

Scorecard - COLLUS PowerStream Corp.

9/24/2018

Performance Outcomes	Performance Categories	Measures	2013	2014	2015	2016	2017	Trend	Target	
									Industry	Distributor
Customer Focus Distributors are committed to a customer-first response to qualified customer inquiries.	Service Quality	New Residential/Small Business Services Connected on Time	100.00%	100.00%	100.00%	100.00%	100.00%	➡	90.00%	
		Scheduled Appointments Met On Time	100.00%	100.00%	100.00%	100.00%	100.00%	➡	90.00%	
		Telephone Calls Answered On Time	98.00%	70.90%	73.70%	68.90%	81.92%	➡	65.00%	
	Customer Satisfaction	First Contact Resolution		99%	99.68	99.06	99.17	➡		
		Billing Accuracy		99.94%	99.98%	99.96%	99.97%	➡	98.00%	
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			84.00%	84.00%	83.30%	➡		
		Level of Compliance with Ontario Regulation 22/04 ¹	C	C	C	C	C	➡		C
		Serious Electrical Incident Index	0	0	0	0	0	➡		0
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted ²	0.10	0.03	2.36	1.54	1.51	⬅		0.46
		Average Number of Times that Power to a Customer is Interrupted ²	0.73	0.63	0.88	0.84	0.84	⬅		0.62
	Asset Management	Distribution System Plan Implementation Progress		In progress	In progress	90.75	82.04			
		Efficiency Assessment	3	3	2	2	2			
	Cost Control	Total Cost per Customer ³	\$500	\$512	\$528	\$541	\$512			
		Total Cost per Km of Line ³	\$23,849	\$24,260	\$24,739	\$26,084	\$25,314			
	Public Policy Responsiveness Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements reported further to Ministerial Offices to the Board).	Conservation & Demand Management	Net Cumulative Energy Savings ⁴			9.71%	25.02%	68.98%		
Renewable Generation Connection Impact Assessments Completed On Time			100.00%	100.00%						
Connection of Renewable Generation		New Micro-embedded Generation Facilities Connected On Time	100.00%	100.00%	100.00%	100.00%	100.00%	➡	90.00%	
Financial Ratios	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)	1.25	1.10	1.40	1.29	1.34			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	1.41	1.27	1.41	1.26	1.31			
		Profitability: Regulatory Return on Equity	Deemed (included in rates) Achieved	8.98%	8.98%	8.98%	8.98%	8.98%		

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

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