

# Rule 002

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

This rule as amended was approved by the Alberta Utilities Commission on December 9, 2013, and is effective on January 1, 2014.

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## 1 General provisions

### 1.1 Rule application

This rule creates standards for the quality of service provided by owners of electric distribution systems that qualify as “electric utilities” as defined in the *Electric Utilities Act* S.A. 2003, c.E-5.1 (*Electric Utilities Act*) and gas distributors as defined in the *Gas Utilities Act* R.S.A. 2000, c.G-5 (*Gas Utilities Act*). Quality of service reporting for regulated rate providers and default supply providers, as defined in the *Electric Utilities Act* and *Gas Utilities Act*, respectively, is performed in accordance with AUC Rule 003: *Service Quality and Reliability Performance Monitoring and Reporting for Regulated Rate Providers and Default Supply Providers* (Rule 003). Stakeholders are cautioned that, under some circumstances, a given entity may have reporting obligations under both AUC Rule 002: *Service Quality and Reliability Performance Monitoring and Reporting for Owners of Electric Distribution Systems and for Gas Distributors* (Rule 002) and Rule 003.

This rule sets minimum service standards for distribution system owners subject to its application. Nothing in this rule is to be construed as relieving owners of other service quality obligations as set out in other applicable statutes, regulations or AUC rules.

### 1.2 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 Independent System Operator’s (ISO) stakeholder calendar posted on the ISO’s website ([www.aeso.ca](http://www.aeso.ca))
- (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 the 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 AUC 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 annual report” means the reporting of service quality and reliability performance, as detailed in this rule, prepared and submitted annually in accordance with Section 2.2

- (j) “Rule 002 quarterly report” means the reporting of service quality and reliability performance metrics, as detailed in this rule, prepared and submitted quarterly in accordance with Section 2.1

## **2 Measurement and reporting protocol**

For the purpose of collecting data and reporting on performance as required in Section 4 or Section 5, 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) Owners shall report on a quarterly basis. Rule 002 quarterly reports shall be submitted to the Commission by the last day of the month following the end of each quarter. For clarity, Quarter 1, Quarter 2, Quarter 3 and Quarter 4 reports shall be submitted on April 30, July 31, October 31 and January 31, respectively. Rule 002 quarterly reports shall contain all service quality measures prescribed in this rule, except where the information is only required to be provided in an annual report, as described below.

### **2.2 Rule 002 annual report**

- (1) Rule 002 annual reports shall be submitted to the Commission no later than the last day of February following the end of the calendar year.
- (2) Rule 002 annual reports shall consist of an accumulation of the quantitative data reported in 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 service standards set out in Section 4 or Section 5, 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.

### **2.3 Annual meeting**

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 service 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) Rule 002 quarterly and annual reports shall be created using the AUC templates, and in accordance with instructions, available on the Rule 002 webpage at [www.auc.ab.ca](http://www.auc.ab.ca).

- (2) The process used to generate Rule 002 annual reports requires that data used for completion of preceding quarterly reports be entered cumulatively. In other words, information required for completion of a Quarter 2 quarterly report must be entered in the same template used for the previously filed Quarter 1 quarterly report.
- (3) Quantitative data and graphical depiction of the data are the outputs of the templates.
- (4) Full compliance with the reporting requirements of this rule requires incorporation of qualitative information in annual reports. A letter or document containing the required qualitative information must accompany the quantitative data and graphical depiction of the data generated by the Rule 002 annual report template.

## **2.5 Backups and missing data**

- (1) Owners 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. This information must be provided to the Commission upon request.
- (2) Owners must report missing data or other factors that could reasonably be expected to affect the overall data quality immediately after becoming aware of such circumstances.

### 3 Categories of metrics

This section establishes categories for the service standards and measurements provided for under this rule. Each service quality standard and measurement belongs to one of the three following performance categories:

- (1) Category A service standard
- (2) Category B service standard
- (3) report-only measurement

Category A service standards represent the most important aspects of service quality to the majority of customers and other stakeholders. Typically, Category A measurements represent the service quality provided to customers on a system-wide basis; the consequences of failing to meet Category A standards have a great impact on all customers and stakeholders.

Category B service standards are important to individual customers or groups of customers as opposed to an entire distribution system. However, failing to meet Category B standards may greatly impact certain customers or stakeholders.

