

**Financial integrity** - A stable rate of return, low electricity rates and ability to sustainably invest in distribution system access, service, renewal and general plant are key to the long term success of this objective. Balancing of stakeholder interests in this area is an ongoing exercise. In customer surveys, low electricity rates ranked first in importance of customer needs. In consideration that CPC's controllable portion of the customer bill is less than 25%, the Financial integrity objective is assigned a weight of 0.15

**Effective integration** - This objective ensures that continual improvement of processes and practices ranks high in consideration of program development and deliverables. It is assigned a weight of 0.10.

**Environmental** - It is recognized that environmental considerations benefit the community as a whole. Considering the relative ability of CPC to affect the environment (e.g. oil spills, aesthetics, etc.) this goal does not carry the priority of the previous goals. The Environmental objective is assigned a weight of 0.05

**CDM achievement** - This successful delivery of the CDM program supports public policy objective of electricity conservation. The CDM objective is assigned a weight of 0.05.

Investments not prioritized for a particular investment year are pooled with other deferred investments and rescored and prioritized for future investment years.

#### **d. Customer engagement to identify needs, priorities and preferences**

As stated in Section 5.4.1(f), CPC uses a variety of activities to engage customers and determine their preferences for the development of CPC's distribution system going forward. This aids in investment decision making. CPC has noted that customer consultation is challenging for some issues, due to their complexity, however the customers do appreciate the opportunity to be heard especially on issues of a local nature.

CPC surveys covering residential and commercial customers provide a high level assessment of customer preferences with respect to service reliability and operational effectiveness. Survey results are implicitly considered in the development of the asset management strategy, objectives and initial stages of annual plan development. The 2014 and 2017 surveys indicated that cost of power and maintaining reliability are key issues of interest to the customer. This supports CPC's position on proactive system renewal related planned replacement programs for key assets at end of life such that current reliability levels are maintained.

In the past, CPC has provided an annual presentation of their "Annual Report" to Council. In 2015 this practice was augmented to provide new orientation to the new Town of Collingwood Council. Two information sessions (February 10th and 11th) were hosted where CPC staff answered questions and went through CPC's 18-month review document. The information sessions were designed for two-way communication. CPC's meeting goal was to update Council, as representatives of CPC's customers, with respect to what is happening in their community with respect to CPC. The second goal of the meeting was to solicit Council feedback on electrical supply issues that are communicated to them from municipal residents and commercial establishments. Some information may be known through direct communication by customers to CPC but Council members tend to accumulate specific consumer issues, viewpoints and overall perception of service through ongoing discussion with their constituents and this has value to CPC. In 2016 it was determined by Town staff that submission of the Annual Report document as an information item, without presentation, was sufficient for their consultation needs. Town representatives on the CPC Board of Directors update Council directly at their regular Council meetings.

Municipal development planning consultation, specifically with respect to road widening projects or plant undergrounding projects is normally performed in advance of annual plan development as design