



**ATCO ELECTRIC LTD.  
(Wire Owner)**

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

**RULE 002  
ANNUAL REPORT**

**FOR THE YEAR ENDED DECEMBER 31, 2009**

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## INTRODUCTION

The Alberta Utilities Commission (AUC) has adopted the Electric Distribution System Owner (Wire Owner) Service Quality and Reliability Performance, Monitoring and Reporting Plan Rules as set out in Rule 002.

The purpose of Rule 002 is to establish the performance measures and the performance monitoring and reporting requirements for electricity services provided by Wire Owners that are regulated by the AUC. Wire Owners who carry out call center activities (excluding outage or emergency call centers) will also be subject to call answer performance measures and the applicable performance monitoring and reporting requirements.

Rule 002 establishes the measurement and reporting protocols for the performance measures in each performance category, including, where applicable, the standards for performance.

ATCO Electric monitors performance and reports performance data for each category set out in the Plan in accordance with the standards established for each category and the template provided by the AUC in January 2008.

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### 3.1 Meter Reading Performance Measures

The performance metric established by the Settlement System Code for entities having meter reading responsibilities as outlined in Section 11.4 of the Settlement System Code have been adopted to measure and report meter reading performance.

#### 3.1.1 Percentage of Cumulative Meters with Readings Obtained Within the Data Collection Cycle Requirements of the Settlement System Code

Reporting Period: Year Ended 2009

This metric tracks the percentage of cumulative meters actually read within a given two month period in relation to the total number of cumulative meters within the meter-reading responsibility of the Wire Owner. It shall be calculated as follows:

$$\frac{\text{Number of cumulative meters with actual readings less than or equal to 65 days}}{\text{Number of cumulative meter sites in Wire Owner's meter reading responsibility as at the last day of the second month.}} \times 100\%$$

<u>Results</u>	<u>Month</u>	<u>% Cumulative Meter Read</u>
	January	99%
	February	99%
	March	99%
	April	99%
	May	99%
	June	100%
	July	99%
	August	99%
	September	99%
	October	99%
	November	99%
	December	99%
	<b>Annual Average</b>	<b>99%</b>

#### Explanation of Results:

The data has been gathered in accordance with the Settlement System Code. Results were obtained and reported to the Alberta Electric System Operator using the Meter Data Manager Performance Metrics monthly reporting submissions during the year.

## 3.2 Work Completion Performance Measures

The data source for the work completion measurement must be the Wire Owner's work management system or similar tracking system. The Wire Owner must track the requested work or service orders by service category. The list of the service categories includes the services that the Settlement System Code requires the Wire Owner to perform. Appendix A lists the work completion measures currently identified for purposes of the plan.

### ***3.2.1 Percentage of Retailer-Requested Work Completed Within the Suggested Timing Notification Requirements of the Settlement System Code***

