

2016 RRR FILINGS – SERVICE QUALITY INDICATORS

1. Please find the Service Quality Indicator results in the tables below.

G.2.1.9.A - TELEPHONE ANSWERING PERFORMANCE

G.2.1.9.A.1 - Call Answering Service Level (CASL)
Measure Calculations: CASL = Number of calls reaching a distributor's general inquiry number answered within 30 seconds divided by the number of calls received by a distributor's general inquiry number.
OEB Approved Standard: Yearly performance shall be 75% with minimum monthly standard of 40%.

Month	Number of Calls Reaching a Distributor's General Inquiry Number Answered Within 30 Seconds (1)	Number of Calls Received by a Distributor's General Inquiry Number (2)	Call Answer Service Level (%) (3=1/2*100)
Jan.	165,491	203,658	81.3%
Feb.	161,138	199,378	80.8%
Mar.	156,110	195,927	79.7%
Apr.	197,588	244,301	80.9%
May	199,349	236,146	84.4%
Jun.	191,058	229,375	83.3%
Jul.	179,066	212,679	84.2%
Aug.	186,594	230,654	80.9%
Sept.	184,449	225,787	81.7%
Oct.	206,220	250,942	82.2%
Nov.	197,666	238,207	83.0%
Dec.	162,454	187,924	86.4%
TOTAL	2,187,183	2,654,978	82.4%

Witnesses: D. Brault
 D. McIlwraith

G.2.1.9.A.2 - Abandon Rate (AR)
Measure Calculations: AR = Number of calls abandoned while waiting for a live agent divided by a total number of calls requesting to speak to a live agent.
OEB Approved Standard: Performance shall not exceed 10% on a yearly basis.

Month	Number of Calls Abandoned While Waiting for a Live Agent (1)	Total Number of Calls Requesting to Speak to a Live Agent (2)	Abandon Rate (%) (3=1/2*100)
Jan.	2,949	127,125	2.3%
Feb.	3,266	126,402	2.6%
Mar.	3,368	122,687	2.7%
Apr.	2,699	156985	1.7%
May	2,006	150938	1.3%
Jun.	2,351	148478	1.6%
Jul.	2,305	135469	1.7%
Aug.	2,701	150898	1.8%
Sept.	2,951	148140	2.0%
Oct.	2,495	164445	1.5%
Nov.	2,096	154658	1.4%
Dec.	1,547	114729	1.3%
TOTAL	30,734	1,700,954	1.8%

Witnesses: D. Brault
 D. McIlwraith

G.2.1.9.B - BILL PERFORMANCE

Measure Calculations: The utility is required to have a verifiable Quality Assurance Program ("QAP") in place. Manual checks must be done to validate billing data when meter reads fall outside criteria (as set by the QAP) for excessively high or low usage.

OEB Approved Standard: No specific metric is attached to this requirement.

Month	Total Number of Billings	Total Number of Manual Checks Done as per QAP	Total Number of Manual Checks Done When Meter Reads Show Excessively High Usage Vs. QAP Criteria	Total Number of Manual Checks Done When Meter Reads Show Excessively Low Usage Vs. QAP Criteria
	(1)	(2)	(3)**	(5)**
January	2,171,212	32,179	11,692	
February	2,052,626	31,235	14,086	
March	2,144,287	33,155	18,787	
April	2,173,451	28,534	15,714	
May	2,163,908	42,428	17,770	
June	2,452,404	35,856	23,307	
July	2,166,835	58,051	23,423	
August	2,237,008	43,276	26,316	
September	2,193,915	42,537	22,572	
October	2,308,165	38,652	19,942	
November	2,281,767	36,883	16,796	
December	2,157,863	30,540	13,908	
Total	26,503,441	453,326	224,313	

**volume in Column 3 includes both high & low checks

Witnesses: D. Brault
 D. McIlwraith

Brief Explanation for Excessively High Usage (In 100 Words or less) (4)

1. Bills that exceed our parameters are manually verified or adjusted before mailing to the customer.
2. The meter might have been read incorrectly (e.g. backwards or digits like and 8 or 6 may have been visually misread).
3. An actual read could be higher following a number of estimates.
4. The historical usage on the account might that suggest that the customer's usage increases at a particular times each year. (eg. Pool heaters)
5. The customer has installed additional and/or upgraded gas appliances.

Brief Explanation for Excessively Low Usage (in 100 Words or less) (6)

1. Bills that are below our parameters are manually verified or adjusted before mailing to the customer.
2. The meter might have been read incorrectly e.g. backwards or digits like and 8 or 6 may have been visually misread.
3. An actual read could be lower following a number of estimates.
4. The historical usage on the account might that suggest that the customer's usage is reduced or stops altogether for certain periods each year.
5. The customer has removed or discontinued use of gas appliances.

