

	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 ⁵	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)	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	Sioux Lookout Hydro Inc.	100.00%	100.00%	94.14%	99.78%	A	79.22	79.00%	C	0	0	0.45	1.61	117%	1	\$ 836	\$ 3,411	N/A	N/A	0.65	0.55	9.00%	11.05%
49	Synergy North Corporation	100.00%	100.00%	90.53%	99.92%	A+	A	87.00%	C	1	0.001	2.26	1.40	N/A	3	\$ 755	\$ 33,928	N/A	100%	1.62	0.81	8.85%	3.82%
50	Tillsonburg Hydro Inc.	95.34%	99.33%	98.68%	99.70%	94.7%	Satisfied	86.00%	C	0	0	0.99	0.95	In-progress	2	\$ 703	\$ 39,997	N/A	100%	1.12	0.40	8.98%	-0.32%
51	Toronto Hydro-Electric System Limited	99.89%	99.92%	79.08%	99.11%	92%	94%	68.00%	C	29	0.997	1.39	0.82	59%	5	\$ 1,312	\$ 35,577	N/A	91%	0.68	1.17	8.52%	7.44%
52	Wasaga Distribution Inc.	100.00%	100.00%	99.83%	99.69%	99.9	81	84.10%	C	0	0	0.46	0.48	Completed	1	\$ 514	\$ 25,485	N/A	N/A	1.06	0.55	9.19%	10.85%
53	Welland Hydro-Electric System Corp.	99.61%	93.99%	77.88%	99.88%	99.81%	98%	83.00%	C	2	0.402	1.14	1.13	Completed	1	\$ 518	\$ 26,144	N/A	N/A	1.32	0.86	8.78%	11.71%
54	Wellington North Power Inc.	100.00%	98.84%	97.81%	99.82%	99.85%	79%	84.70%	C	0	0	0.34	0.35	40%	3	\$ 863	\$ 15,820	N/A	100%	0.77	1.06	8.34%	12.01%
55	Westario Power Inc.	100.00%	99.89%	86.03%	99.81%	99.01	94	84.00%	C	0	0	0.67	1.55	Completed	3	\$ 691	\$ 28,680	N/A	100%	0.80	0.78	9.00%	5.09%

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).

Note 5: Value displayed for 2021 reflects data from the first quarter, as the filing requirement was subsequently removed from the Reporting and Record-keeping Requirements (RRR).