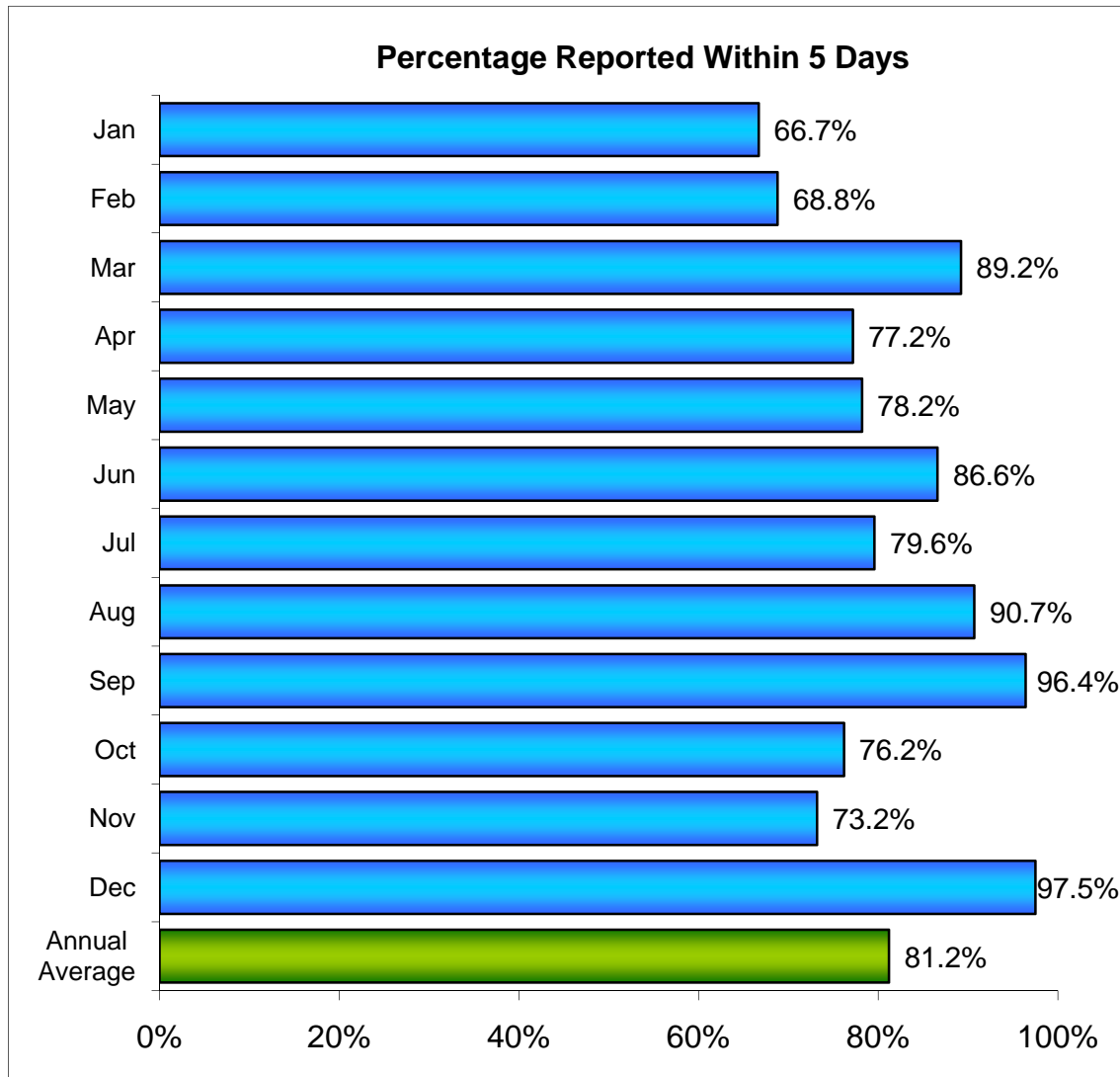
Reporting Period: **Year Ended 2009**

This metric tracks, by service category, the percentage of retailer initiated requests for fieldwork service completed within the timing notification requirements proposed by the *Settlement System Code*.

#### Results:

Work completion data is manually retrieved and reported in accordance with the Settlement System Code, Section B.8 which indicates the maximum number of days from the work completion date to the retailer notification date.

**ENC Transactions = Energize Site**

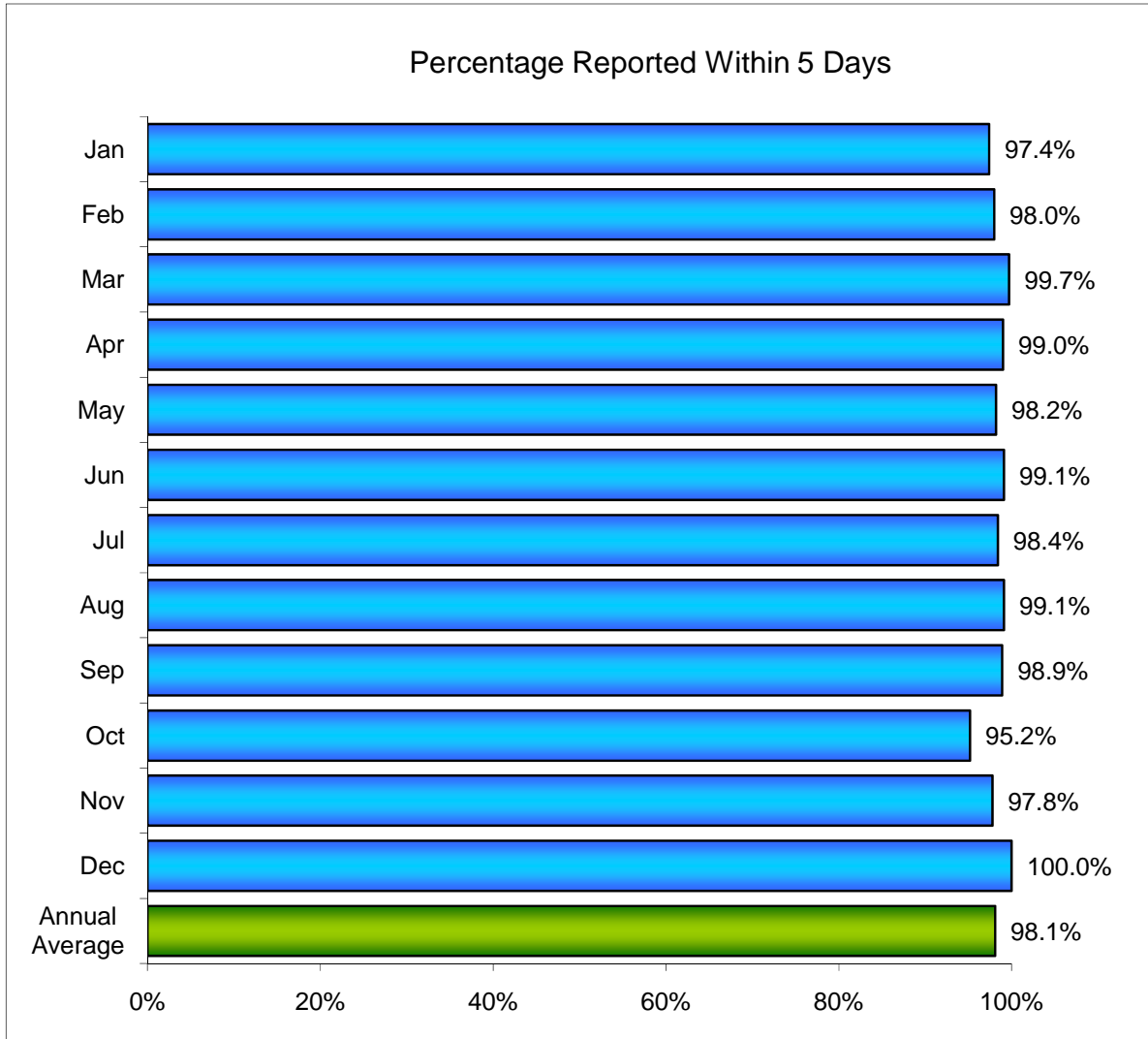


Horizontal bars depict the percentage of transactions where the energize completion was reported to the retailer within 5 days of the work completion date.

Explanation of Results:

This measurement reflects the amount of time from when the site is physically energized until the Energize Completion transaction is sent to the retailer. As of early Dec 2009 ATCO Electric had implemented their new work force management system (WFMS) throughout the entire service territory. This will eliminate much of the paperwork required from service personnel and the increased automation will reduce the time lag in notifying retailers that sites have been energized.