Witnesses: D. Brault
D. McIlwraith

G.2.1.9.C - METER READING PERFORMANCE

G.2.1.9.C.1 - Meter Reading Performance Measurement (MRPM)

Measure Calculations: MRPM = Number of meters with no read for 4 consecutive months or more divided by the total number of active meters to be read.

OEB Approved Standard: Measurement shall not exceed 0.5% on a yearly basis.

Month	Number of Meters with No Read for 4 Consecutive Months or More (1)	Total Number of Active Meters to be Read (2)	Meter Performance Measurement (%) (3=1/2*100)
Jan	8,999	2,134,870	0.4%
Feb	9,822	2,136,912	0.5%
Mar	10,952	2,138,336	0.5%
Apr	9,089	2,140,077	0.4%
May	7,682	2,142,454	0.4%
Jun	7,170	2,144,549	0.3%
Jul	6,974	2,146,642	0.3%
Aug	8,735	2,149,241	0.4%
Sep	8,739	2,152,137	0.4%
Oct	8,542	2,153,881	0.4%
Nov	8,432	2,157,306	0.4%
Dec	9,914	2,160,017	0.5%
Total	105,050	25,756,422	0.4%

Witnesses: D. Brault
 D. McIlwraith

G.2.1.9.D - SERVICE APPOINTMENTS RESPONSE TIME

G.2.1.9.D.1 - Appointments Met Within the Designated Time Period (AMWDTP)

Measure Calculations: AMWDTP = Number of appointments met within the 4 hour time on the scheduled date divided by the total number of appointments scheduled in the reporting month.

OEB Approved Standard: Minimum Performance Standard shall be 85% average over a year.

Month	Number of Appointments Met Within the 4-Hour Time on the Scheduled Date (1)	Total Number of Appointments Scheduled in the Reporting Month (2)	Appointments Met Within the Designated Time Period (%) (3=1/2*100)
Jan	3,403	3,553	95.8%
Feb	2,830	2,962	95.5%
Mar	2,925	3,016	97.0%
Apr	3,088	3,209	96.2%
May	3,544	3,702	95.7%
Jun	4,211	4,406	95.6%
Jul	3,541	3,688	96.0%
Aug	3,682	3,852	95.6%
Sep	4,067	4,401	92.4%
Oct	3,786	4,094	92.5%
Nov	5,020	5,277	95.1%
Dec	3,246	3,560	91.2%
Total	43,343	45,720	94.8%

Witnesses: D. Brault
 D. McIlwraith

G.2.1.9.D.2 - Time to Reschedule a Missed Appointment (TRMA)

Measure Calculations: TRMA = this measurement tracks the time taken by the utility to contact the consumer to offer to reschedule a missed appointment. This includes appointments for meter-related customer requests or other customer requested work such as installations, meter reads, and reconnections appointments not due to non-payment. At minimum the distributor must contact the customer to reschedule the work within 2 hours of the end of the original appointment.

OEB Approved Standard: Minimum Performance Standard shall be 100% of affected customers will receive a call from the utility offering to reschedule work within 2 hours of the end of the original appointment time.

Month	Total Number of Customers Appointments Missed (1)	Total Number of Customers Who Did Receive a Call Offering to Reschedule Within 2 Hours of the End of the Original Appointment Time Missed (2)	Brief Explanation of the Reasons Customers Did Not Receive a Call Within the Time Limit (In 50 Words) (3)	Percentage of Customers who Did Receive a Call Divided by the Total Number of Customer Appointments Missed (%) (4=2/1*100)
Jan	93	79	14 calls missed: 3 calls arrived later than 2 hours, 11 rescheduled after 2 hour limit without notifying customer	84.9%
Feb	81	72	9 calls missed: 9 rescheduled after 2 hour limit without notifying customer	88.9%
Mar	49	46	3 calls missed; 3 reschedule after 2 hour limit without notifying customer	93.9%
Apr	71	67	4 calls missed; 2 calls arrived later than 2 hours, 2 rescheduled after 2 hour limit without notifying customer	94.4%

