



AltaGas Utilities Inc.
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January 29, 2010

Alberta Utilities Commission
Fifth Avenue Place East
4th Floor 425 – 1st Street SW
Calgary, AB T2P 3L8

**Attention: Rob Thomas, Regulatory Policy Director
Alberta Utilities Commission (the Commission)**

**Re: AltaGas Utilities Inc. (AUI)
Service Standard and Reliability Performance, Monitoring, and Reporting Rules
Year Ending December 31, 2009**

Please find attached AUI's Annual Report for 2009.

AUI is available should the Commission have any questions or concerns with respect to this filing.

AltaGas Utilities Inc.
Per:

A handwritten signature in blue ink, appearing to read "R. Koizumi", written over a horizontal line.

Robert J. Koizumi, CMA
Director, Regulatory Affairs

Attachment

AltaGas Utilities Inc.

SERVICE QUALITY AND RELIABILITY PERFORMANCE, MONITORING
AND REPORTING RULES

ANNUAL REPORT

For the Year Ended 2009

INTRODUCTION / SUMMARY

Changes to the measurement protocol or to the internal reporting methods that are used to obtain the data measured and explanation for the change

None to report.

Discussion of any missing data or other events that could reasonably affect the quality of the data immediately after becoming aware of the missing data or events

None to report.

Any request to waive any applicable performance standard and the exceptional circumstances that lead to the failure to meet the standard

None to report.

Call Answer Performance Measures Call Answering Service Level

Reporting Period: Year Ended 2009

Standard: 70.0% within 30 seconds

<u>Month</u>	<u>Measure</u>
January	88.3%
February	83.2%
March	85.8%
April	83.0%
May	78.2%
June	72.2%
July	77.2%
August	72.9%
September	64.4%
October	67.0%
November	81.2%
December	82.0%
Annual Average	77.3%

Explanation of Results:

- AUI's decline in the Call Answer performance results in June and continuing until October is largely attributable to a major upgrade performed to AUI's customer information system (in conjunction with AUI's Tariff Billing Code implementation project). In June and July, AUI's customer care staff took rigorous training to learn how to use the upgraded system and for the following few months required time to adapt to the new system. These results were further impacted by three employees on short-term disability in October; and significantly high call volumes in September and October.

Action Plans and Comments:

- As AUI's customer care staff adapt to AUI's upgraded customer information system and call volumes decrease, results through Q4 have correspondingly improved.

Call Answer Performance Measures

Abandon Rate

Reporting Period: Year Ended 2009

Standard: 5.0% or less

<u>Month</u>	<u>Measure</u>
January	1.2%
February	2.1%
March	1.9%
April	2.1%
May	2.7%
June	4.2%
July	3.4%
August	4.2%
September	2.8%
October	2.1%
November	2.5%
December	2.4%
Annual Average	2.7%

Explanation of Results:

- Please refer to the explanations provided for the Call Answering Service Levels statistics for 2009.

Action Plans and Comments:

- Please refer to the Action Plans and Comments provided for the Call Answering Service Levels statistics for 2009.

Billing Performance Measures

Percentage of RRT Bills the RSP Failed to Render in Each Billing Period to Customers

Reporting Period: Year Ended 2009

Standard: 0.500% or less

<u>Month</u>	<u>Measure</u>
January	0.016%
February	0.046%
March	0.033%
April	0.024%
May	0.063%
June	0.048%
July	0.069%
August	0.197%
September	0.343%
October	0.152%
November	0.030%
December	0.035%
Annual Average	0.088%

Explanation of Results:

- None to report.

Action Plans and Comments:

- None to report.

Billing Performance Measures

Percentage of RRT Bills Found to be Inaccurate

Reporting Period: Year Ended 2009

Standard: 1.00% or less

<u>Month</u>	<u>Measure</u>
January	0.02%
February	0.05%
March	0.04%
April	0.07%
May	0.04%
June	0.06%
July	0.12%
August	0.06%
September	0.18%
October	0.02%
November	0.04%
December	0.01%
Annual Average	0.06%

Explanation of Results:

- None to report.

Action Plans and Comments:

- To simplify data collection and reporting, the “number of bills rendered inaccurately” is based on the number of errors detected, by calendar month. To summarize results by affected billing cycle can be problematic (e.g. the error could be detected several months after the affected period and/or the affected period could span several billing cycles). Counts by affected billing cycle could be performed; however, it will require additional effort and prior reporting period adjustments to statistics.
- Bills rendered are based on billing month to enhance consistency in monthly stats.
- AltaGas Utilities Inc. is the only major natural gas distribution utility in Alberta continuing to provide default supply to our distribution service customers. AltaGas Utilities’ statistics include combined results from default supply and distribution related functions.