**DEC Transactions = De-Energize Site**

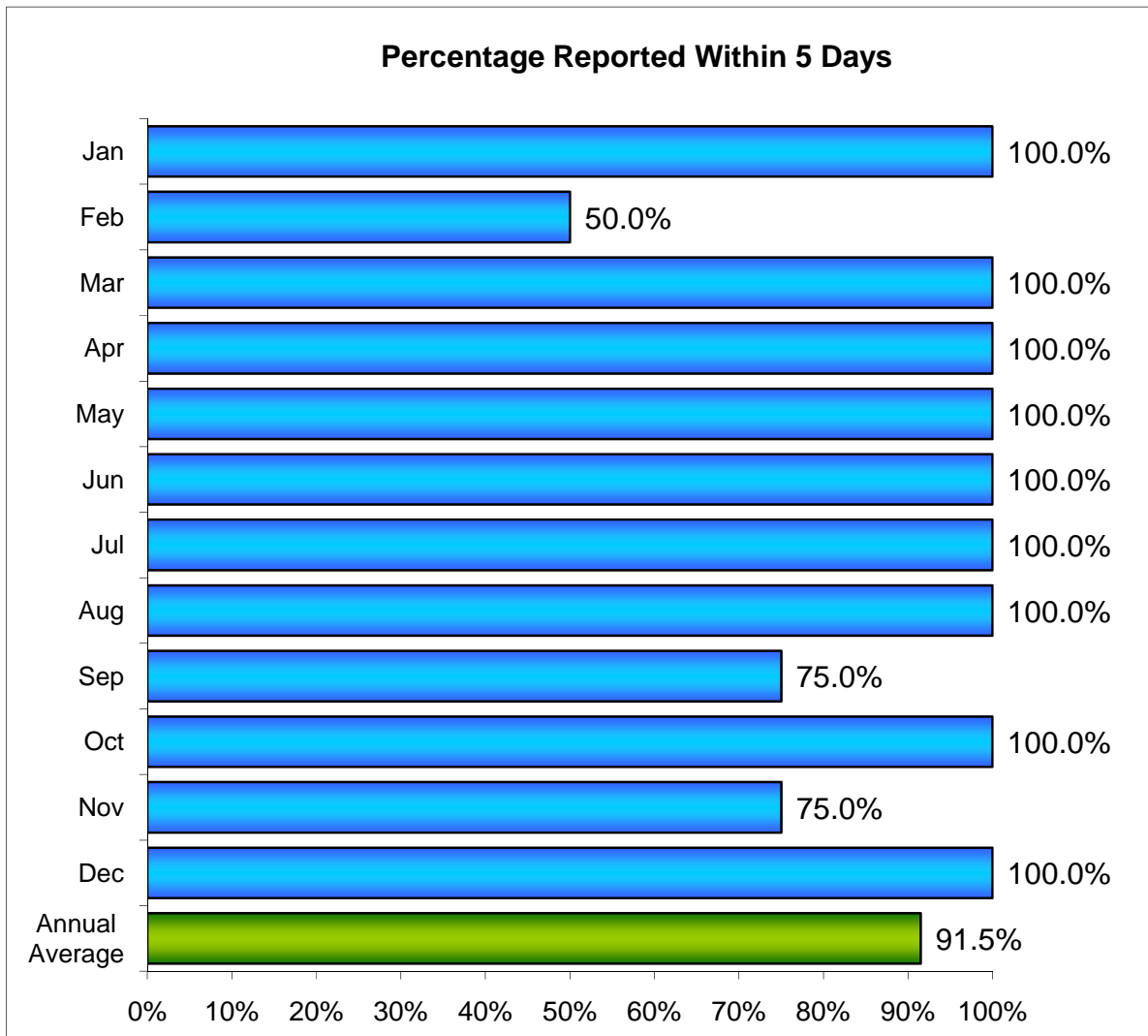


Horizontal bars depict the percentage of transactions where the de-energize completion was reported to the retailer within 5 days of the work completion date.

Explanation of Results:

Results are based on the amount of time from when a site is physically de-energized until the De-energize Completion transaction is sent to the retailer.

**ROC Transactions = Off-cycle Meter Reads / Re-read meters**



Explanation of Results:

Results are based on the amount of time from when a meter at a site is physically read until the Request Off Cycle Read Completion transaction is sent to the retailer.

ATCO Electric receives a minimal volume of requests to read meters off cycle therefore missing the service target on one or two requests will result in a significant percentage impact. For example in November there were four read requests received and although all four were read and the reads returned in the Daily Cumulative Read file within 5 days, one Request Off-Cycle Meter Read Completion (ROC) transaction was delayed by more than five days due to delay in manual processing.

## ENC/DEC/ROC - Action Plans and Comments:

ATCO Electric continues to strive for timely completion of these notification transactions. Proposed automated processing will alleviate the manual intervention factor which contributes to the delays in notification today.

### **SMC Transactions: Site Metering Characteristics**

The data has been gathered in accordance with the Settlement System Code from ATCO Electric's customer information system. ATCO Electric is able to report the following measures for SMC transactions:

