

Rule 002

Service Quality and Reliability Performance Monitoring and Reporting for Owners of Electric Distribution Systems and for Gas Distributors

The Alberta Utilities Commission (Commission) approved amendments to this rule on March 23, 2010.
(Effective July 1, 2010)

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1 General provisions

1.1 Definitions

In this rule,

- (a) “business day” has the meaning ascribed to the term “business day” as defined in the ISO Rules and as shown on the Stakeholder Calendar posted on the ISO’s website;
- (b) “Commission” means the Alberta Utilities Commission;
- (c) “electric distribution system” has the meaning ascribed to the term in the *Electric Utilities Act*;
- (d) “electric utility” has the meaning ascribed to the term in the *Electric Utilities Act*;
- (e) “gas distributor” has meaning ascribed to the term in the *Gas Utilities Act*;
- (f) “ISO” means the Independent System Operator as defined in the *Electric Utilities Act*;
- (g) “MDM” means Meter Data Manager as defined in Rule 021: *Settlement System Code Rules*;
- (h) “owner” means an owner of an electric distribution system that is an electric utility or a gas distributor;
- (i) “Rule 002” means this Rule 002: *Service Quality and Reliability Performance Monitoring and Reporting for Owners of Electric Distribution Systems and for Gas Distributors*;
- (j) “Rule 002 annual report” means the reporting of service quality and reliability performance, as detailed in this Rule 002, prepared and submitted annually in accordance with section 2.2; and
- (k) “Rule 002 quarterly report” means the reporting of service quality and reliability performance metrics, as detailed in this Rule 002, prepared and submitted quarterly in accordance with section 2.1.

1.2 Rule application

The quality of services provided by owners of electric distribution systems that are electric utilities and by gas distributors is measured under Rule 002. The quality of services provided to customers by a default supply provider or a regulated rate provider, as those terms are defined in the *Gas Utilities Act* and the *Electric Utilities Act* respectively, is measured under Rule 003: *Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate and Default Supply Providers*, even if those services are to the same sites or customers as those provided under this rule.

2 Measurement and reporting protocol

For the purpose of collecting data and reporting on performance in each of the categories established in section 3 or 4, the owner must comply with the information filing requirements set out in this section 2.

The owner must advise the Commission of any change to the owner's internal reporting methods that may impact its ability to comply with this Rule 002 and provide an explanation for the change prior to implementing such a change. Any data related to this rule that reflect significantly altered measurement procedures or internal data acquisition methods shall be subject to Commission review and approval.

2.1 Rule 002 quarterly report

- (1) Reporting periods shall be calendar quarters, with Rule 002 quarterly reports submitted to the Commission by the last day of the month following the end of each quarter: April 30 is the deadline for the first quarter report, July 31 is the deadline for the second quarter report, October 31 for the third quarter report and January 31 for the fourth quarter report.
- (2) Unless specifically identified as being reported only in the Rule 002 annual report, metrics identified as required in this Rule 002 are required to be reported in the Rule 002 quarterly reports.

2.2 Rule 002 annual report

- (1) The Rule 002 annual report shall be submitted to the Commission no later than the last day of February following the end of the calendar year.
- (2) The Rule 002 annual report shall consist of an accumulation of the quantitative data reported in the Rule 002 quarterly reports, additional annual metrics and qualitative information required for explaining trends, corrective action plans and reasons for variances from standards.
- (3) Whenever the minimum performance standards set out in sections 3 or 4, as may be applicable, are not met by an owner, the reasons for failing to meet the standard and the corrective actions taken must be explained in the Rule 002 annual report. If the Commission is satisfied that exceptional circumstances existed, the Commission may waive any applicable performance standard in the event of a failure to meet that standard. The burden shall be on the owner to demonstrate that its level of preparedness and response was reasonable in light of the circumstances surrounding the failure to meet the standard.

2.3 Annual meeting

- (1) After submission of the Rule 002 annual report to the Commission, the owner and the Commission will meet at least once annually to discuss service quality issues, trends in service quality data reported by the owner, including any corrective action plans proposed by the owner to remedy failing performance standards, issues raised by customer complaints filed with the Commission, and other policy

issues relating to customer service. Meetings may occur more frequently at the Commission's discretion.

