



**ENMAX Energy Corporation**

**SERVICE QUALITY AND RELIABILITY PERFORMANCE,  
MONITORING AND REPORTING PLAN**

**2009 SECOND QUARTER REPORT**

**July 31, 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 Call Answer Performance Measures

#### 3.1.1 Call Answering Service Level

**Reporting Period:** 2nd Quarter of 2009

Standard: 70.0% within 30 seconds

<u>Month</u>	<u>Measure</u>
April	82.0%
May	81.2%
<u>June</u>	<u>81.9%</u>
Quarterly Average	81.7%

#### Explanation of Results:

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

### 3.1.2 Abandon Rate

**Reporting Period:** 2nd Quarter of 2009

Standard: 5.0% or less

<u>Month</u>	<u>Measure</u>
April	2.0%
May	2.8%
<u>June</u>	<u>1.6%</u>
Quarterly Average	2.1%

#### Explanation of Results:

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

## 3.2 Billing Performance Measures

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

**Reporting Period:** 2nd Quarter of 2009

Standard: 0.500% or less

<u>Month</u>	<u>Measure</u>
April	0.201%
May	0.197%
<u>June</u>	<u>0.043%</u>
Quarterly Average	0.147%

#### Explanation of Results:

- Metric is calculated 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 Percentage of RRT Bills Found to be Inaccurate Due to a Billing Error

**Reporting Period:** 2nd Quarter of 2009

Standard: 1.00% or less

<u>Month</u>	<u>Measure</u>
April	0.00%
May	0.00%
<u>June</u>	<u>0.00%</u>
Quarterly Average	0.00%

#### Explanation of Results:

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

### 3.2.3 Percentage of Inaccurate RRT Bills Corrected

**Reporting Period:** 2nd 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>
April	100%
May	100%
<u>June</u>	<u>100%</u>
Quarterly Average	100%

#### Explanation of Results:

- New billing system implemented in February 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 is deemed to be the fault of the RSP.

### 3.3 Customer Satisfaction Measures- Transaction Survey

#### 3.3.1 Percentage of Customer Satisfaction Following Customer-Initiated Contact with the Wire Owner

**Reporting Period:** 2nd Quarter of 2009

**Explanation of Results:**

EPC conducts a quarterly report, based on survey results, on customers who have called in reporting trouble. The survey measures customer satisfaction with their experience regarding the call response of the EPC Trouble Line, the response of the trouble crew, and the service of EPC in general. Telephone interviews are attempted with all customers who contacted EPC's Trouble Line and had issues resolved. The goal is to complete up to 100 interviews per quarter.

**The results in Q2 2009 are:**

Overall experience with EPC trouble centre:

20%	somewhat satisfied
<u>66%</u>	<u>very satisfied</u>
86%	overall satisfied

Overall satisfaction with response time of repair crew:

11%	somewhat satisfied
<u>86%</u>	<u>very satisfied</u>
97%	overall satisfied

Overall experience with EPC:

27%	somewhat satisfied
<u>67%</u>	<u>very satisfied</u>
94%	overall satisfied

Note: Rounding may cause discrepancies in the addition of figures.

**Action Plans and Comments:**

All Trouble Call Staff have taken the new Customer Service Training.

### 3.3.2 Complaint Reports to AUC

**Reporting Period:** 2nd 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>
April	100%	100%
May	100%	100%
June	100%	100%

Explanation of Results:

- Reflects complaints identified as being received via the AUC

### 3.3.2 RSP Escalation Reports

**Reporting Period:** 2nd Quarter of 2009

Standard: N/A

<u>Month</u>	<u>Number of Complaints</u>	<u>Number Unresolved Within 30 days</u>
April	45	0
May	30	0
<u>June</u>	<u>8</u>	<u>0</u>
Quarterly Average	44	0

Explanation of Results:

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