



ENMAX ENERGY CORPORATION

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

ANNUAL REPORT

For the Year Ended 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: Year Ended 2009

Standard: 70.0% within 30 seconds

<u>Month</u>	<u>Measure</u>
January	91.9%
February	80.6%
March	80.2%
April	82.0%
May	81.2%
June	81.9%
July	83.2%
August	76.9%
September	72.1%
October	77.9%
November	74.3 %
<u>December</u>	<u>78.2 %</u>
Annual Average	80.0%

Explanation of Results:

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

3.1.2 Abandon Rate

Reporting Period: Year Ended 2009

Standard: 5.0% or less

<u>Month</u>	<u>Measure</u>
January	1.1%
February	1.9%
March	2.1%
April	2.0%
May	2.8%
June	1.6%
July	1.2%
August	1.5%
September	2.2%
October	1.7%
November	1.9%
<u>December</u>	<u>1.5%</u>
Annual Average	1.8%

Explanation of Results:

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

3.2 Billing Performance Measures

3.2.1 RRT Bills Not Rendered on Time

Reporting Period: Year Ended 2009

Standard: 0.500% or less

<u>Month</u>	<u>Measure</u>
January	0.159%
February	0.083%
March	0.083%
April	0.201%
May	0.197%
June	0.043%
July	0.000%
August	0.039%
September	0.093%
October	0.136%
November	0.163%
<u>December</u>	<u>0.205%</u>
Annual Average	0.120%

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

Reporting Period: Year Ended 2009

Standard: 1.00% or less

<u>Month</u>	<u>Measure</u>
January	0.09%
February	0.00%
March	0.00%
April	0.00%
May	0.00%
June	0.00%
July	0.00%
August	0.00%
September	0.00%
October	0.00%
November	0.00%
<u>December</u>	<u>0.00%</u>
Annual Average	0.01%

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 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	99.43%
February	100%
March	100%
April	100%
May	100%
June	100%
July	100%
August	100%
September	100%
October	100%
November	100%
<u>December</u>	<u>100%</u>
Annual Average	99.95%

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 Customer Satisfaction Measures- Transaction Survey

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

Reporting Period: Year Ended 2009

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

		<u>Measure</u>
Annual Average	(Residential)	84%
Annual 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 5 surveys conducted per week. Commercial data points are based on 5 surveys conducted over a two-week period.

3.3.2 Complaint Reports to AUC

Reporting Period: Year Ended 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>
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%
<u>December</u>	100%	100%
Annual Average	100%	100%

Explanation of Results:

- Reflects complaints identified as being received via the AUC.

3.3.3 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	27	0
February	43	0
March	41	0
April	45	0
May	30	0
June	58	0
July	58	0
August	39	0
September	45	0
October	75	0
November	57	0
<u>December</u>	<u>33</u>	<u>0</u>
Annual Average	46	0

Explanation of Results:

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

4.0 Overall Customer Satisfaction Measures

4.1 Customer Satisfaction with the RSP

Reporting Period: Year Ended 2009

Standard: Minimum performance standard shall be 75% of customers with overall satisfaction in the three defined areas

<u>Performance Measure</u>	<u>Results</u>
Performance and satisfaction with customer service (access to the RSP)	79% satisfaction rating
Accurate and mistake free billing	74% satisfaction rating
Employees who are understanding, courteous and informative	84% satisfaction rating

Explanation of Results:

The following results are from the 2009 Customer Satisfaction Research that was conducted in November 2009 with Calgary residential customers. The customer service questions are based on those customers who say they have either contacted ENMAX at least once in the past 12 months and/or they contact ENMAX at least once a year. The billing question is asked of those customers who say they see the electricity bill their household receives.

All figures represent the percentage of customers who ranked ENMAX as either a 4 or a 5 on a 5-point scale, where 5 were "very satisfied." The sum of the 4 and 5 ratings represent those customers who are "satisfied."

Action Plans and Comments:

Performance and satisfaction with customer service = 79%

Question: *"I'd like to ask you about the performance of your electricity supplier's customer service representatives when you talk to them on the phone. I'm going to read some specific characteristics and would like you to rate the customer service representatives on each one using a 5-point scale, where 1 means "very dissatisfied" and 5 means "very satisfied." How would you rate your satisfaction with the overall quality of service your electricity supplier's customer service representatives provide?"*

Accurate and mistake free billing = 74%

Question: *"I'm going to read you a short list of characteristics of the billing done by your electricity supplier and would like you to rate your satisfaction with each one on a scale of 1 to 5 where 1 means "very dissatisfied" and 5 means "very satisfied." How satisfied are you with the accuracy of the bill you receive from your electricity supplier?"*

Employees who are understanding, courteous and informative = 84%

Question: *"I'd like to ask you about the performance of your electricity supplier's customer service representatives when you talk to them on the phone. I'm going to read some specific characteristics and would like you to rate the customer service representatives on each one using a 5-point scale, where 1 means "very dissatisfied" and 5 means "very satisfied." How would you rate your satisfaction with the customer service representatives being friendly and courteous?"*