2.4 Templates for Rule 002 quarterly reports and Rule 002 annual reports

- (1) The templates (and instructions for completion) for reporting performance results to the Commission are available on the Rule 002 website at www.auc.ab.ca.
- (2) In order to allow the Rule 002 annual report to accumulate the data provided in the Rule 002 quarterly reports, the owner must enter data for second, third and fourth quarter Rule 002 quarterly reports in the same copy of the template they used for the previous quarter(s).
- (3) Quantitative data and graphical depiction of the data are the outputs of the templates.
- (4) Qualitative explanations as required by this rule for the Rule 002 annual report are considered part of the Rule 002 annual report but are not included as part of the templates. A letter or Microsoft Word document containing the required qualitative information for the Rule 002 annual report must accompany the quantitative data and graphical depiction of the data that are outputs from the templates.

2.5 Backups and missing data

- (1) The owner must retain any documentation that is required as backup for the Rule 002 quarterly reports and the Rule 002 annual reports for not less than 24 months after the results are reported. The owner must provide these reports to the Commission upon request.
- (2) The owner must report missing data or other events that could reasonably affect the quality of the data immediately after becoming aware of the missing data or events.

3 Performance categories and standards for owners of electric distribution systems

This section establishes the performance categories and, where applicable, the standards to be met by owners of electric distribution systems that are electric utilities and outlines the information required by the Commission for it to accomplish its regulatory function with respect to service quality standards as provided for under this rule. Unless specifically identified as being only reported in the Rule 002 annual report, metrics identified as required in this Rule 002 are required to be reported in the Rule 002 quarterly reports and the Rule 002 annual reports.

3.1 Billing and meter reading performance measures

The reporting of both monthly and exception metrics by the owner in Rule 002 quarterly reports and Rule 002 annual reports will provide the Commission with information about the owner's progress towards the goal of having every site billed every month based on accurate, actual meter readings. In addition, the metrics provide visibility to the Commission of the owner's performance in relation to meter reading

and billing rules found in Rule 021: *Settlement System Code Rules* and Rule 004: *Alberta Tariff Billing Code*.

3.1.1 Monthly billing and meter reading performance

For this metric, the owner must identify the number of sites it owns that have been assigned a meter reading and billing cycle as of month end (total sites). The total sites should match the number of sites in the month-end version of the owner's Site Cycle Catalogue file (SCF file). (See Rule 004: *Alberta Tariff Billing Code*).

Of the total sites, the owner shall report the number billed sometime in the month (sites billed) and the number not billed (sites not billed). For both sites billed and sites not billed, the owner shall provide a breakdown of how many there are of each of the following types:

- (a) Unmetered sites;
- (b) Interval metered sites;
- (c) De-energized sites;
- (d) Cumulative metered energized sites with actual meter readings obtained by the MDM and provided to parties in accordance with section 11.3.4 of Rule 021: *Settlement System Code Rules* (as opposed to customer reads or actual reads not provided to parties in accordance with that section); and
- (e) Cumulative metered energized sites without actual meter readings provided to parties in accordance with section 11.3.4 of Rule 021: *Settlement System Code Rules*.

3.1.2 Cumulative meters not read within six months

The performance standard set out in section 11.3 of Rule 021: *Settlement System Code Rules* provides that the MDM must obtain and provide to parties in accordance with section 11.3.4 of Rule 021: *Settlement System Code Rules* at least one meter reading from 100 per cent of cumulative meters once every six months at a minimum. This Rule 002 applies the same standard to the owner.

The owner shall identify and report all cases where the above standard was not met, grouping them by reason that a read was not obtained and by the number of months since a read was obtained and provided to parties in accordance with section 11.3.4 of Rule 021: *Settlement System Code Rules* for those meters.

3.1.3 Identified meter errors

The owner shall report meter errors of the following types that are identified in a given month:

- (a) Meter multiplier errors;
- (b) Crossed meters; and
- (c) Theft.

For all errors identified during a quarter, the owner shall report the number of sites where they identified such errors and the number of years the errors existed before they were identified.

3.1.4 Monthly tariff billing performance

The owner shall report its monthly performance in relation to Metric #1, Currency of Tariff Bill File Content, of Rule 004: *Alberta Tariff Billing Code*, which states that the calculation of the following formula should result in a number that is 95 per cent per month or greater:

Formula: Number of sites within original tariff bill files with a site production reason code of “2020 – Regular Billing Cycle,” where the tariff bill file date created minus the current bill period end date for each site is less than or equal to eight business days, divided by the total number of sites with that same site production reason code in original tariff bill files.