Billing Performance Measures

Percentage of Inaccurate RRT Bills Corrected

Reporting Period: Year Ended 2009

Standard: 95.00% of the Inaccurate RRT bills corrected within the next two billing cycles following issuance of the inaccurate RRT bill

<u>Month</u>	<u>Measure</u>
January	100.00%
February	100.00%
March	100.00%
April	100.00%
May	100.00%
June	100.00%
July	100.00%
August	100.00%
September	100.00%
October	100.00%
November	100.00%
December	100.00%
Annual Average	100.00%

Explanation of Results:

- None to report.

Action Plans and Comments:

- As noted under “Percentage of RRT Bills Found to be Inaccurate”, to simplify data collection and reporting, the “number of bills rendered inaccurately” is based on the number of errors detected, by calendar month. For the same reasons, the count of corrections within two billing periods is based on corrections made within 60 days from the time the error is detected. Again, to summarize results by affected billing cycle can be problematic (e.g. the error could be detected several months after the affected period and/or the affected period could span several billing cycles). Counts by affected billing cycle could be performed; however, it will require additional effort and prior reporting period adjustments to statistics.
- Bills rendered are based on billing month to enhance consistency in monthly stats.

Customer Satisfaction Measures - Transaction Survey

Percentage of Customer Satisfaction Following Customer-Initiated Contact with the RSP

Reporting Period: Year Ended 2009

Standard: 75.0% or more of the customers satisfied with their last transaction with the RSP

	<u>Measure</u>
Annual Average	95.0%

Explanation of Results:

- A copy of the results of the 2009 transactional survey is attached to this report.

Action Plans and Comments:

- None to report.

Customer Satisfaction Measures - Complaint Response

Complaint Reports to AUC

Reporting Period: Year Ended 2009

Standard: 80.0% of complaints in any given month investigated and Complaint Report provided within 14 calendar days, 100% of complaints in any given month investigated and Complaint Report provided within 30 calendar days

<u>Month</u>	<u>14-day Deadline</u>	<u>30-day Deadline</u>
January	100%	100%
February	100%	100%
March	100%	100%
April	100%	100%
May	100%	100%
June	100%	100%
July	100%	100%
August	100%	100%
September	100%	100%
October	100%	100%
November	100%	100%
December	100%	100%
Annual Average	100%	100%

Explanation of Results:

- None to report for 2009.

Action Plans and Comments:

- None to report.

Customer Satisfaction Measures - Complaint Response

RSP Escalation Reports

Reporting Period: Year Ended 2009

Standard: N/A

<u>Month</u>	<u>Number of Complaints</u>	<u>Number Unresolved Within 30 Days</u>
January	0	0
February	0	0
March	0	0
April	0	0
May	0	0
June	0	0
July	0	0
August	0	0
September	0	0
October	0	0
November	0	0
December	0	0
Annual Average	0	0

Explanation of Results:

- None to report for 2009.

Action Plans and Comments:

- AUI has temporarily placed its efforts to enhance its ability for data capture and reporting of complaints on hold. Part of AUI's AUC Tariff Billing Code implementation project includes upgrading its existing billing system. AUI will assess how its upcoming TBC-compliant system could assist with its service quality reporting. Pursuing other options would be premature until after the TBC-compliant system has been fully implemented.

APPENDIX B

December 2009

Tabulations of Survey Results

AltaGas Utilities Transaction Survey Tabulations

Service Type

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	CO	Commercial	34	8.4	8.4	8.4
	RS	Residential	314	77.7	77.7	86.1
	RU	Rural	56	13.9	13.9	100.0
	Total		404	100.0	100.0	

Service district

			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	AT	Athabasca	14	3.5	3.5	3.5
	BA	Barrhead	16	4.0	4.0	7.4
	BO	Bonnyville	17	4.2	4.2	11.6
	DR	Drumheller	40	9.9	9.9	21.5
	GC	Grande Cache	12	3.0	3.0	24.5
	HL	High Level	11	2.7	2.7	27.2
	LE	Leduc	107	26.5	26.5	53.7
	MN	Morinville	24	5.9	5.9	59.7
	PC	Pincher Creek	10	2.5	2.5	62.1
	SE	Southeastern	15	3.7	3.7	65.8
	SP	St. Paul	31	7.7	7.7	73.5
	ST	Stettler	71	17.6	17.6	91.1
	WB	Wabasca	10	2.5	2.5	93.6
	WS	Westlock	26	6.4	6.4	100.0
	Total		404	100.0	100.0	