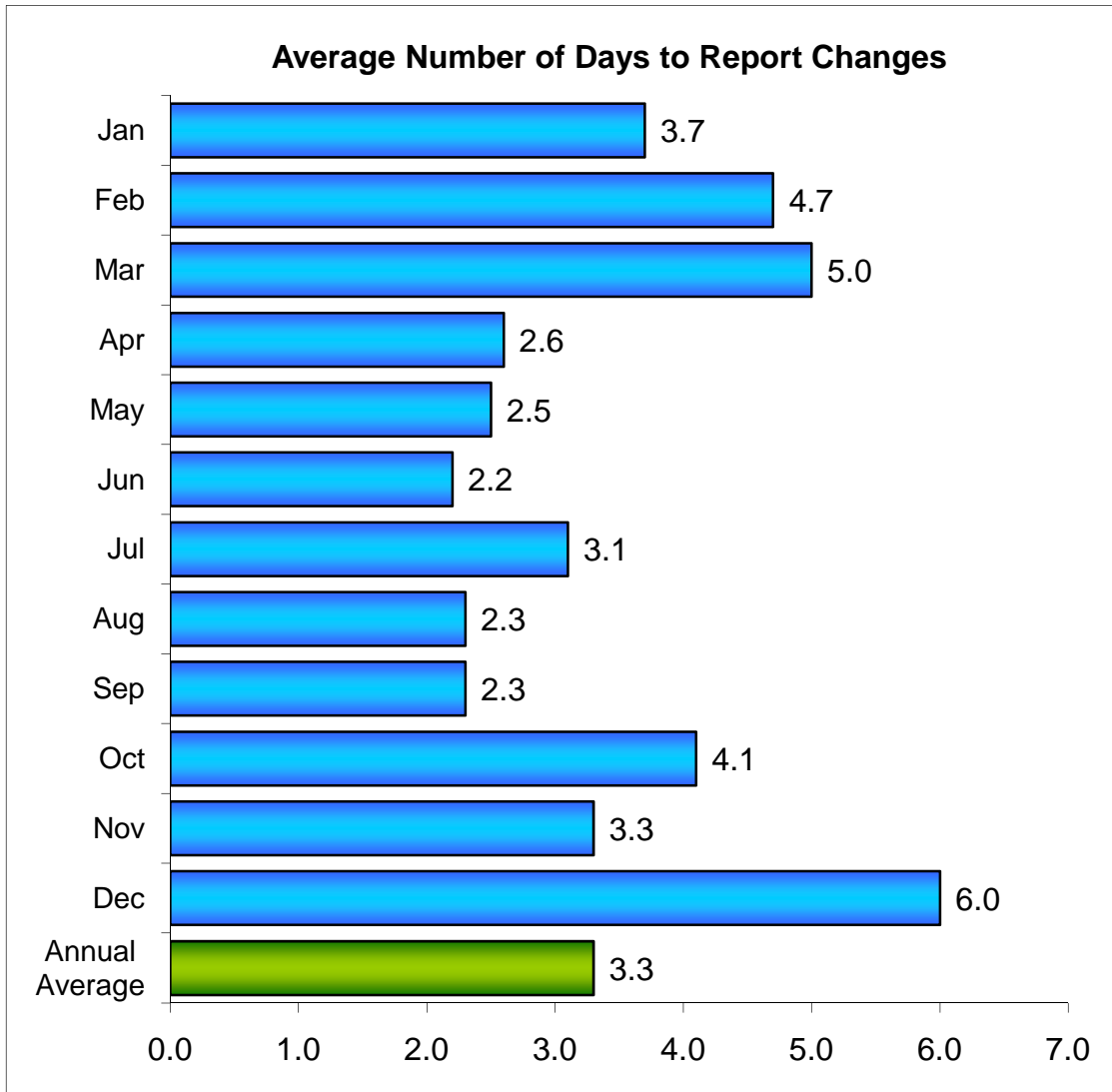
- The average time between when a retailer has enrolled a site and when the initial SMC has been sent informing the retailer of the characteristics at a particular site.
- The average time between when a change has been physically completed and when it is reported to the retailer enrolled at that site.
- The total number of SMC transactions sent to retailers in the specified timeframes.

Since the Settlement System Code stipulates no timing requirements for this transaction, ATCO Electric will be prepared to report the average length of time.

#### Target:

The company's operating target is that completed work be reported within 5 days of the metering characteristic change.