The owner shall report its monthly performance in relation to Metric #2, File Completeness, of the Rule 004: *Alberta Tariff Billing Code*, which states that the calculation of the following formula should result in a number that is 98 per cent per month or greater:

Formula: Number of sites assigned to billing cycles and transmitted in original tariff bill files on their scheduled tariff bill file publish date with a site production reason code of “2020 – Regular Billing Cycle,” divided by the total number of sites expected to bill for those billing cycles.

The owner shall also report monthly the numbers of Tariff Bill Rejections (TBRs) and Tariff Bill File Disputes (TBDs), by reason code (see Rule 004: *Alberta Tariff Billing Code*), sent to the owner each month by retailers. Along with the numbers of TBDs and TBRs, the owner shall report the numbers of those transactions it rejected or invalidated.

3.2 Work completion performance measures

Owners must track and report work completion performance in relation to the following work after requests have been sent to them by retailers:

- (a) Energizing sites;
- (b) De-energizing sites; and
- (c) Performing off-cycle meter reads.

For energize request (ENR) and energize completion (ENC) transactions, owners must track and report the following:

- (a) Monthly average number of days from when the owner creates an order in its system for the energization to when the site becomes energized;
- (b) End-to-end time involved (on average for the month) from receipt of request to perform the work (from the retailer) to the response back to the retailer that the work has been successfully completed. The starting

- and ending times for this measurement are the time stamps given to the transactions (ENRs and ENC) in the owner's system; and
- (c) Total number of completed energizations per month.

For de-energize request (DER) and de-energize completion (DEC) transactions, owners must track and report the following:

- (a) Monthly average number of days from when the owner creates an order in its system for the de-energization to when the site becomes de-energized;
- (b) End-to-end time involved (on average for the month) from receipt of request to perform the work (from the retailer) to the response back to the retailer that the work has been successfully completed. The starting and ending times for this measurement are the time stamps given to the transactions (DERs and DEC) in the owner's system; and
- (c) Total number of completed de-energizations per month.

For off-cycle meter read request (ROR) and off-cycle meter read completion (ROC) transactions, owners must track and report the following:

- (a) Percentage of completed off-cycle meter reads where the time from the request to perform the work from the retailer to the response back to the retailer that the work has been successfully completed is five business days or less. The starting and ending times for this measurement are the time stamps given to the transactions (RORs and ROC) in the owner's system; and
- (b) Total number of completed off-cycle meter reads per month.

Customer-impacting issues may arise when there is a lag in the period of time between when an owner completes work and when that completed work is reflected in its systems. For example, if a customer's power has been disconnected because of a retailer request, and later on the same day, the retailer requests that the power be turned back on, if the owner's system still shows the power as being on even after the disconnect, the owner may or may not process the request to re-energize the site, which may cause significant problems for the customer involved.

As a means of measuring whether or not system lags are causing work completion problems, owners shall report the number of times each month that an energization request is failed by the owner, with a failure reason indicating that it was failed because the site is already energized. While retailers may mistakenly request energization for sites that are already energized, frequent occurrences of energization failures with reason codes of "Already Energized" may be an indication of problems caused by lags within the owner's systems.

3.3 Worker safety performance measures

The performance indices defined by the Canadian Electricity Association (CEA) must be adopted to measure worker safety performance. Owners must report the numbers required by the CEA formulas annually.

3.3.1 All injury/illness frequency rate (Rule 002 annual report only)

Owners shall report the following metrics (as defined by the CEA):

- (a) Lost Time Injuries;
- (b) Medical Treatment Injuries;
- (c) Fatalities; and
- (d) Exposure Hours.

3.3.2 Motor vehicle incident frequency (Rule 002 annual report only)

Owners shall report the annual number of recordable motor vehicle incidents (as defined by the CEA) and the annual number of actual kilometers driven by corporate fleet vehicles.

3.4 Reliability performance measures

Owners shall report certain indices defined by the CEA to measure electric distribution system performance and reliability. Two versions of those metrics must be reported: (1) with major events included and (2) with major events excluded. When determining which major events to exclude, the owner shall continue to use the same methodology they used in previous years to allow comparison with historic data. In the absence of historic data with major events excluded, the owner must consult with the Commission before choosing a methodology.

