Current Assets / Current Liabilities) | Leverage: Total Debt (short-term & long-term) to Equity Ratio | Regulatory ROE | |
| | | | | | | | | | | Compliant (C) | Distributor Specific | | | | | | | | | | | Distributor Specific | Distributor Specific |
| | Target: | 90% | 90% | 65% | 98% | No Target | No Target | No Target | Compliant (C) | Distributor Specific | Distributor Specific | Distributor Specific | Distributor Specific | No Target | No Target | No Target | No Target | No Target | 90% | No Target | No Target | No Target | No Target |
| 48 | Peterborough Distribution Incorporated | 98.31% | 99.82% | 84.02% | 99.87% | 6 | A | 82.00% | C | 1 | 0.175 | 1.45 | 1.08 | 71.00% | 3 | \$ 579 | \$ 37,650 | N/A | 100% | 0.21 | 0.00 | 8.98% | 2.81% |
| 49 | PUC Distribution Inc. | 100.00% | 100.00% | 68.88% | 99.96% | 99.76 | 92 | 85.00% | C | 2 | 0.271 | 2.12 | 3.14 | 90 | 3 | \$ 673 | \$ 30,791 | N/A | N/A | 0.99 | 2.07 | 9.00% | 8.75% |
| 50 | Renfrew Hydro Inc. | 100.00% | 99.48% | 98.26% | 99.90% | 99.91% | 86% | 82.30% | C | 0 | 0 | 0.38 | 0.58 | 58.30% | 3 | \$ 603 | \$ 32,337 | N/A | N/A | 1.11 | 0.71 | 8.78% | 7.81% |
| 51 | Rideau St. Lawrence Distribution Inc. | 100.00% | 100.00% | 77.81% | 99.64% | 99.55% | B | 84.00% | C | 0 | 0 | 0.08 | 0.12 | 113.00% | 2 | \$ 572 | \$ 31,636 | N/A | N/A | 0.76 | 0.44 | 8.78% | 6.09% |
| 52 | Sioux Lookout Hydro Inc. | 100.00% | 100.00% | 91.52% | 99.96% | 100 | 83.51 | 80.00% | C | 0 | 0 | 1.14 | 1.34 | 122.30% | 2 | \$ 850 | \$ 3,392 | 100% | N/A | 0.74 | 0.46 | 9.00% | 8.07% |
| 53 | Synergy North Corporation | 98.74% | 100.00% | 87.51% | 99.96% | A+ | A | 84.00% | C | 0 | 0 | 1.85 | 0.75 | 95.6 | 3 | \$ 641 | \$ 28,793 | N/A | N/A | 1.99 | 0.79 | 8.85% | 7.98% |
| 54 | Tillsonburg Hydro Inc. | 100.00% | 99.36% | N/A | 99.80% | 97.2 | satisfied | 83.70% | C | 0 | 0 | 1.02 | 1.69 | in-progress | 3 | \$ 695 | \$ 40,648 | 100% | N/A | 2.16 | 0.42 | 8.98% | 2.42% |
| 55 | Toronto Hydro-Electric System Limited | 99.73% | 99.85% | 69.89% | 99.20% | 92% | 95% | 70.00% | C | 24 | 0.831 | 1.42 | 0.90 | 17.00% | 5 | \$ 1,159 | \$ 31,120 | 100% | 100% | 0.71 | 1.19 | 8.52% | 5.90% |
| 56 | Wasaga Distribution Inc. | 100.00% | 100.00% | 99.97% | 99.95% | 99.9 | 81% | 84.20% | C | 0 | 0 | 2.39 | 2.86 | Completed | 1 | \$ 459 | \$ 22,464 | 100% | N/A | 1.70 | 0.40 | 9.19% | 6.72% |
| 57 | Waterloo North Hydro Inc. | 100.00% | 99.68% | 86.59% | 99.97% | 99.90% | 96% | 82.00% | C | 3 | 1.82 | 1.02 | 0.80 | 101.83% | 3 | \$ 797 | \$ 28,166 | 100% | 100% | 1.04 | 1.24 | 9.19% | 7.94% |
| 58 | Welland Hydro-Electric System Corp. | 94.52% | 98.28% | 86.15% | 99.99% | 77 | 96 | 83.00% | C | 0 | 0 | 2.02 | 2.36 | Completed | 1 | \$ 494 | \$ 24,038 | N/A | N/A | 1.73 | 0.97 | 8.78% | 9.36% |
| 59 | Wellington North Power Inc. | 96.88% | 99.49% | 86.33% | 99.47% | 99.81% | 80% | 83.50% | C | 0 | 0 | 0.34 | 0.51 | 97.00% | 3 | \$ 849 | \$ 15,607 | N/A | N/A | 0.81 | 1.56 | 9.19% | 5.33% |
| 60 | Westario Power Inc. | 95.43% | 97.33% | 86.73% | 99.61% | 98.19 | 94 | 83.00% | C | 0 | 0 | 0.50 | 1.92 | Completed | 3 | \$ 588 | \$ 24,427 | 100% | 100% | 1.26 | 0.70 | 9.00% | 8.77% |

Legend

| |
|----------------|
| Target Met |
| Target Not Met |
| No Target |

Note 1: For information on the scorecard's measures, technical definitions, plain language description, and how a measure may be compared, please refer to the [Scorecard – Performance Measure Descriptions](#) document.

Note 2: For the **Service Quality** and **Connection of Renewable Generation** performance categories, a blank field or 'N/A' figure shown for any of the related measures indicates that no services were required to be performed by the distributor.

Note 3: The OEB has been less prescriptive with **First Contact Resolution**, **Customer Satisfaction Survey Results**, and **Distribution System Plan Implementation Progress** measures, allowing distributors discretion on definition and implementation until the OEB establishes uniform definitions for these measures.

Note 4: Compliance with Ontario Regulation 22/04 assessed as Compliant (C); Needs Improvement (NI); or Non-Compliant (NC).