Report-only measurements are metrics for which there are no established targets. Their purpose is to provide data for use in establishing future targets, or to provide the Commission with additional information and transparency about owners' operations as they relate to Category A and Category B service standards.

For each metric in this rule, the category to which it belongs is identified along with a description of the applicable service standard or the measurement.

## 4 Measurements of performance and service quality standards for owners of electric distribution systems

This section establishes the measurements of performance and service quality standards to be met by owners of electric distribution systems that are electric utilities. It outlines the information required by the Commission in order to accomplish its regulatory function with respect to service quality standards as provided for under this rule.

### 4.1 Billing and meter reading performance measures

#### 4.1.1 Monthly billing and meter reading performance

|                     |  |
|---------------------|--|
| Category            | Category B   |
| Reporting frequency | Rule 002 quarterly and annual reports                                      |
| Service standard    | Annual average of monthly percentages of sites not read $\leq$ 10 per cent |

- (1) Owners must identify the number of sites 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. (See Section 4 of AUC Rule 004: *Alberta Tariff Billing Code* (Rule 004) for more information about the site cycle catalogue file).
- (2) Owners shall report the number of sites billed sometime in the month (sites billed) and the number of sites not billed (sites not billed), and the aggregate of these two amounts should equal the total sites. Owners shall provide the number of sites that fall into each of the following categories for sites billed:
  - (a) Sites where a rural electrification association is responsible for reading the meter.
  - (b) Third-party meter data manager (MDM) sites.
  - (c) Unmetered sites.
  - (d) Interval metered sites.
  - (e) De-energized sites.
  - (f) Cumulative metered energized sites with actual meter readings obtained by the MDM and provided to parties in accordance with Section 10 of AUC Rule 021: *Settlement System Code Rules* (Rule 021) (as opposed to customer reads or actual reads not provided to parties in accordance with that section).
  - (g) Cumulative metered energized sites without actual meter readings provided to parties in accordance with Section 10 of Rule 021.

*Method of calculation of performance:*

$$\text{Percentage of sites not read} = [(g) \div \text{sites billed}] \times 100$$



**4.1.2 Cumulative meters not read within three months, and not read within one year**

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

- (1) Owners shall report the number of sites that have not had their meters read within three months.
- (2) Owners shall report the number of sites that have not had their meters read within one year. In doing so, owners must also report the reason(s) why the meters were not read and the course(s) of action the owner will take to get the meters read and ensure that the situation does not occur again in the future.

**4.1.3 Identified meter errors**

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

- (1) Owners shall report the number of meter errors of the following types that are identified in a given month:
  - (a) meter multiplier errors
  - (b) crossed meters
  - (c) theft
- (2) For each of the above, owners shall report the number of sites where such meter errors were identified and the number of years the errors existed before they were identified.

**4.1.4 Currency of tariff bill file content**

|                     |   |
|---------------------|---|
| Category            | Category B  |
| Reporting frequency | Rule 002 quarterly and annual reports   |
| Service standard    | Ninety-five per cent or greater of sites billed and coded 2020 (regular billing cycle) are billed within the required eight business days based on an annual average of monthly results |

- (1) The owner shall report the monthly percentage of regular billed sites that are billed within eight business days as required by Section 2 of Rule 004.

*Method of calculation of performance:*

*Percentage of sites billed and coded regular billing cycle that are billed within the required eight business days = [(number of sites within original tariff bill files with a site production reason code of 2020 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) ÷ (the total number of sites with a site production reason code of 2020 in original tariff bill files)] x 100*

#### 4.1.5 Tariff bill file completeness

|                     |   |
|---------------------|---|
| Category            | Category B  |
| Reporting frequency | Rule 002 quarterly and annual reports   |
| Service standard    | Ninety-eight per cent or greater of sites to be billed (according to the owner's published site cycle catalogue file) on a given billing cycle result in transmission of tariff bill files coded 2020 (regular billing cycle) on their scheduled tariff bill file publish date, based on an annual average of monthly results |

- (1) Owners shall report the monthly percentage of tariff bill files coded regular billing cycle that are sent on their scheduled tariff bill file publish date.

