

## Scorecard - Performance Measure Data Specifications

Measure	Data		Calculation
	Source	Item	
New Residential Services Connected on Time  (i.e. Connection of New Low Voltage Services (DSC s7.2))	RRR 2.1.4.1.1	Distributor Name	For each year,  Percentage of (b) with respect to (a) for Distributor Name
		Year	
		a) Total number of new low voltage services connected in each month	
		b) Number of new low voltage services connected in each month for which the service quality requirement set out in section 7.2 of the Distribution System Code was met	
Scheduled Appointments Met on Time  (i.e. Appointments: Met (DSC s7.4))	RRR 2.1.4.1.3	Distributor Name	For each year,  Percentage of (b) with respect to (a) for Distributor Name
		Year	
		a) Total number of appointments described in section 7.4 of the Distribution System Code requested or required in each month	
		b) Number of appointments in each month for which the service quality requirement set out in section 7.4 of the Distribution System Code was met	
Telephone Calls Answered on Time  (i.e. Telephone Accessibility (DSC s7.6))	RRR 2.1.4.1.5	Distributor Name	For each year,  Percentage of (b) with respect to (a) for Distributor Name
		Year	
		a) Total number of qualified incoming calls in each month	
		b) Number of qualified incoming calls in each month for which the service quality requirement set out in section 7.6 of the Distribution System Code was met	
First Contact Resolution	RRR 2.1.19	Distributor Name, Year, Result	For each year,  Result
Billing Accuracy	RRR 2.1.19	Distributor Name, Year, Result	For each year,  Result
Customer Satisfaction Survey Results	RRR 2.1.19	Distributor Name, Year, Result	For each year,  Result
Level of Public Awareness of Electrical Safety	RRR 2.1.19	Distributor Name, Year, Result	For each year,  Result
Level of Compliance with Ontario Regulation 22/04	RRR 2.1.19	Distributor Name, Year, Result	For each year,  Result
Serious Electrical Incident Index	RRR 2.1.19	Distributor Name, Year, Result	For each year,  Result

Measure	Data		Calculation
	Source	Item	
Average Number of Hours that Power to a Customer is Interrupted  (i.e., System Average Interruption Duration Index (Loss of Supply))	RRR 2.1.4.2.2	Distributor Name	For each year,  ((a) - (b))/(c) for Distributor Name
		Year	
		a) Total customer-hours of interruptions in each month	
		b) Total customer-hours of interruptions in each month caused by a Loss of Supply	
		c) Average number of customers served in each month	
		d) Adjusted SAIDI, being ((a) - (b))/(c)	
Average Number of Times that Power to a Customer is Interrupted  (i.e., System Average Interruption Frequency Index (Loss of Supply))	RRR 2.1.4.2.4	Distributor Name	For each year,  ((a) - (b))/(c) for Distributor Name
		Year	
		a) Total number of customer interruptions in each month	
		b) Total number of customer interruptions in each month caused by a Loss of Supply	
		c) Average number of customers served in each month	
		d) Adjusted SAIFI, being ((a) - (b))/(c)	
System Plan Implementation Progress	RRR 2.1.19	Distributor Name, Year, Result	For each year,  Result
Efficiency Assessment	The Board's annual efficiency assessment will be published in a Report of the Board <sup>3</sup>	Distributor Name, Year, Group	For each year,  Group for Distributor Name
Total Cost	Benchmarking Database	Distributor Name	
		Year	
		Total Cost (Column G)	
- per Customer	Benchmarking Database	Customer Numbers (Column L)	For each year  Total Cost / Customer Numbers for Distributor Name

<sup>3</sup> The efficiency assessment is included in an annually published Report to the Board entitled "Empirical Research in Support of Incentive Rate-Setting".

Measure	Data		Calculation
	Source	Item	
- per Km of Line	Benchmarking Database	Circuit km (Column R)	For each year  Total Cost / Circuit km for Distributor Name
Net Cumulative Energy Savings (Percent of target achieved)	Conservation and Demand Management Report – Annual Results from the IESO	Distributor Name, Year, Cumulative GWh Achieved, GWh Target  In 2014, the Minister of Energy issued directives to the OEB and Independent Electricity System Operator (IESO) on the new 2015-2020 Conservation First Framework. Under this conservation framework, the IESO has allocated to all distributors overall energy savings (Gigawatt hours - GWh) targets they are to achieve by 2020.	For each year,  Cumulative GWh Achieved / GWh Target for Distributor Name
Renewable Generation Connection Impact Assessments Completed on Time  (i.e., % of Connection Impact Assessments completed for renewable generation facilities >10 kW within the applicable timeline prescribed by Ontario Regulation 326/09 made under the Electricity Act, 1998)	RRR 2.1.15(a)	Distributor Name Year i. the number of Connection Impact Assessments (“CIA”) completed in the quarter  iii. of the CIAs completed as reported under (i) above, the number that were completed within the applicable timeline prescribed by Ontario Regulation 326/09 made under the Electricity Act, 1998	For each year,  SUM (iii) / SUM (i) for Distributor Name

Measure	Data		Calculation
	Source	Item	
New Micro-embedded Generation Facilities Connected on Time  (i.e., Micro-embedded connection measure (DSC s6.2.7A))	RRR 2.1.4	Distributor Name	For each year,  Percentage of (b) with respect to (a) for Distributor Name
		Year	
		a) Total number of new micro-embedded generation facilities connected in each month	
		b) Number of new micro-embedded generation facilities connected in each month for which the timeline set out in section 6.2.7A of the DSC was met	
		c) Percentage of (b) with respect to (a)	
Liquidity: Current Ratio (Current Assets/Current Liabilities)	RRR 2.1.7  and  APH	Distributor Name	For each year,  SUM of Current Assets / SUM of Current Liabilities for Distributor Name
		Year	
		Current Assets: Cash & cash equivalents Accounts 1005 to 1070	
		Current Assets: Receivables Accounts 1100-1170	
		Current Assets: Inventory Accounts 1305-1350	
		Current Assets: Inter-company receivables Accounts 1200+1210	
		Current Assets: Other current assets Accounts 1180-1190 + 2290 if debit + 2296 if debit	
		Current Liabilities: Accounts payable & accrued charges Accounts 2205-2220+2250-2256+2294	
		Current Liabilities: Future income tax liabilities - current Account 2296 credit	
		Current Liabilities: Other current liabilities Accounts 2285 + 2290 if credit +2292+2264	
		Current Liabilities: Inter-company payables Accounts 2240+2242	
Current Liabilities: "Loans and notes payable, and current portion of long term debt" Accounts 2225+2260+2268-2272			
Leverage: Total Debt to Equity Ratio	RRR 2.1.7  and  APH	Distributor Name	For each year,  (Total debt) / Shareholders' Equity for Distributor
		Year	
		Total debt: Accounts 2225,2242, 2260, 2270 2505,2510, 2515,2520,2525,2550	
		Shareholders' Equity Accounts 3005 to 3090	
		Distributor Name	

Measure	Data		Calculation
	Source	Item	
Profitability: Deemed Regulated Return on Equity	RRR 2.1.5.6	Year	2011 onward, as reported for Distributor Name
		Deemed Regulated Return on Equity (ROE) embedded in base rates included in 2.1.5.6 as part of calculation	
		Distributor Name	
Profitability: Achieved Regulatory Return on Equity	RRR 2.1.5.6	Year	2011 onward, as reported for Distributor Name
		Regulated Return on Equity (ROE)	