



EPCOR Energy Alberta Inc.

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

First Quarter of 2009

April 30, 2009

INTRODUCTION/SUMMARY SECTION

EPCOR Energy Alberta Inc. (EEAI) provides Regulated Rate Tariff service in the EPCOR Distribution & Transmission Inc. and FortisAlberta Inc. service areas and is therefore required to provide quarterly filings to the Alberta Utilities Commission in accordance with Rule 003, Regulated Service Provider (RSP) Service Standard and Reliability Performance, Monitoring and Reporting Rules.

The measures included in this report relate to all customer segments serviced by EEAI. For clarity, EEAI provides customer care related services to certain unregulated entities (including affiliates of EEAI) through service level agreements.

3.1 Call Answer Performance Measures

3.1.1 Call Answering Service Level

Reporting Period: First Quarter of 2009

Standard: 70.0% within 30 seconds

<u>Month</u>	<u>Measure</u>
January	75.8%
February	70.9%
March	76.5%
Quarterly Average	74.5%

Explanation of Results:

January:

- Measure is within standard.

February:

- Measure is within standard.

March:

- Measure is within standard.

3.1 Call Answer Performance Measures

3.1.2 Abandon Rate

Reporting Period: First Quarter of 2009

Standard: 5.0% or less

<u>Month</u>	<u>Measure</u>
January	0.8%
February	1.3%
March	0.8%
Quarterly Average	1.0%

Explanation of Results:

January:

- Measure is within standard.

February:

- Measure is within standard.

March:

- Measure is within standard.

Comments:

- Abandon rate is derived from Symposium Reporting and is equal to (the number of calls abandoned after the Call Answer Performance Measure objective) divided by (the number of calls answered plus calls abandoned after the Call Answer Performance Measure objective). The Call Answer Performance Measure objective is 70% within 30 seconds.

3.2 Billing Performance Measures

3.2.1 RRT Bills Not Rendered on Time

Reporting Period: First Quarter of 2009

Standard: 0.500% or less

<u>Month</u>	<u>Measure</u>
January	0.101%
February	0.107%
March	0.119%
Quarterly Average	0.109%

Explanation of Results:

January:

- Measure is within standard.

February:

- Measure is within standard.

March:

- Measure is within standard.

Comments:

- The monthly measures are an average of the “daily holds”, which are any delays from the scheduled billing date, even if only by one day. Daily holds include bills that are held for quality checks as well as those which were not rendered for other reasons. Significant extra effort would be required to separate these two categories.
- As a result, the true percentages of bills failed to render to customers in a billing period are lower than those stated in this section.
- Billing holds can occur as a result of missing or inaccurate information from the WSP, which is required for billing.

3.2 Billing Performance Measures

3.2.2 RRT Bills Found to be Inaccurate

Reporting Period: First Quarter of 2009

Standard: 1.00% or less

<u>Month</u>	<u>Measure</u>
January	0.23%
February	0.22%
March	0.21%
Quarterly Average	0.22%

Explanation of Results:

January:

- Measure is within standard.

February:

- Measure is within standard.

March:

- Measure is within standard.

Comments:

- The monthly measures are the number of adjustment requests (requests for corrections) received by the Billing group each month compared to the number of accounts billed. Adjustment requests may be the result of a customer enquiry or of internal bill review processes. All adjustment requests received by the Billing group are included in the calculations in this section; however, not all adjustment requests are due to inaccurate bills and may simply be an enquiry. As a result, the true percentages of bills found to be inaccurate are lower than those reported in this section.
- The number of errors is not tracked separately at this time.

3.2 Billing Performance Measures

3.2.3 Inaccurate RRT Bills Corrected

Reporting Period: First 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>
November 2008	99.93%
December 2008	100.00%
January 2009	99.93%
Quarterly Average	99.95%

Explanation of Results:

The results are for the months November 2008 to January 2009 rather than January 2009 to March 2009 for this measure as the performance measure relates to the next two billing cycles creating a time lag for reporting.

November:

- Measure is within standard

December:

- Measure is within standard

January:

- Measure is within standard

Comments:

- The measure compares the number of adjustment requests (requests for corrections) created in the reporting month to the total number of outstanding adjustments up to and including the reporting month. A correction request may or may not be an error.
- Delays in completing a correction to a bill may be the result of EPCOR waiting for missing billing data or for corrections to existing billing data from the WSP.

3.3 Customer Satisfaction Measures – Complaint Response

3.3.2 Complaint Response

Reporting Period: First Quarter of 2009

Standard: 80.0% of complaints in any given month investigated and Complaint Report provided within 14 calendar days, 100.0% of complaints in any given month investigated and Complaint Report provided within 30 calendar days

<u>Month</u>	<u>Number of Complaints</u>	<u>14-day deadline</u>	<u>30-day deadline</u>
January	4	100%	100%
February	2	100%	100%
March	3	100%	100%

Explanation of Results:

January:

- Measure is within standard.

February:

- Measure is within standard.

March:

- Measure is within standard.

3.3 Customer Satisfaction Measures – Complaint Response

3.3.2 RSP Escalation Reports

Reporting Period: First Quarter of 2009

Standard: N/A

<u>Month</u>	<u>Number of Complaints</u>	<u>Number of Unresolved Within 30 Days</u>	<u>Number of Unresolved Due to Third Party</u>
January	88	3	3
February	156	6	5
March	222	14	10
Quarterly Average	155	8	6

Explanation of Results:

January:

- Measure is within standard.

February:

- Measure is within standard.

March:

- Data for March include some files that are not yet 30 days old.

Comments:

- A number of complaints take more than 30 days to close. This is due to numerous factors including waiting for responses to consumption enquiries or adjustments to consumption data by a Fourth party including a Wire Owner, MDM, LSA or another retailer.
- The number of complaints is tracked separately at this time and only RSP related issues are reported.