*Method of calculation of performance:*

*Percentage of sites expected to bill on each billing cycle that are billed and coded regular billing cycle on their scheduled tariff bill file publish date = [(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) ÷ (total number of sites expected to bill for those billing cycles)] x 100*

#### 4.1.6 Tariff bill file rejection response timing

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

- (1) The owner shall report:
- (a) The number of tariff bill file rejection (TBR) transactions, as described in Section 4 of Rule 004, received from retailers notifying the owner that tariff bill files are unacceptable due to format deficiencies.
  - (b) The number of TBR transactions accepted by the owner.
  - (c) The number of TBR transactions rejected by the owner.
  - (d) The number of tariff bill file rejection notification (TRN) response transactions, as described in Section 4 of Rule 004, sent back to retailers within one business day as required by Section 2 of Rule 004.

#### 4.1.7 Tariff bill file dispute resolution timing

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

(1) Owners shall report:

- (a) The number of tariff bill file dispute (TBD) transactions, as described in Section 4 of Rule 004, received from retailers notifying the owner that the retailers are disputing information or charges pertaining to specific sites.
- (b) The number of TBD transactions accepted by the owner.
- (c) The number of TBD transactions rejected by the owner.
- (d) The number of accepted TBD transactions resolved (without further dispute) with the transmittal of cancels and rebills, or with some other form of resolution, within 35 calendar days.
- (e) The number of accepted TBD transactions resolved (without further dispute) with the transmittal of cancels and rebills, or with some other form of resolution, within 70 calendar days.

#### 4.2 Work completion performance measures

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

(1) Owners must track and report the following metrics for energize request transactions (ENRs) and energize completion transactions (ENCs) described in Section 9 of Rule 021:

- (a) Time taken (in days, on average for the month) from the date the owner creates an order in its system for the energization, to the date the site is energized.
- (b) End-to-end time taken (in days, on average for the month) from the date of receipt of request to perform the work (from the retailer), to the date the response is sent 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 ENCs) in the owner's system.
- (c) Total number of completed energizations per month.

(2) Owners must track and report the following for de-energize request transactions (DER) and de-energize completion transactions (DEC) described in Section 9 of Rule 021:

- (a) Time taken (in days, on average for the month) from the date the owner creates an order in its system for the de-energization, to the date the site is de-energized.
- (b) End-to-end time taken (in days, on average for the month) from the date of receipt of request to perform the work (from the retailer), to the date the response is sent 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)s in the owner's system.
- (c) Total number of completed de-energizations per month.

### 4.3 Worker safety performance measures

#### 4.3.1 All injury/illness frequency rate

|                     |                              |
|---------------------|------------------------------|
| Category            | Report-only measurement      |
| Reporting frequency | Rule 002 annual reports only |

- (1) Owners shall report the annual numbers for the following (as defined by the Canadian Electricity Association (CEA)):
  - (a) lost time injuries
  - (b) medical treatment injuries
  - (c) fatalities
  - (d) exposure hours

#### 4.3.2 Motor vehicle incident frequency

|                     |                              |
|---------------------|------------------------------|
| Category            | Report-only measurement      |
| Reporting frequency | Rule 002 annual reports only |

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

### 4.4 Interruption duration and frequency

Owners shall report system average interruption frequency index (SAIFI) and system average interruption duration index (SAIDI) 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 use the following methodology:

- (1) A major event day is a day in which daily SAIDI exceeds a threshold value  $T_{MED}$ .

- (2) In calculating daily SAIDI, interruption durations that extend into subsequent days accrue to the day on which the interruption begins. This technique simplifies calculations and ties the customer-minutes of interruption to the instigating event.
- (3) The major event day identification threshold value  $T_{MED}$  is calculated at the end of each reporting period for use during the next reporting period. For utilities that have six years of reliability data, the first five are used to determine  $T_{MED}$  and that threshold is applied during the sixth year. The methodology follows:
  - (a) Values of daily SAIDI for a number of sequential years, ending on the last day of the last complete reporting period, are collected. Consistency of future results is enhanced if five or six years of data are used, but, if fewer than five years of historical data are available, all of the available complete year, historical data should be used. Use of more than six years of data may distort the effects of major events and minimize the impact of the analysis.
  - (b) Only those days that have a SAIDI/day value will be used to calculate  $T_{MED}$  (do not include days that did not have any interruptions).
  - (c) The natural logarithm ( $\ln$ ) of each daily SAIDI value in the data set is calculated.
  - (d) The average of the logarithms,  $\alpha$  (Alpha), (also known as the log-average) of the data set is calculated.
  - (e) The standard deviation of the logarithms,  $\beta$  (Beta), (also known as the log-standard deviation) of the data set is calculated.
  - (f) The major event day threshold,  $T_{MED}$ , is calculated by using the equation:
 
$$T_{MED} = e^{(\alpha + 2.5 \beta)}$$
  - (g) Any day that occurs during the subsequent reporting period with daily SAIDI greater than the threshold value  $T_{MED}$  is designated a major event day. The data for this day should be removed when calculating SAIFI and SAIDI with major events excluded.