Date customer called AltaGas

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1103	21	5.2	5.2	5.2
	1104	21	5.2	5.2	10.4
	1105	18	4.5	4.5	14.9
	1106	19	4.7	4.7	19.6
	1109	35	8.7	8.7	28.2
	1110	21	5.2	5.2	33.4
	1112	20	5.0	5.0	38.4
	1113	24	5.9	5.9	44.3
	1116	21	5.2	5.2	49.5
	1117	62	15.3	15.3	64.9
	1118	17	4.2	4.2	69.1
	1119	14	3.5	3.5	72.5
	1120	16	4.0	4.0	76.5
	1123	30	7.4	7.4	83.9
	1124	14	3.5	3.5	87.4
	1125	17	4.2	4.2	91.6
	1126	19	4.7	4.7	96.3
	1127	15	3.7	3.7	100.0
	Total	404	100.0	100.0	

q1 Have you or anyone in your immediate family worked for AltaGas Utilities within the past two years?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 2 no	404	100.0	100.0	100.0

q2 Thinking about AltaGas Utilities, and all aspects of the service you receive from them, as well as the experiences you have had and what you know about them, please rate your overall satisfaction with AltaGas Utilities. Use a scale of 1 to 7 , where 1 means NOT AT ALL satisfied, 4, means satisfied, and 7 means COMPLETELY satisfied.

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 not at all satisfied	4	1.0	1.0	1.0
2	4	1.0	1.0	2.0
3	12	3.0	3.0	5.0
4 satisfied	29	7.2	7.2	12.1
5	47	11.6	11.6	23.8
6	102	25.2	25.2	49.0
7 completely satisfied	204	50.5	50.5	99.5
9 don't know/refused	2	.5	.5	100.0
Total	404	100.0	100.0	

Q3 What are your reasons for this rating? (Multiple response permitted)

Case Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
\$q3why ^a	404	100.0%	0	.0%	404	100.0%

a. Group

\$q3why Frequencies

		Responses		Percent of Cases
		N	Percent	
q3 What are your reasons for this ^a rating?	1 no problems/no concerns	127	28.5%	31.4%
	2 good service/good results	93	20.9%	23.0%
	3 new acct. little experience with AltaGas	25	5.6%	6.2%
	4 accommodated late payment	2	.4%	.5%
	5 timely service	58	13.0%	14.4%
	6 customer service helpful/prompt	18	4.0%	4.5%
	7 polite/friendly service	25	5.6%	6.2%
	8 average service/could be better	10	2.2%	2.5%
	10 deposits, connection fees too high / unwarrented	17	3.8%	4.2%
	11 long wait on phone/took awhile to get hold of someone/don't like auto phone system	6	1.3%	1.5%
	12 billing issues	5	1.1%	1.2%
	13 customer service impolite, not helpful/knowledgeable, unclear	2	.4%	.5%
	14 service cut off: no notice/too early/in error	3	.7%	.7%
	16 unhappy with length of time it took to get deposit back	1	.2%	.2%
	17 too many estimates/issues with meter readings	2	.4%	.5%
	18 gas prices/bill too high	19	4.3%	4.7%
	19 account info mixup/not up-to-date	1	.2%	.2%
	20 made multiple calls to get service/action	2	.4%	.5%
	21 service slow, untimely	10	2.2%	2.5%
	22 questions/concerns not addressed	3	.7%	.7%
	23 need to be more accommodating	4	.9%	1.0%
25 calls not returned	1	.2%	.2%	
27 lack of choice of gas providers	1	.2%	.2%	
28 service call issues	6	1.3%	1.5%	
29 too much paperwork / redtape	2	.4%	.5%	
30 should be able to pay bill by phone using credit card	1	.2%	.2%	
99 don't know/refused	2	.4%	.5%	
Total	446	100.0%	110.4%	

a. Group

q4 What was the main reason for your most recent contact with AltaGas Utilities?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1 discuss or inquire about the amount of your bill	5	1.2	1.2	1.2
	2 discuss or inquire about your bill in any other way	10	2.5	2.5	3.7
	3 make payment arrangements	3	.7	.7	4.5
	4 discuss a service hook-up or disconnect	211	52.2	52.2	56.7
	5 report a possible gas leak	114	28.2	28.2	84.9
	6 discuss or inquire about changes to your account	44	10.9	10.9	95.8
	9 don't remember/refused	1	.2	.2	96.0
	10 gas line location/repair/move	5	1.2	1.2	97.3
	11 meter repair/replacement	6	1.5	1.5	98.8
	13 request a service call: co2/furnace check	5	1.2	1.2	100.0
	Total	404	100.0	100.0	