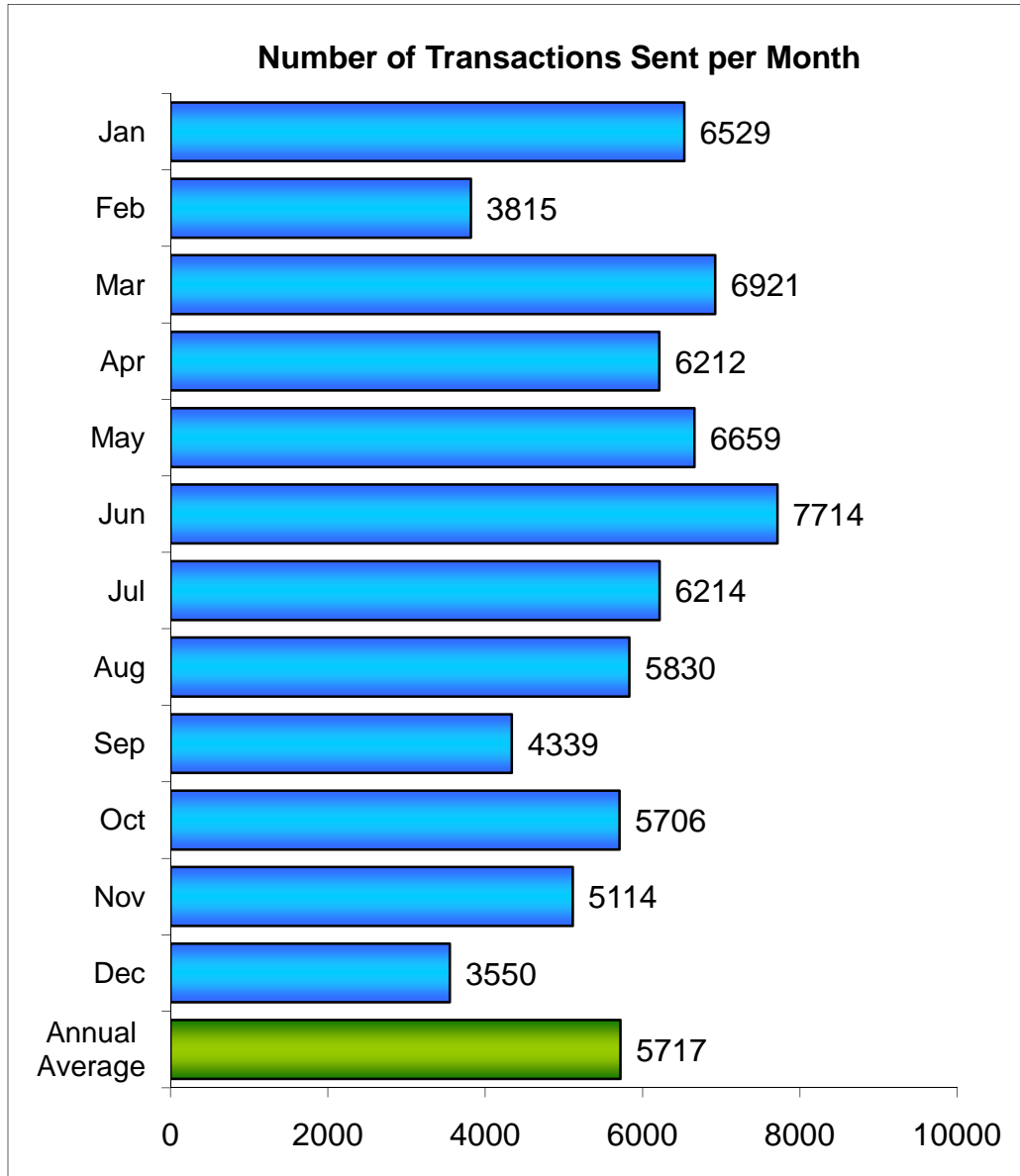
**Average Number of Days to Respond:**



Explanation of Results:

The Site Metering Characteristics (SMC) transaction is a measure of the amount of time it has taken for the Retailer to be notified after physical changes to the SMC. Average performance in December was greatly affected by the number of sites that were impacted by ATCO Electric's Meter Attribute and Reading Management System (MARMS) implementation. Backdated system transactions were required to move these meters into the CIS database accurately. This resulted in changes that were reported on SMCs even though there were no physical changes at the site.

**Number of transactions sent per month:**



Explanation of Results:

This data is based on a count of all SMC transactions that were sent out in 2009.

### 3.3 Worker Safety Performance Measures

#### 3.3.1 All Injury / Illness Frequency Rate

#### 3.3.2 Motor Vehicle Incident Frequency Rate

Reporting Period: Year Ended 2009

Standard:

The All Injury / Illness Frequency Rate was calculated in accordance with the CEA Standard for Recording & Measuring Occupational Injury/Illness Experience & Transportation Incidents.

The Motor Vehicle Incident Frequency Rate is calculated in accordance with the CEA Standard for Recording & Measuring Occupational Injury/Illness Experience & Transportation Incidents.

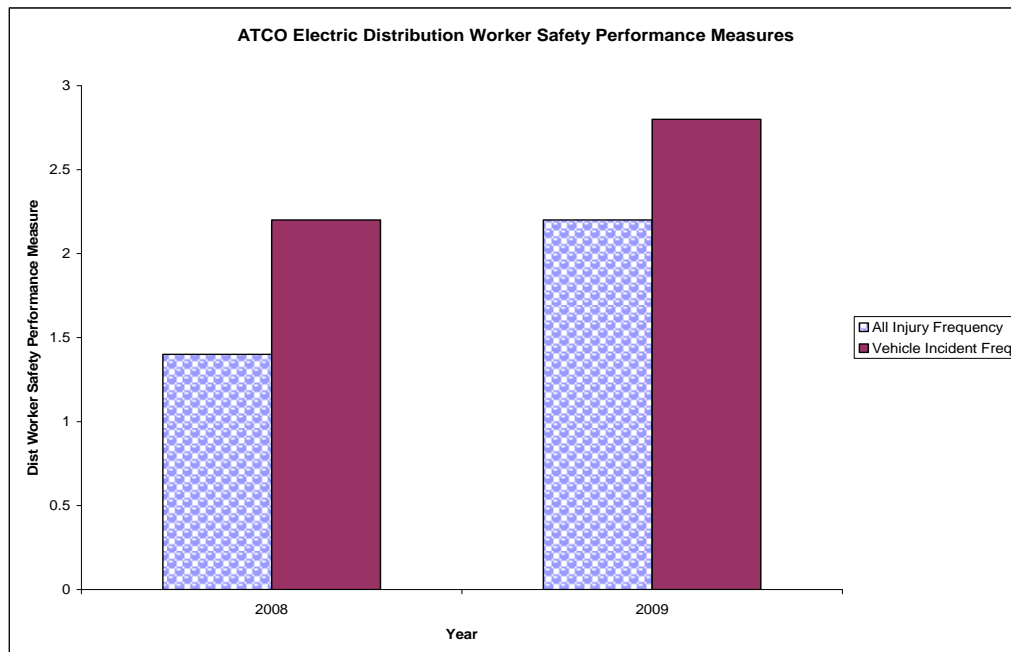
Results:

Worker Safety Performance Measures for 2009 are as follows:

- All Injury/Illness Frequency = 2.2
- Motor Vehicle Incident Frequency = 2.8

Following is a graph of ATCO Electric's historical Distribution Worker Safety Performance Measures.

Chart 3.3 A – Distribution Worker



Safety Performance Measures – Annual CEA numbers for 2008 and 2009

### 3.4 Reliability Performance Measures

#### 3.4.1 System Average Interruption Frequency Index (SAIFI)

#### 3.4.2 Customer Average Interruption Duration Index (CAIDI)

#### 3.4.3 System Average Interruption Duration Index (SAIDI)

Reporting Period: Year Ended 2009

Standard:

The Reliability Performance Measures are collected according to the Commission's Rule 002. The Measures include all sustained interruptions due to causes on ATCO Electric's distribution system and on those REA systems that ATCO Electric operates. The Measures do not include momentary interruptions or interruptions due to loss of supply or causes on the systems operated by other Wires Owners. Rule 002 specifies that the performance indices developed by the CEA shall be adopted to measure reliability performance.