#### 4.4.1 System average interruption frequency index (SAIFI)

|                     |   |
|---------------------|---|
| Category            | Category A  |
| Reporting frequency | Rule 002 annual reports only  |
| Service standard    | See Appendix C for SAIFI and SAIDI service standards for owners of electric distribution systems subject to this rule |

- (1) This measure pertains to distribution-related interruptions and represents the average number of times that a customer experiences an interruption.
- (2) Owners must report SAIFI both with and without major events. Annual numbers must be provided to two decimal places as part of the Rule 002 annual report.

$SAIFI = \frac{\sum((\text{number of customer services interrupted}) \times (\text{number of interruptions that affect those customer services}))}{\text{total customers served}}$

Where:

*Total customers served = The average number of customers served by the owner. A customer is defined as a metered service.*

*Interruption = An interruption is the loss of service for a duration of one minute or longer to one or more customers and is the result of one or more component outages.*

#### 4.4.2 System average interruption duration index (SAIDI)

|                     |   |
|---------------------|---|
| Category            | Category A  |
| Reporting frequency | Rule 002 annual reports only  |
| Service standard    | See Appendix C for SAIFI and SAIDI service standards for owners of electric distribution systems subject to this rule |

- (1) This measure also pertains to distribution-related interruptions and represents the amount of time in total the average customer experiences interruptions throughout the year.
- (2) Owners must report SAIDI both with and without major events. Annual numbers must be provided to two decimal places as part of the Rule 002 annual report.

$SAIDI = \frac{(\text{customer services interrupted}) \times (\text{period of interruption in hours})}{\text{total customers served}}$

Where:

*Total customers served = The average number of customers served by the owner. A customer is defined as a metered service.*

*Interruption = An interruption is the loss of service for a duration of one minute or longer to one or more customers and is the result of one or more component outages.*

#### 4.4.3 SAIDI of worst-performing circuits on the system

|                     |                              |
|---------------------|------------------------------|
| Category            | Report-only measurement      |
| Reporting frequency | Rule 002 annual reports only |

- (1) Owners must identify, for each calendar year, the worst-performing circuits on its systems. Worst-performing circuits shall be determined by comparing annual unplanned SAIDI results for each of its circuits. The three per cent of the circuits with the highest SAIDI values shall be considered the worst-performing circuits and shall be reported in the Rule 002 annual report. Owners must identify the factors underlying the poor performance of these circuits and describe the actions that are being considered or have been implemented to improve the reliability of these circuits as part of the Rule 002 annual report.

- (2) Owners must also report the SAIDI values for each of the worst-performing circuits.
- (3) All circuits that were once identified, according to this metric, as a worst-performing circuit must be monitored for five years once they are no longer a worst-performing circuit to determine the effectiveness of the improvement measures and to identify further measures that may be required.
- (4) Owners must also report, for each circuit that was once a worst-performing circuit, its current SAIDI metric and report the last calendar year that the circuit appeared in the worst-performing circuit list.

**4.5 Post-final adjustment mechanism (PFAM) adjustments processed**

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

- (1) Owners shall report the number of PFAM adjustments processed in accordance with Section 5 of Rule 021, by month and by the type of error that resulted in the PFAM.
- (2) Owners shall report 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 when reporting the number of PFAM adjustments processed. 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.

**4.6 Customer satisfaction measures**

**4.6.1 Customer satisfaction following customer-initiated contact with the owner**

|                     |  |
|---------------------|--|
| Category            | Category A   |
| Reporting frequency | Rule 002 annual reports only   |
| Service standard    | For each of the prescribed statements about the owner set out in Appendix A , 75 per cent or greater of the customers surveyed must answer "agree" |

- (1) Owners must measure the level of customer satisfaction after a customer initiates contact with the owner by surveying, using an independent third-party agency, a sample of customers that initiated contact with the owner.
- (2) Whether the survey is conducted on an ongoing basis throughout the year or on an annual basis, the owner shall report the results as part of the Rule 002 annual report.

- (3) The conducted survey must use the sampling method described in Appendix A to this rule. The survey instrument must be a telephone questionnaire which includes the survey questions listed in Appendix A, but may also contain additional questions.