3.4.1 System average interruption frequency index (SAIFI) (Rule 002 annual report only)

This measure pertains to distribution-related interruptions and is defined as the average number of times that a customer experiences an interruption. SAIFI must be reported both with and without major events and calculated according to the CEA formulas. Annual numbers must be provided (to two decimal places) as part of the Rule 002 annual report.

3.4.2 Customer average interruption duration index (CAIDI) (Rule 002 annual report only)

This measure also pertains to distribution-related interruptions but measures the average length of time required to restore service to a customer affected by an interruption. CAIDI must be reported both with and without major events and calculated according to the CEA formulas. Annual numbers must be provided (to two decimal places) as part of the Rule 002 annual report.

3.4.3 System average interruption duration index (SAIDI) (Rule 002 annual report only)

This measure also pertains to distribution-related interruptions and is defined as the amount of time in total the average customer experiences interruptions. SAIDI must be reported both with and without major events and calculated according to the CEA formulas. Annual numbers must be provided (to two decimal places) as part of the Rule 002 annual report.

3.4.4 SAIDI of worst-performing circuits on the system (Rule 002 annual report only)

For each calendar year, the owner must identify the top three per cent of worst-performing circuits on its system based on the owner's formalized evaluation process for determining worst-performing circuits and report them in the Rule 002 annual report. The owner must identify the factors underlying the poor performance of these circuits and describe, in the Rule 002 annual report, the actions that are being considered or have been implemented to improve the reliability of these circuits.

All circuits that were once identified according to this standard must be monitored each year over a five-year period to determine the effectiveness of the improvement measures and to identify further measures that may be required.

In the Rule 002 annual report, the owner must report the SAIDI metric for each of the worst-performing circuits. For each circuit that was once a worst-performing circuit, the owner must report its SAIDI metric (as a former worst-performing circuit) and report the last calendar year that the circuit appeared in the worst-performing circuit list.

3.5 Post-final adjustment mechanism (PFAM) adjustments processed

The owner shall report the number of PFAM adjustments it processed, as set out in section 5 of Rule 021: *Settlement System Code Rules*, by month, by classification of the PFAM and by the type of error that resulted in the PFAM.

When reporting the PFAM adjustments processed, the owner shall report to the Commission the number of sites and the number of kilowatt hours over-or under-allocated to retailers as a result of the errors triggering the PFAMs. If an error caused the consumption used by a site to be charged to the wrong retailer, the site shall be counted only once in the site count, but the consumption will be counted both in the over-allocated and the under-allocated kilowatt hours, because one retailer was allocated too much consumption and the other retailer allocated too little.

3.6 Customer satisfaction measures

3.6.1 Percentage of customer satisfaction following customer-initiated contact with the owner (Rule 002 annual report only)

For this measure, the owner must report the level of customer satisfaction using the results from its internal customer satisfaction survey process or using the results from the survey process of an independent third-party agency. Whether the owner conducts surveys on an ongoing basis throughout the year or it conducts the survey on an annual basis, the owner shall report the results as part of the Rule 002 annual report. The owner must use the sampling method described in Appendix A. The survey instrument must be a telephone questionnaire using survey questions listed in Appendix A, as well as any additional questions that the owner may add.

The minimum performance standard for this customer satisfaction measure is 75 per cent of customers must agree with the statements about the owner (see Appendix A).

3.6.2 Overall customer satisfaction measures (Rule 002 annual report only)

The owner must measure overall customer satisfaction once annually. Using an independent third-party agent or its own internal survey process, the owner must survey a sample of the owner's customers to assess general customer satisfaction in the following areas:

- (a) customer service; and
- (b) distribution service.

The owner (or third-party agent) must use the sampling methodology described in Appendix B. The survey instrument must be a telephone questionnaire using survey questions also listed in Appendix B, as well as any additional questions that the owner may add.

The minimum performance standard is 75 per cent of customers must agree with the statements about the owner (see Appendix B).