Q5 Think about your most recent contact with AltaGas Utilities. Using the same 1 to 7 scale where 1 is NOT AT ALL satisfied, 4 is satisfied, and 7 is COMPLETELY satisfied, please rate your satisfaction with each of the following.

q5a how easy it was to contact them

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 not at all satisfied	4	1.0	1.0	1.0
2	2	.5	.5	1.5
3	8	2.0	2.0	3.5
4 satisfied	16	4.0	4.0	7.4
5	38	9.4	9.4	16.8
6	77	19.1	19.1	35.9
7 completely satisfied	258	63.9	63.9	99.8
9 don't know/refused	1	.2	.2	100.0
Total	404	100.0	100.0	

q5b the convenience of their hours of operation

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 not at all satisfied	1	.2	.2	.2
2	2	.5	.5	.7
3	4	1.0	1.0	1.7
4 satisfied	12	3.0	3.0	4.7
5	25	6.2	6.2	10.9
6	66	16.3	16.3	27.2
7 completely satisfied	247	61.1	61.1	88.4
9 don't know/refused	47	11.6	11.6	100.0
Total	404	100.0	100.0	

q5c the promptness with which your call was answered by a customer service rep

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 not at all satisfied	3	.7	.7	.7
2	4	1.0	1.0	1.7
3	5	1.2	1.2	3.0
4 satisfied	15	3.7	3.7	6.7
5	32	7.9	7.9	14.6
6	66	16.3	16.3	30.9
7 completely satisfied	277	68.6	68.6	99.5
9 don't know/refused	2	.5	.5	100.0
Total	404	100.0	100.0	

q5d how knowledgeable the customer service rep was with regard to your issue

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 not at all satisfied	5	1.2	1.2	1.2
2	6	1.5	1.5	2.7
3	2	.5	.5	3.2
4 satisfied	14	3.5	3.5	6.7
5	18	4.5	4.5	11.1
6	69	17.1	17.1	28.2
7 completely satisfied	285	70.5	70.5	98.8
9 don't know/refused	5	1.2	1.2	100.0
Total	404	100.0	100.0	

q5e how courteous the customer service rep was

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 not at all satisfied	2	.5	.5	.5
2	3	.7	.7	1.2
3	3	.7	.7	2.0
4 satisfied	6	1.5	1.5	3.5
5	14	3.5	3.5	6.9
6	59	14.6	14.6	21.5
7 completely satisfied	316	78.2	78.2	99.8
9 don't know/refused	1	.2	.2	100.0
Total	404	100.0	100.0	

q5f how the customer service rep communicated with you

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 not at all satisfied	4	1.0	1.0	1.0
2	1	.2	.2	1.2
3	2	.5	.5	1.7
4 satisfied	9	2.2	2.2	4.0
5	22	5.4	5.4	9.4
6	58	14.4	14.4	23.8
7 completely satisfied	307	76.0	76.0	99.8
9 don't know/refused	1	.2	.2	100.0
Total	404	100.0	100.0	

q5g how quickly customer service addressed your needs

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 not at all satisfied	13	3.2	3.2	3.2
2	3	.7	.7	4.0
3	3	.7	.7	4.7
4 satisfied	13	3.2	3.2	7.9
5	23	5.7	5.7	13.6
6	69	17.1	17.1	30.7
7 completely satisfied	276	68.3	68.3	99.0
9 don't know/refused	4	1.0	1.0	100.0
Total	404	100.0	100.0	

q5h the promptness with which customer service resolved your concern

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 not at all satisfied	13	3.2	3.2	3.2
2	4	1.0	1.0	4.2
3	5	1.2	1.2	5.4
4 satisfied	14	3.5	3.5	8.9
5	16	4.0	4.0	12.9
6	70	17.3	17.3	30.2
7 completely satisfied	276	68.3	68.3	98.5
9 don't know/refused	6	1.5	1.5	100.0
Total	404	100.0	100.0	

q6 Respondents gender:

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid 1 male	192	47.5	47.5	47.5
2 female	212	52.5	52.5	100.0
Total	404	100.0	100.0	