#### 4.6.2 Overall customer satisfaction measures

|                     |  |
|---------------------|--|
| Category            | Category A   |
| Reporting frequency | Rule 002 annual reports only   |
| Service standard    | For each of the prescribed statements about the owner set out in Appendix B , 75 per cent or greater of the customers surveyed must answer "agree" |

- (1) Owners must measure overall customer satisfaction once annually. The owner must survey a sample of the owner’s customers, using an independent third-party agency, to assess general customer satisfaction in the following areas:
- (a) customer service
  - (b) distribution service
- (2) The third-party agency must use the sampling methodology described in Appendix B of this rule. The survey instrument must be a telephone questionnaire which includes the survey questions listed in Appendix B, but may also contain additional questions.

#### 4.6.3 Complaint response

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

Owners shall track and report the number of customer-specific issues brought to the attention of 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.
- (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.



## 5 Performance categories and standards for gas distributors

This section establishes the measurements of performance and service 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 standards as provided for under this rule.

### 5.1 Billing and meter reading performance measures

#### 5.1.1 Monthly billing and meter reading performance

|                     |  |
|---------------------|--|
| Category            | Category B   |
| Reporting frequency | Rule 002 quarterly and annual reports  |
| Service standard    | See Appendix D for Alberta gas distributors' monthly meter reading service standards |

(1) Owners shall report the total number of sites each month that fall into each of the following categories:

- (a) De-energized sites.
- (b) Cumulative metered energized sites with actual meter readings obtained by the MDM and provided to parties in accordance with Section 9 of AUC Rule 028: *Natural Gas Settlement System Code Rules* (Rule 028) (as opposed to customer reads or actual reads not provided to parties in accordance with that section).
- (c) Cumulative metered, energized sites with AMR devices, without actual meter readings provided to parties in accordance with Section 9 of Rule 028.
- (d) Cumulative metered, energized sites without AMR devices, without actual meter readings provided to parties in accordance with Section 9 of Rule 028.
- (e) Cumulative metered, energized sites without AMR devices, without actual meter readings provided to parties in accordance with Section 9 of Rule 028 where an AMR device was refused by the customer.

*Method of calculation of performance:*

*Percentage of meters read each month =  $[(b) \div ((b)+(c)+(d))] \times 100$*

#### 5.1.2 Cumulative meters not read within three months, and not read within one year

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

- (1) Owners shall report the number of sites that have not had their meters read within three months.
- (2) Owners shall report the number of sites that have not had their meters read within one year. The owner must also report the reason(s) why the meters were not read and the course(s) of action the owner will take to get the meters read and ensure that the situation does not occur again in the future.

### 5.1.3 Identified meter errors

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

- (1) Owners shall report the number of meter errors of the following types that are identified in a given month:
  - (a) meter multiplier errors
  - (b) crossed meters
  - (c) theft
- (2) For each of the above, the owner shall report the number of sites where such meter errors were identified and the number of years the errors existed before they were identified.

### 5.1.4 Currency of tariff bill file content

|                     |   |
|---------------------|---|
| Category            | Category B  |
| Reporting frequency | Rule 002 quarterly and annual reports   |
| Service standard    | Ninety-five per cent or greater of sites billed and coded 2020 (regular billing cycle) are billed within the required eight business days based on an annual average of monthly results |

- (1) Owners shall report the monthly percentage of regular billed sites that are billed within eight business days as required by Section 2 of Rule 004.

*Method of calculation of performance:*

*Percentage of sites billed and coded regular billing cycle that are billed within the required eight business days = [(number of sites within original tariff bill files with a site production reason code of 2020 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) ÷ (the total number of sites with a site production reason code of 2020 in original tariff bill files)] x 100*

### 5.1.5 Tariff bill file completeness

|                     |   |
|---------------------|---|
| Category            | Category B  |
| Reporting frequency | Rule 002 quarterly and annual reports   |
| Service standard    | Ninety-eight per cent or greater of sites to be billed (according to the owner's published site cycle catalogue file) on a given billing cycle result in transmission of tariff bill files coded 2020 (regular billing cycle) on their scheduled tariff bill file publish date, based on an annual average of monthly results |

- (1) Owners shall report the monthly percentage of tariff bill files coded regular billing cycle that are sent on their scheduled tariff bill file publish date.

