

Scorecard - Peterborough Distribution Incorporated

8/27/2018

Performance Outcomes	Performance Categories	Measures	2013	2014	2015	2016	2017	Trend	Target			
									Industry	Distributor		
Customer Focus Services are provided in a manner that responds to identified customer preferences.	Service Quality	New Residential/Small Business Services Connected on Time	98.10%	99.10%	98.80%	97.00%	97.52%		90.00%			
		Scheduled Appointments Met On Time	99.10%	99.60%	99.50%	99.60%	99.90%		90.00%			
		Telephone Calls Answered On Time	78.90%	76.50%	81.80%	84.60%	90.42%		65.00%			
	Customer Satisfaction	First Contact Resolution			1	0	0					
		Billing Accuracy			99.74%	99.25%	99.78%	99.51%		98.00%		
		Customer Satisfaction Survey Results		A	A	A	A	A				
Operational Effectiveness Continuous improvement in productivity and cost performance is achieved; and distributors deliver on system reliability and quality objectives.	Safety	Level of Public Awareness				82.00%	82.00%	85.00%				
		Level of Compliance with Ontario Regulation 22/04 ¹		C	C	C	C	C			C	
		Serious Electrical Incident Index	Number of General Public Incidents	0	0	1	0	0			0	
	Rate per 10, 100, 1000 km of line		0.000	0.000	0.177	0.000	0.000			0.000		
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted ²		3.54	0.90	2.50	2.01	1.60			2.80	
		Average Number of Times that Power to a Customer is Interrupted ²		2.83	0.83	2.81	2.34	2.26			1.99	
	Asset Management	Distribution System Plan Implementation Progress				84%	100%	77%				
	Cost Control	Efficiency Assessment		4	4	4	4	4				
		Total Cost per Customer ³		\$562	\$585	\$586	\$604	\$570				
Total Cost per Km of Line ³			\$35,731	\$37,415	\$37,787	\$39,184	\$37,309					
Public Policy Responsiveness Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements imposed further to Ministerial directives to the Board).	Conservation & Demand Management	Net Cumulative Energy Savings ⁴				13.15%	28.30%	62.07%			37.88 GWh	
	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time		100.00%	100.00%	100.00%	100.00%					
		New Micro-embedded Generation Facilities Connected On Time		100.00%	100.00%	100.00%	85.00%	95.24%		90.00%		
Financial Performance Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)		1.79	1.43	1.58	1.89	1.63				
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio		1.25	1.48	1.54	1.47	1.32				
		Profitability: Regulatory Return on Equity	Deemed (included in rates)		9.00%	8.98%	8.98%	8.98%	8.98%			
			Achieved		12.40%	8.15%	7.54%	7.02%	5.05%			

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

2. The trend's arrow direction is based on the comparison of the current 5-year rolling average to the distributor-specific target on the right. An upward arrow indicates decreasing reliability while downward indicates improving reliability.

3. A benchmarking analysis determines the total cost figures from the distributor's reported information.

4. The CDM measure is based on the new 2015-2020 Conservation First Framework.

Legend:

5-year trend up down flat

Current year target met target not met