3.6.3 Complaint response

The owner shall track and report customer-specific issues brought forward to the owner by the Commission (complaints), whether written or verbal, and report the number of days required to close each complaint. Once a complaint has been initiated, it cannot be reported closed until all of the following conditions have been met:

- (1) The owner has provided to the Commission any information requested by the Commission regarding the complaint;
- (2) The Commission has not indicated that the complaint must remain open until the Commission is able to contact the customer; and
- (3) If corrections to the customer's account are required, the owner has either informed the Commission of when the customer can expect to see those corrections or the owner has provided details regarding steps that will be taken to correct the account.

The owner must close complaints according to the following standards:

- (1) 80 per cent of the complaints directed to the owner in any given month must be closed within 14 calendar days of receipt of the complaint; and
- (2) 100 per cent of the complaints directed to the owner in any given month must be closed within 30 calendar days of receipt of the complaint.

4 Performance categories and standards for gas distributors

This section establishes the performance categories and, where applicable, the standards to be met by gas distributors. This section also outlines the information required by the Commission for it to accomplish its regulatory function with respect to service quality standards as provided for under this rule. Unless specifically identified as being only reported in the Rule 002 annual report, metrics identified as required in this Rule 002 are required to be reported in the Rule 002 quarterly reports and the Rule 002 annual report.

4.1 Billing and meter reading performance measures

The reporting of both monthly and exception metrics by the owner in Rule 002 quarterly reports and Rule 002 annual reports will provide the Commission with information about the owner's progress towards the goal of having every site bill every month based on accurate, actual meter readings. In addition, the metrics provide visibility to the Commission of the owner's performance in relation to the requirements of Rule 004: *Alberta Tariff Billing Code*.

4.1.1 Cumulative meters not read within four months and one year

The owner shall report the number of sites that have not had their meter read within four months and within twelve months.

For those sites that have not had their meters read within twelve months, the owner must report the reason why and what course of action the owner will take to get the meters read and ensure that the problem does not occur again in the future.

4.1.2 Monthly tariff billing performance

The owner shall report its monthly performance in relation to Metric #1, Currency of Tariff Bill File Content, of Rule 004: *Alberta Tariff Billing Code*, which states that calculation of the following formula should result in a number that is 95 per cent per month or greater:

Formula: Number of sites within original tariff bill files with a site production reason code of "2020 – Regular Billing Cycle," where the tariff bill file date created minus the current bill period end date for each site is less than or equal to eight business days, divided by the total number of sites with that same site production reason code in original tariff bill files.

The owner shall report its monthly performance in relation to Metric #2, File Completeness, of Rule 004: *Alberta Tariff Billing Code*, which states that calculation of the following formula should result in a number that is 98 per cent per month or greater:

Formula: Number of sites assigned to billing cycles and transmitted in original tariff bill files on its scheduled tariff bill file publish date with a site production reason code of "2020 – Regular Billing Cycle," divided by the total number of sites expected to bill for those billing cycles.

The owner shall also report monthly the numbers of tariff bill rejections (TBRs) and tariff bill file disputes (TBDs), by reason code (see Rule 004: *Alberta Tariff Billing Code*), sent to the owner each month by retailers. Along with the numbers of TBDs and TBRs, the owner shall report the numbers of those transactions it rejected or invalidated.

4.2 Worker safety performance measures

4.2.1 All injury/illness frequency rate (Rule 002 annual report only)

Owners shall report the following metrics in accordance with the formulas and definitions historically used by the owner:

- (a) Lost Time Injuries;
- (b) Medical Treatment Injuries;
- (c) Fatalities; and
- (d) Total Hours Worked.

4.2.2 Motor vehicle incident frequency (Rule 002 annual report only)

Owners shall report the annual number of recordable motor vehicle incidents and the annual number of actual kilometers driven by corporate fleet vehicles (as per the definitions used by the Canadian Gas Association).

4.3 Customer satisfaction measures

4.3.1 Percentage of customer satisfaction following customer-initiated contact with the owner (Rule 002 annual report only)

For this measure, the owner must report the level of customer satisfaction using the results from its internal customer satisfaction survey process or using the results from the survey process of an independent third-party agency. Whether the owner conducts surveys on an ongoing basis throughout the year or it conducts the survey on an annual basis, the owner shall report the results as part of the Rule 002 annual report. The owner must use the sampling methodology described in Appendix A. The survey instrument must be a telephone questionnaire using survey questions listed in Appendix A, as well as any additional questions that the owner may add.

The minimum performance standard for this customer satisfaction measure is 75 per cent of customers must agree with the statements about the owner (see Appendix A).