*Method of calculation of performance:*

*Percentage of sites expected to bill on each billing cycle that are billed and coded regular billing cycle on their scheduled tariff bill file publish date = [(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) ÷ (total number of sites expected to bill for those billing cycles)] x 100*

### 5.1.6 Tariff bill file rejection response timing

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

- (1) The owner shall report:
- (a) The number of TBR transactions, as described in Section 4 of Rule 004, received from retailers notifying the owner that tariff bill files are unacceptable due to format deficiencies.
  - (b) The number of TBR transactions accepted by the owner.
  - (c) The number of TBR transactions rejected by the owner.
  - (d) The number of TRN response transactions, as described in Section 4 of Rule 004, sent back to retailers within one business day as required by Section 2 of Rule 004.

### 5.1.7 Tariff bill file dispute resolution timing

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

(1) The owner shall report:

- (a) The number of TBD transactions, as described in Section 4 of Rule 004, received from retailers notifying the owner that the retailers are disputing information or charges pertaining to specific sites.
- (b) The number of TBD transactions accepted by the owner.
- (c) The number of TBD transactions rejected by the owner.
- (d) The number of accepted TBD transactions resolved (without further dispute) with the transmittal of cancels and rebills, or with some other form of resolution, within 35 calendar days.
- (e) The number of accepted TBD transactions resolved (without further dispute) with the transmittal of cancels and rebills, or with some other form of resolution, within 70 calendar days.

## 5.2 Work completion performance measures

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

- (1) Owners must track and report the number of completed energizations and completed de-energizations per month.
- (2) Owners must track and report the following for de-energize request transactions (DER) and de-energize completion transactions (DEC) described in Section 8 of Rule 028:
  - (a) Time taken (in days, on average for the month) from the date the owner creates an order in its system for the de-energization, to the date the site is de-energized.
  - (b) End-to-end time taken (in days, on average for the month) from the date of receipt of request to perform the work (from the retailer), to the date the response is sent 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)s in the owner's system.

## 5.3 Worker safety performance measures

### 5.3.1 All injury/illness frequency rate

|                     |                         |
|---------------------|-------------------------|
| Category            | Report-only measurement |
| Reporting frequency | Rule 002 annual reports |

- (1) 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
- (d) total hours worked

### 5.3.2 Motor vehicle incident frequency

|                     |                         |
|---------------------|-------------------------|
| Category            | Report-only measurement |
| Reporting frequency | Rule 002 annual reports |

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

## 5.4 Customer satisfaction measures

### 5.4.1 Customer satisfaction following customer-initiated contact with the owner

|                     |  |
|---------------------|--|
| Category            | Category A   |
| Reporting frequency | Rule 002 annual reports only   |
| Service standard    | For each of the prescribed statements about the owner set out in Appendix A , 75 per cent or greater of the customers surveyed must answer "agree" |

- (1) Owners must measure the level of customer satisfaction after a customer initiates contact with the owner by surveying, using an independent third-party agency, a sample of customers that initiated contact with the owner.
- (2) Whether the survey is conducted on an ongoing basis throughout the year or on an annual basis, the owner shall report the results as part of the Rule 002 annual report.
- (3) Owners must use the sampling method described in Appendix A to this rule. The survey instrument must be a telephone questionnaire which includes the survey questions listed in Appendix A, but may also contain additional questions.

### 5.4.2 Overall customer satisfaction measures

|                     |   |
|---------------------|---|
| Category            | Category A  |
| Reporting frequency | Rule 002 annual reports only  |
| Service standard    | For each of the prescribed statements about the owner set out in Appendix B, 75 per cent or greater of the customers surveyed must answer "agree" |

- (1) Owners must measure overall customer satisfaction once annually. The owner must survey a sample of the owner’s customers, using an independent third-party agency, to assess general customer satisfaction in the following areas:
  - (a) customer service
  - (b) distribution service
- (2) The third-party agency must use the sampling methodology described in Appendix B to this rule. The survey instrument must be a telephone questionnaire which includes the survey questions listed in Appendix B, but may also contain additional questions.

### 5.4.3 Complaint response

|                     |                                       |
|---------------------|---------------------------------------|
| Category            | Report-only measurement               |
| Reporting frequency | Rule 002 quarterly and annual reports |

Owners shall track and report the number of customer-specific issues brought to the attention of 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.
- (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.

