

October 29, 2009

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

Attention: Mr. Robert Thomas, Director, Regulatory Policy

Dear Sir:

Re: AltaGas Utilities Inc. Service Standard and Reliability Performance, Monitoring, and Reporting Rules – Quarter Ending September 30, 2009

Please find attached AltaGas Utilities Inc.'s report for the Third Quarter of 2009.

The Company is available at the Commission's convenience, should the Commission have any questions or concerns with respect to this filing.

Sincerely,

AltaGas Utilities Inc.



Robert J. Koizumi, CMA
Manager, Regulatory Affairs

(attachment 10 pgs.)

AltaGas Utilities Inc.

SERVICE STANDARD AND RELIABILITY PERFORMANCE,
MONITORING AND REPORTING RULES

2009
THIRD QUARTER
REPORT

OCTOBER 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: 3rd Quarter of 2009

Standard: 70.0% within 30 seconds

<u>Month</u>	<u>Measure</u>
Month 1	77.2%
Month 2	72.9%
Month 3	64.4%
Quarterly Average	71.0%

Explanation of Results:

Month 1:

- Results were lower than normally expected for the call volume experienced in July. AUI attributes this to customer care staff training activities necessary for AUI's customer information system (CIS) upgrade that took effect on July 31st. The upgrade, which was previously discussed in AUI's 2009 Q2 Report, is in conjunction with AUI's CIS transformation to become Tariff Billing Code (AUC Rule 004) compliant in 2010.

Month 2:

- Results were lower than normally expected for the call volume experienced in August. AUI attributes this to the time required for AUI's customer care staff to adapt to the CIS upgrade that took effect on July 31st.

Month 3:

- Typically call volumes peak in the fall season. The September 2009 call volume was AUI's highest since October 2007. Longer than average call times were also observed this month and AUI believes these two factors were the major contributors to the results.

Action Plans and Comments:

- AUI expects call volumes to decrease in Q4 and believes there will be corresponding improvements in the results.

Call Answer Performance Measures

Abandon Rate

Reporting Period: 3rd Quarter of 2009

Standard: 5.0% or less

<u>Month</u>	<u>Measure</u>
Month 1	3.4%
Month 2	4.2%
Month 3	2.8%
Quarterly Average	3.4%

Explanation of Results:

Month 1:

- Nothing to report.

Month 2:

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

Month 3:

- Nothing to report.

Action Plans and Comments:

- In addition to the explanations provided for the Call Answering Service Levels statistics, AUI expects that call answer performance measures will also improve as Customer Care staff adapt to the CIS upgrade.

Billing Performance Measures

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

Reporting Period: 3rd Quarter of 2009

Standard: 0.500% or less

<u>Month</u>	<u>Measure</u>
Month 1	0.069%
Month 2	0.197%
Month 3	0.343%
Quarterly Average	0.201%

Explanation of Results:

Month 1:

- Nothing to report.

Month 2:

- Nothing to report.

Month 3:

- Nothing to report.

Action Plans and Comments:

- No additional comments.

Billing Performance Measures

Percentage of RRT Bills Found to be Inaccurate

Reporting Period: 3rd Quarter of 2009

Standard: 1.00% or less

<u>Month</u>	<u>Measure</u>
Month 1	0.12%
Month 2	0.06%
Month 3	0.18%
Quarterly Average	0.12%

Explanation of Results:

Month 1:

- Nothing to report.

Month 2:

- Nothing to report.

Month 3:

- Nothing 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 that continues 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: 3rd Quarter of 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>
Month 1	100.00%
Month 2	100.00%
Month 3	100.00%
Quarterly Average	100.00%

Explanation of Results:

Month 1:

- Nothing to report.

Month 2:

- Nothing to report.

Month 3:

- Nothing 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: 3rd Quarter of 2009

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

	<u>Measure</u>
Quarterly Average	Not applicable

Explanation of Results:

- AltaGas Utilities will conduct its transactional survey on an annual basis.

Action Plans and Comments:

- AltaGas Utilities will be conducting its transactional survey on an annual basis and will report its results in the 2009 annual filing.

Customer Satisfaction Measures - Complaint Response

Complaint Reports to AUC

Reporting Period: 3rd Quarter of 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>
Month 1	100.0%	N/A
Month 2	100.0%	N/A
Month 3	100.0%	N/A

Explanation of Results:

Month 1:

- None received.

Month 2:

- None received.

Month 3:

- None received.

Action Plans and Comments:

- AUI intends to follow the Commission's recommended method; that being, at mid-month determine status of previous month's complaints for 14-day deadline and EOM for 30-day deadline.

Customer Satisfaction Measures - Complaint Response

RSP Escalation Reports

Reporting Period: 3rd Quarter of 2009

Standard: Not Applicable

<u>Month</u>	<u>Number of Complaints</u>	<u>Number Unresolved Within 30 Days</u>
Month 1	0	0
Month 2	0	0
Month 3	0	0
Quarterly Average	0	0

Explanation of Results:

Month 1:

- Nothing to report.

Month 2:

- Nothing to report.

Month 3:

- Nothing to report.

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.