4.3.2 Overall customer satisfaction measures (Rule 002 annual report only)

The owner must measure overall customer satisfaction once annually. Using an independent third-party agent or its own internal survey process, the owner must survey a sample of the owner's customers to assess general customer satisfaction in the following areas:

- (a) customer service; and
- (b) distribution service.

The owner (or third-party agent) must use the sampling methodology described in Appendix B. The survey instrument must be a telephone questionnaire using survey questions also listed in Appendix B, as well as any additional questions that the owner may add.

The minimum performance standard is 75 per cent of customers must agree with the statements about the owner (see Appendix B).

4.3.3 Complaint response

The owner shall track and report customer-specific issues brought forward to the owner by the Commission (complaints), whether written or verbal, and report the number of days required to close each complaint. Once a complaint has been initiated, it cannot be reported closed until all of the following conditions have been met:

- (1) The owner has provided to the Commission any information requested by the Commission regarding the complaint;
- (2) The Commission has not indicated that the complaint must remain open until the Commission is able to contact the customer; and
- (3) If corrections to the customer's account are required, the owner has either identified to the Commission when the customer can expect to see those corrections or the owner has provided details regarding steps that will be taken to correct the account.

The owner must close complaints according to the following standards:

- (1) 80 per cent of the complaints directed to the owner in any given month must be closed within 14 calendar days of receipt of the complaint; and
- (2) 100 per cent of the complaints directed to the owner in any given month must be closed within 30 calendar days of receipt of the complaint.

Appendix A – Customer-initiated contact satisfaction survey

Customer satisfaction survey following customer-initiated contact with the owner

The focus of this customer-initiated contact satisfaction survey is on residential, farm, irrigation and small commercial customers who have recently contacted their owner. The survey is limited to customers who contacted the owner through the company's call centre, the use of email or the Internet via the owner's website.

Owners can choose their own frequency for administering the customer-initiated contact satisfaction survey, but the responses shall be amalgamated throughout the year and reported in the Rule 002 annual report.

The customer-initiated contact satisfaction survey includes a study of customer contacts made with the owner within, at most, 30 days after the owner/customer interaction has taken place. The owner selects a random sample from its database of all customer-initiated contacts. The study must achieve a minimum sample of 400 completed questionnaires each year. The recommended sample size of 400 is designed to have a plus or minus five per cent sampling error at the 95 per cent confidence level.

The owner must attempt to reach the person who contacted the owner. Customers who have been surveyed within the past 12 months shall be excluded from the survey, as shall customers who earlier indicated that they do not wish to be surveyed. Finally, through a survey question, any customer who has been employed by the owner within the past two years or whose household contains someone who has been employed by the owner within the past two years shall not be included in the survey.

The survey must include the following questions:

In light of your recent experience with [*Insert name of owner*], please indicate whether you agree or disagree with each of the following statements:

- a. [*Insert name of owner*] makes it easy for customers to reach them.
- b. [*Insert name of owner*]'s employees are helpful.
- c. [*Insert name of owner*]'s employees are knowledgeable.
- d. [*Insert name of owner*]'s employees are courteous.
- e. [*Insert name of owner*]'s employees provide satisfactory service.

Appendix B – Overall satisfaction survey

Overall customer satisfaction survey

The focus of this overall satisfaction survey is on residential, farm, irrigation and small commercial customers who are customers of the owner at the time of the survey. The survey must be administered annually and the results reported in the Rule 002 annual report.

Respondents are chosen randomly from the customer base of the owner. The study must achieve a minimum sample of 400 completed questionnaires each year. The recommended sample size of 400 is designed to have a plus or minus five per cent sampling error at the 95 per cent confidence level.

Customers who have been surveyed within the past 12 months by the owner shall be excluded from the survey, as shall customers who indicated previously to the owner that they do not wish to be surveyed. Finally, through a survey question, any customer who has been employed by the owner within the past two years or whose household contains someone who has been employed by the owner within the past two years shall not be included in the survey.

The survey must include the following questions:

For each of the following statements about [*Insert name of owner*], please indicate whether you agree or disagree with the statement:

- a. [*Insert name of owner*] provides reliable [*Insert electricity or gas*].
- b. [*Insert name of owner*] provides good service to their customers.
- c. [*Insert name of owner*] has a good reputation in the community.