- System Average Interruption Frequency Index (SAIFI) is the average number of interruptions per customer served per year.

$$\text{SAIFI} = \frac{\text{Annual Total Number of Customer Interruptions}}{\text{Average Number of Customers Served During The Year}}$$

- Customer Average Interruption Duration Index (CAIDI) is the average interruption duration for customers interrupted during a year.

$$\text{CAIDI} = \frac{\text{Total Customer Hours of Interruptions}}{\text{Total Customer Interruptions}}$$

- System Average Interruption Duration Index (SAIDI) is the average interruption duration for customers served per year.

$$\text{SAIDI} = \frac{\text{Annual Total Customer Hours Of Interruption}}{\text{Average Number of Customers Served During The Year}}$$

Target:

Reliability Performance Measures display randomness from year to year due to factors outside of the Wires Owner's control. For example, weather patterns, major events or forest fires are not within the control of the Wires Owner. This random behavior also applies to a lesser degree to the 5-year rolling average data.

ATCO Electric's target is to have a stable five-year rolling average SAIFI and SAIDI over the long term, excepting causes due to planned or major events.

Results:

For the period ending Dec 31, 2009, the 5-Year Rolling Average Reliability Performance Measures are as follows:

- SAIFI = 1.50
- CAIDI = 2.63
- SAIDI = 3.93

Following is a graph of ATCO Electric’s historical distribution-caused 5-Year Rolling Average Reliability Performance Measures. 5-Year Rolling Averages are presented in conformance with the Commission’s Rule 002.

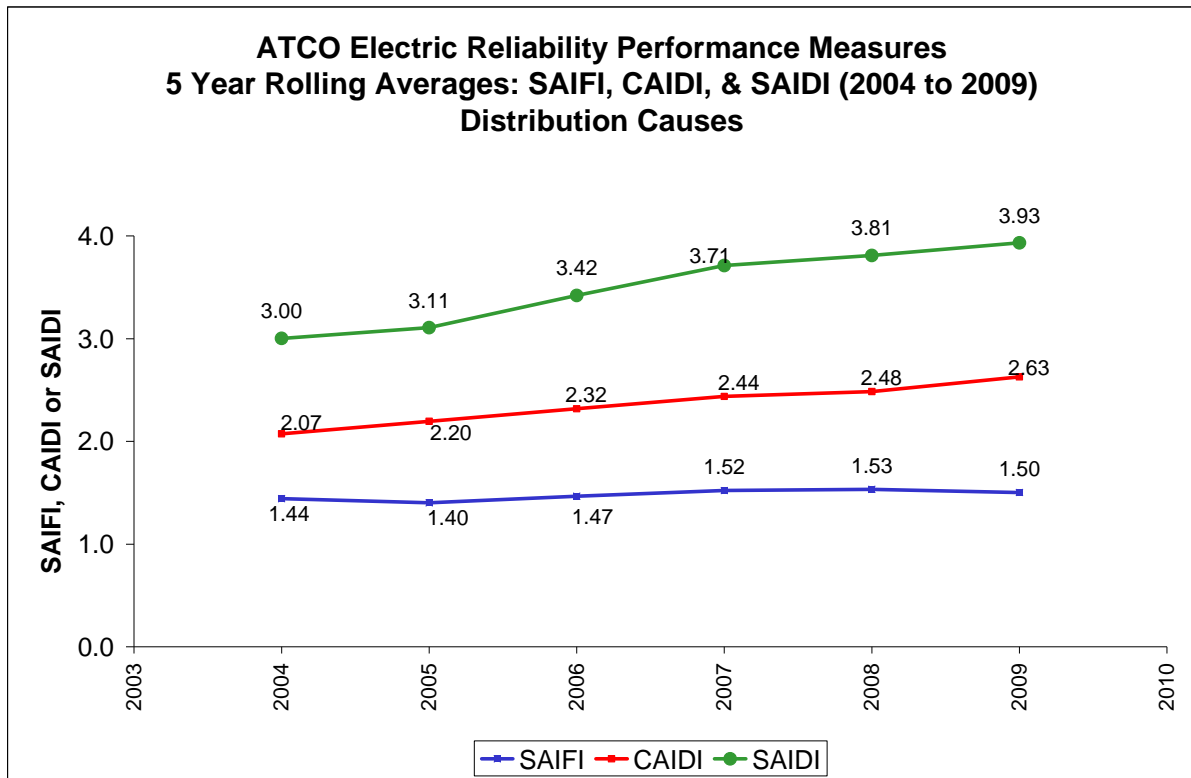


Chart 3.4 A – Distribution Reliability Performance Measures – 5 Year Rolling Averages.

Explanation of Results:

During recent years, a heavy construction workload has resulted in a significant increase in planned interruptions due to construction activities. This is a large part of the reason for the increases in the reliability indices in Chart 3.4A above. For the period ending Dec. 31, 2009, 32.8% (0.49) of SAIFI and 34.1% (1.34) of SAIDI in the 5-Year Rolling Average Reliability Performance Measures were due to scheduled interruptions. These scheduled interruptions are a result of planned activities such as construction or maintenance.

The indices are expected to stabilize after ATCO Electric's new Outage Management System (OMS) is successfully integrated into the company. It will take five years for the rolling average to properly reflect the more accurate measurement methodologies. OMS is expected to improve the accuracy of reliability data reporting and was implemented in ATCO Electric midway through the 2009 reporting period. Since this is a new system, reporting discrepancies in the various data fields used to calculate reliability are being validated and resolved. Although this has an impact on 2009 reported values, accuracy is expected to improve for future reporting periods.

Following is a chart showing the subset of ATCO Electric's distribution interruption data that excludes Scheduled Interruptions and Major Events. ATCO Electric considers this chart to be more indicative of the reliability performance of the distribution system than the all-inclusive measurement.