Witnesses: D. Brault
 D. McIlwraith

Month	Total Number of Customers Appointments Missed (1)	Total Number of Customers Who Did Receive a Call Offering to Reschedule Within 2 Hours of the End of the Original Appointment Time Missed (2)	Brief Explanation of the Reasons Customers Did Not Receive a Call Within the Time Limit (In 50 Words) (3)	Percentage of Customers who Did Receive a Call Divided by the Total Number of Customer Appointments Missed (%) (4=2/1*100)
May	89	84	5 calls missed: 5 rescheduled after 2 hour limit without notifying customer	94.4%
Jun	124	120	4 calls missed: 4 rescheduled after 2 hour limit without notifying customer	96.8%
Jul	88	85	3 calls missed: 3 rescheduled after 2 hour limit without notifying customer	96.6%
Aug	90	87	3 calls missed: 3 rescheduled after 2 hour limit without notifying customer	96.7%
Sep	145	136	9 calls missed: 2 calls arrived later than 2 hours, 7 rescheduled after 2 hour limit without notifying customer	93.8%
Oct	252	238	14 calls missed: 7 calls arrived later than 2 hours, 7 rescheduled after 2 hour limit without notifying customer	94.4%
Nov	200	189	11 calls missed: 7 calls arrived later than 2 hours, 4 rescheduled after 2 hour limit without notifying customer	94.5%
Dec	224	215	9 calls missed: 5 calls arrived later than 2 hours, 4 rescheduled after 2 hour limit without notifying customer	96.0%
Total	1,506	1,418	As noted above.	94.2%

Witnesses: D. Brault
 D. McIlwraith

G.2.1.9.E - GAS EMERGENCY RESPONSE

G.2.1.9.E.1 - Percentage of Emergency Calls Responded Within One Hour (ECRWOH)

Measure Calculations: ECRWOH = Number of emergency calls responded to within 60 minutes divided by the total number of emergency calls received.

OEB Approved Standard: Measurement shall be that 90% of customers have received responses within 60 minutes of their call reaching a live person calculated on an annual basis.

Month	Number of Emergency Calls Responded to Within 60 Minutes (1)	Total Number of Emergency Calls Received (2)	Percentage of Emergency Calls Responded Within One Hour (%) (3=1/2*100)
Jan	5,235	5,443	96.2%
Feb	4,068	4,241	95.9%
Mar	3,628	3,721	97.5%
Apr	4,172	4,293	97.2%
May	4,167	4,342	96.0%
Jun	3,745	3,858	97.1%
Jul	3,442	3,524	97.7%
Aug	3,388	3,467	97.7%
Sep	3,706	3,866	95.9%
Oct	3,693	3,916	94.3%
Nov	5,149	5,370	95.9%
Dec	4,499	4,819	93.4%
Total	48,892	50,860	96.1%

Witnesses: D. Brault
 D. McIlwraith

G.2.1.9.F - CUSTOMER COMPLAINT WRITTEN RESPONSE

G.2.1.9.F.1 - Number of Days to Provide a Written Response (NDPAWR)

Measure Calculations: NDPAWR = Number of complaints requiring a written response responded to within 10 days divided by the total number of complaints requiring a written response.

OEB Approved Standard: Measurement shall be that 80% of customers have received written responses in 10 days of the distributor receiving the complaint.

Month	Number of Complaints Requiring a Written Response Responded to Within 10 Days (1)	Total Number of Complaints Requiring a Written Response (2)	NDPAWR Percentage (%) (3=1/2*100)
Jan.	0	0	0%
Feb.	1	1	100%
Mar.	0	0	0%
Apr.	2	2	100%
May	0	0	0%
Jun.	4	4	100%
Jul.	1	1	100%
Aug.	5	5	100%
Sept.	16	18	88.9%
Oct.	12	12	100%
Nov.	0	0	0%
Dec.	1	1	100%
TOTAL	42	44	95.5%

Witnesses: D. Brault
 D. McIlwraith

G.2.1.9.G - RECONNECTION RESPONSE TIME

G.2.1.9.G.1 - Number of Days to Reconnect A Customer (NDTRAC)

Measure Calculations: NDTRAC = Number of reconnections completed within 2 business days divided by the total number of reconnections completed.

OEB Approved Standard: Measurement shall be that 85% of customers are reconnected within 2 business days of bringing their accounts into good standing and will be tracked on a monthly basis.

Month	Number of Reconnections Completed Within 2 Business Days (1)	Total Number of Reconnections Completed (2)	Number of Days to Reconnect a Customer Percentage (%) (3=1/2*100)
Jan	952	1,065	89.4%
Feb	630	685	92.0%
Mar	537	583	92.1%
Apr	3,677	3,765	97.7%
May	5,684	5,872	96.8%
Jun	3,188	3,306	96.4%
Jul	1,482	1,580	93.8%
Aug	3,163	3,313	95.5%
Sep	2,438	2,585	94.3%
Oct	3,125	3,475	89.9%
Nov	3,181	3,593	88.5%
Dec	1,171	1,355	86.4%
Total	29,228	31,177	93.7%

Witnesses: D. Brault
 D. McIlwraith