### 5.5 Customer appointments

|                     |  |
|---------------------|--|
| Category            | Category B   |
| Reporting frequency | Rule 002 quarterly and annual reports  |
| Service standard    | See Appendix E for Alberta gas distributors’ customer appointments service standards |

- (1) Owners shall report the following monthly information:
  - (a) Number of pre-arranged appointments with customers.
  - (b) Number of appointments met within the pre-arranged time period.

*Method of calculation of performance:*

$$\text{Percentage of appointments met} = [(b) \div (a)] \times 100$$

## 5.6 Emergency response time

|                     |   |
|---------------------|---|
| Category            | Category A  |
| Reporting frequency | Rule 002 quarterly and annual reports   |
| Service standard    | See Appendix F for Alberta gas distributors' emergency response service standards |

(1) Owners shall report on the monthly percentage of emergencies responded to within in the time frame specified in Appendix F. The response time shall be calculated as the time between when the owner receives notification of the emergency and when the owner's first representative arrives at the site of the emergency. The types of emergencies included within this metric are:

- (a) fire or explosion
- (b) blowing gas
- (c) gas leaks or odours
- (d) asphyxiation
- (e) carbon monoxide
- (f) emergency provider assistance

*Method of calculation of performance:*

*Percentage of emergencies responded to within X minutes = [the total number of emergency calls responded to in X minutes or less ÷ the total number of emergency calls] x 100*

## 5.7 Call answering service level

|                     |   |
|---------------------|---|
| Category            | Category B  |
| Reporting frequency | Rule 002 quarterly and annual reports   |
| Service standard    | See Appendix G for Alberta gas distributors' call answering service standards |

(1) Owners shall report the monthly percentage of all calls reaching an agent that are answered within 30 seconds from the time the call is queued up awaiting an agent through the auto-attendant system or that are answered within 30 seconds from when the phone begins ringing when there is no auto-attendant system in place.

*Method of calculation of performance:*

*Percentage of all calls reaching an agent within 30 seconds = [the number of calls reaching an agent within 30 seconds ÷ the number of calls reaching an agent] x 100*

## **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 interaction between the owner and the customer 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.

**Appendix C – SAIFI and SAIDI service standards for owners of electric distribution systems subject to this rule**

| Electric utility                       | Maximum SAIFI excluding major events | Maximum SAIDI excluding major events |
|--|--------------------------------------|--------------------------------------|
| ATCO Electric Ltd.                     | 2.69 or less                         | 8.86 or less                         |
| ENMAX Power Corporation                | 1.00 or less                         | 0.50 or less                         |
| EPCOR Distribution & Transmission Inc. | 1.35 or less                         | 1.44 or less                         |
| FortisAlberta Inc.                     | 2.30 or less                         | 4.28 or less                         |

## Appendix D – Alberta gas distributors’ monthly meter reading service standards

| Gas distributor        | Annual average of percentage of meters read each month |
|------------------------|--|
| ATCO Gas Ltd.          | 75 per cent or greater                                 |
| AltaGas Utilities Inc. | 75 per cent or greater                                 |

## Appendix E – Alberta gas distributors’ customer appointments service standards

| Gas distributor        | Percentage of appointments met (calculated as an annual average of monthly results) |
|------------------------|---|
| ATCO Gas Ltd.          | 95 per cent or greater  |
| AltaGas Utilities Inc. | 80 per cent or greater  |

**Appendix F – Alberta gas distributors’ emergency response service standards**

| Gas distributor        | Emergencies responded to within specified time frame (calculated as an annual average of monthly results)   |
|------------------------|---|
| ATCO Gas Ltd.          | 87 per cent or greater of emergencies responded to within 60 minutes  |
| AltaGas Utilities Inc. | <ul style="list-style-type: none"> <li>(1) 65 per cent or greater of emergencies responded to within 60 minutes;</li> <li>(2) 85 per cent or greater of emergencies responded to within 120 minutes; and</li> <li>(3) Results of surveys conducted based upon emergency calls must have less than 10 per cent of responses indicating “not satisfied at all”</li> </ul> |

## Appendix G – Alberta gas distributors’ call answering service standards

| Gas distributor        | Percentage of calls reaching an agent that are answered within 30 seconds (calculated as an annual average of monthly results) |
|------------------------|--|
| ATCO Gas Ltd.          | 70 per cent or greater   |
| AltaGas Utilities Inc. | 95 per cent or greater of emergency calls received during normal AltaGas Utilities Inc. call centre hours                      |