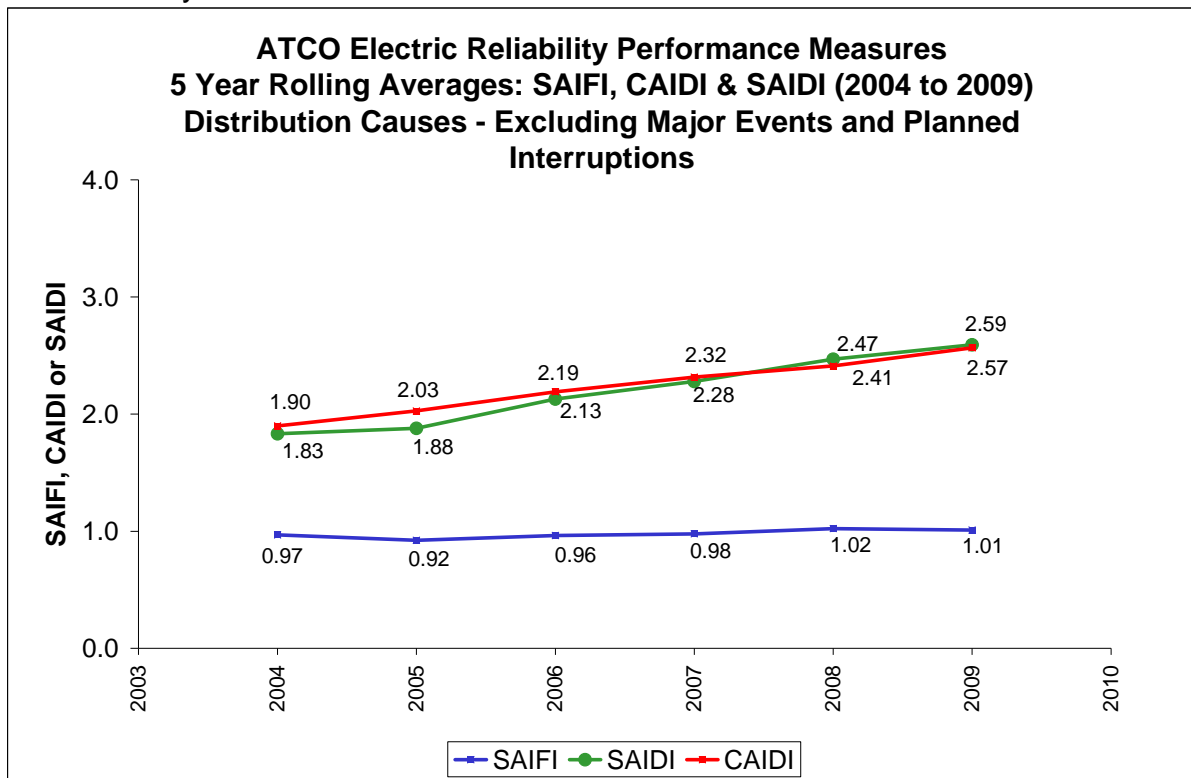


Chart 3.4 B – Distribution Reliability Performance Measures (Excluding Major Events and Planned Interruptions) - 5-Year Rolling Averages

### 3.4.4 Worst-Performing Circuits on the System

Reporting Period: Year Ended 2009

Results:

Following is a historical summary of worst-performing feeders, as selected by unplanned distribution-caused SAIDI. Historical data is reported according to the same criteria as above.

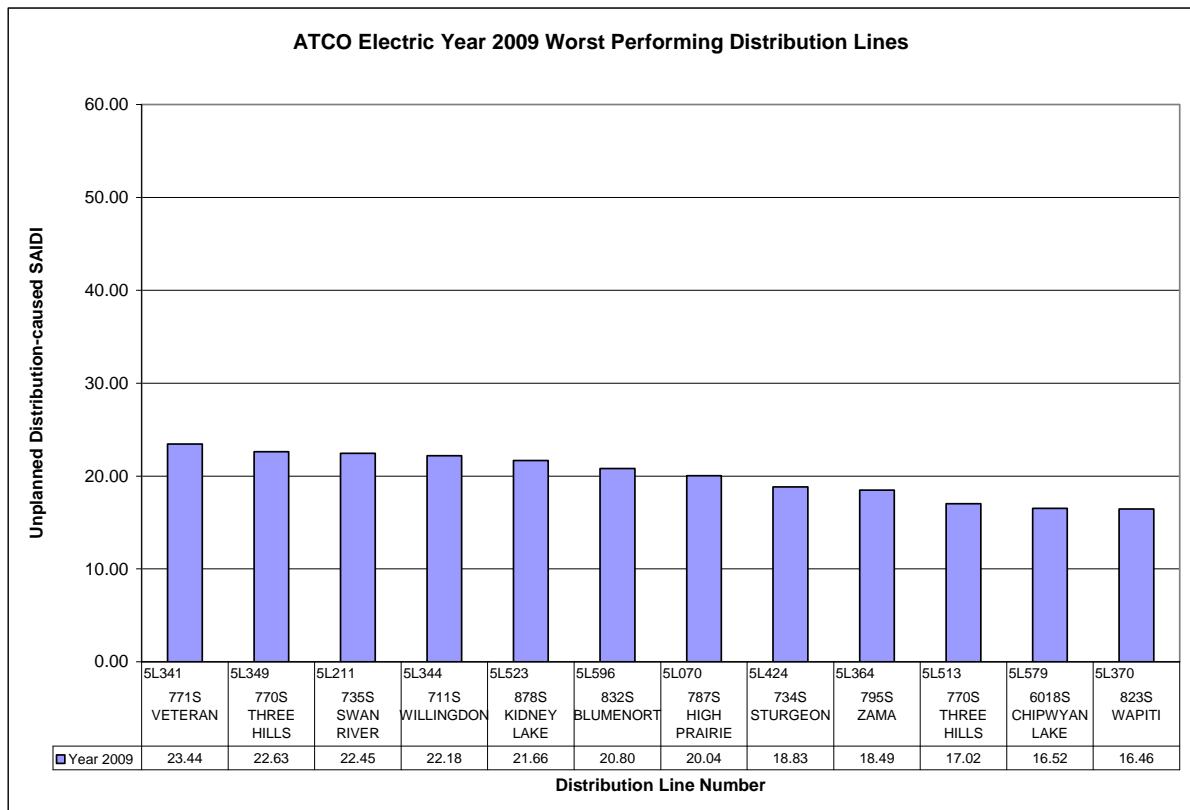


Chart 3.4 C – 2009 Worst Performing Feeders

The following provides details of the causes for outages on 2009’s worst performing circuits shown in the chart above:

- 771S 5L341 – There were several outages caused by wind (37%) over a period of a few days. There were also several outages attributed to unknown defective equipment on the overhead lines (30%). This line will be reviewed for improvements in 2010.

