



ENMAX Energy Corporation

SERVICE QUALITY AND RELIABILITY PERFORMANCE,  
MONITORING AND REPORTING PLAN

2009 FIRST QUARTER REPORT

APRIL 30, 2009

## **INTRODUCTION/SUMMARY SECTION**

- To include discussion of any changes to the RSP's measurement protocol or to the internal reporting methods that are used to obtain the data measured related to this Plan and provide an explanation for the change
- To include 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
- To include any request by the RSP to waive any applicable performance standard and the exceptional circumstances that lead to the failure to meet the standard

### 3.1.1

## Call Answer Performance Measures

### Call Answering Service Level

Reporting Period: 1<sup>st</sup> Quarter of 2009

Standard: 70.0% within 30 seconds

<u>Month</u>	<u>Measure</u>
Jan	91.9%
Feb	80.6%
March	80.2%
Quarterly Average	84.2%

#### Explanation of Results:

- Includes total customer base. No differentiation made between RRT customers & non-RRT customers.

### 3.1.2

## Call Answer Performance Measures

### Abandon Rate

Reporting Period: 1<sup>st</sup> Quarter of 2009

Standard: 5.0% or less

<u>Month</u>	<u>Measure</u>
Jan	1.1%
Feb	1.9%
March	2.1%
Quarterly Average	1.7%

#### Explanation of Results:

- Includes total customer base. No differentiation made between RRT customers & non-RRT customers.

### 3.2.1 Billing Performance Measures

Percentage of RRT Bills that RSP Failed to Render within Seven Days of the Scheduled Billing Date

Reporting Period: 1<sup>st</sup> Quarter of 2009

Standard: 0.500% or less

<u>Month</u>	<u>Measure</u>
Jan	0.159%
Feb	0.083%
March	0.083%
Quarterly Average	0.108%

#### Explanation of Results:

- Metric is derived calculation based on RRT percentage of total services (includes water, gas, and non-RRT electric services) not billed within seven days of scheduled billing date.

### 3.2.2 Billing Performance Measures

Percentage of RRT Bills Found to be Inaccurate Due to a Billing Error

Reporting Period: 1<sup>st</sup> Quarter of 2009

Standard: 1.00% or less

<u>Month</u>	<u>Measure</u>
Jan	0.09%
Feb	0.00%
March	0.00%
Quarterly Average	0.03%

#### Explanation of Results:

- New billing system implemented in Feb, 2009 based on total flow through billing. Accuracy will be 100% unless there is a recorded incident resulting in unauthorized charges that are deemed to be the fault of the RSP.

### 3.2.3 Billing Performance Measures

#### Percentage of Inaccurate RRT Bills Corrected

Reporting Period: 1<sup>st</sup> 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>
Jan	99.43%
Feb	100%
March	100%
Quarterly Average	99.81%

#### Explanation of Results:

- New billing system implemented in Feb, 2009 based on total flow through billing. Outstanding issues / bill corrections were resolved prior to conversion to the new system.
- Going forward, percentage of inaccurate bills corrected within the next two billing cycles will be 100% unless there is a recorded incident resulting in unauthorized charges that are deemed to be the fault of the RSP.

### 3.3.1 Customer Satisfaction Measures- Transaction Survey

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

Reporting Period: 1<sup>st</sup> Quarter of 2009

Standard: 75% or more of the customers satisfied with their last transaction with the RSP

	<u>Measure</u>
Quarterly Average (Residential)	88%
Quarterly Average (Commercial)	81%

#### Explanation of Results:

- Results are from weekly surveys based on customer contacts with the Call Centre. Residential data points are based on 30 surveys conducted per week. Commercial data points are based on 30 surveys conducted over a two-week period

### 3.3.2 Customer Satisfaction Measures- Complaint Response

#### Complaint Reports to AUC

Reporting Period: 1st Quarter of 2009

Standard: 80% 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>
Jan	100%	100%
Feb	100%	100%
March	100%	100%

#### Explanation of Results:

- Reflects complaints identified as being received via the AUC

### 3.3.2 Customer Satisfaction Measures- Complaint Response

#### RSP Escalation Reports

Reporting Period: 1st Quarter of 2009

Standard: N/A

<u>Month</u>	<u>Number of Complaints</u>	<u>Number Unresolved Within 30 days</u>
Jan	27	0
Feb	43	0
March	41	0
Quarterly Average	37	0

#### Explanation of Results:

- Escalated issues are deemed to be those contacts that originate from sources other than the normal Customer Care contact points.