- 770S 5L349 – 74% of the SAIDI on this line were from two outages caused by wind and lightning. A project to complete the rebuild of line 5L349 was completed in 2009. No further work is planned for this line.
- 735S 5L211 – Several outages on this line were caused by lightning (41%). The majority of the remaining outages were caused from an insulator failure, tree contact or wind. This line will be reviewed for improvements in 2010.
- 711S 5L344 – Construction in the area caused overhead line damage that resulted in an outage on the entire feeder (41%). There were also several outages due to the failure of conductor & line hardware (34%). In 2009, 5L12 was constructed, providing a loop for 5L344 and allowing isolation of portions of the line. No further work is planned.
- 878S 5L523 – A single outage caused by an insulator failure attributed to 33% of the SAIDI on this line. There were also two significant outages caused from tree contact (30%). A forest fire also swept the area that burned many poles resulting in an outage (12%). No further work is planned on this line.
- 832S 5L596 – There were two significant outages from unknown defective equipment (63%) causing the pole tops to be burnt. 5L596 is a long line that has long travel times in terms of maintenance. These significant outages occurred in the spring/summer when transportation is by ferry or helicopter. This line will be monitored for further equipment failures.
- 787S 5L070 – Most outages on this line are caused by lightning (50%) and insulator failures (25%). This line will be reviewed for improvements in 2010.
- 734S 5L424 – High winds caused a major outage on this line that accounted for 81% of the SAIDI. The remaining SAIDI was mostly accounted for by a few outages due to tree contact (17%). This line will be reviewed for improvements in 2010.
- 795S 5L364 – Equipment issues such as burnt-out transformers accounted for 54% of the SAIDI. There were also several outages caused by lightning (36%). The protection on this line will be reviewed in 2010.
- 770S 5L513 – There were a significant number of outages caused by lightning (76%). This line will be reviewed for improvements in 2010.

- 6018S 5L579 – There was a single outage caused by an insulator failure. A project is in progress to re-conductor this line.
- 823S 5L370 – This line had outages due to a couple incidents of tree contact (62%), a poor connector on a tap (22%), and a vehicle crash to a pole (13%). This is a heavily treed area and will be reevaluated for further tree removal projects.

For years prior to 2009, ATCO Electric was already monitoring the performance of worst performing feeders. Following is a representation of the performance of those feeders subsequent to the year in which they were on the worst performing list.

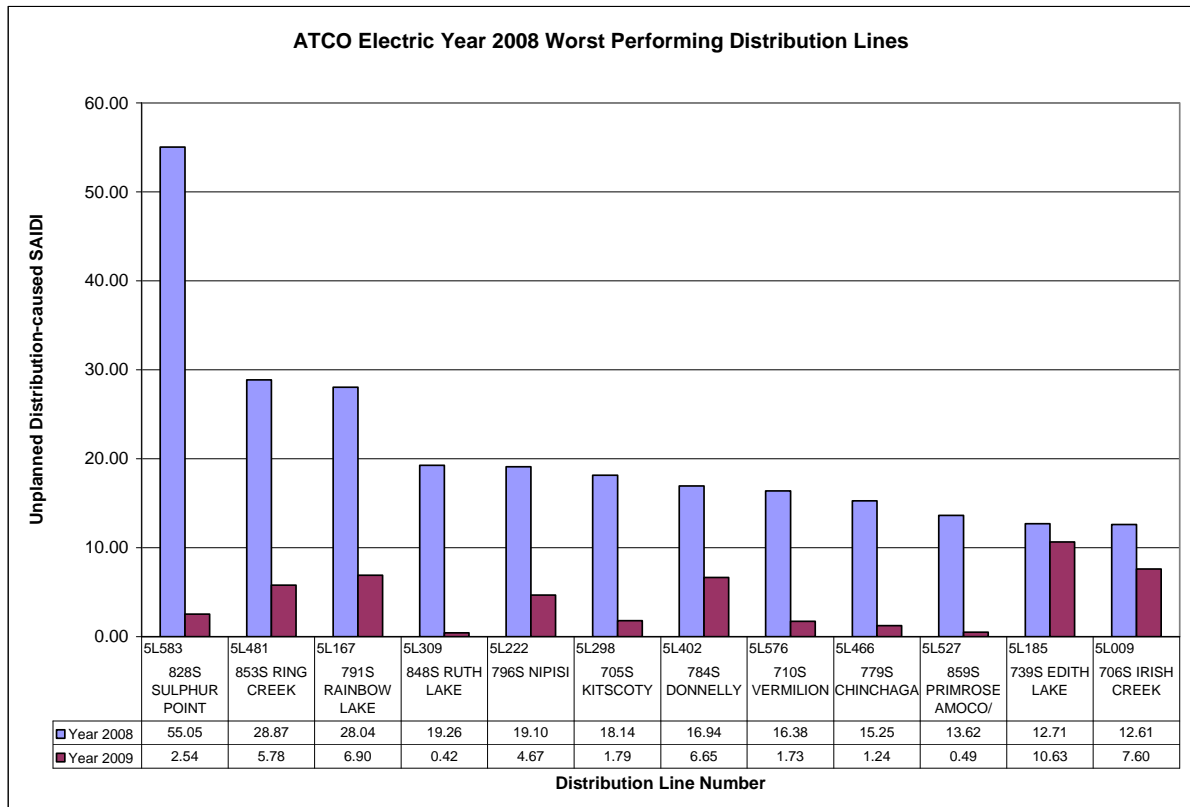


Chart 3.4 D – 2008 Worst Performing Feeders

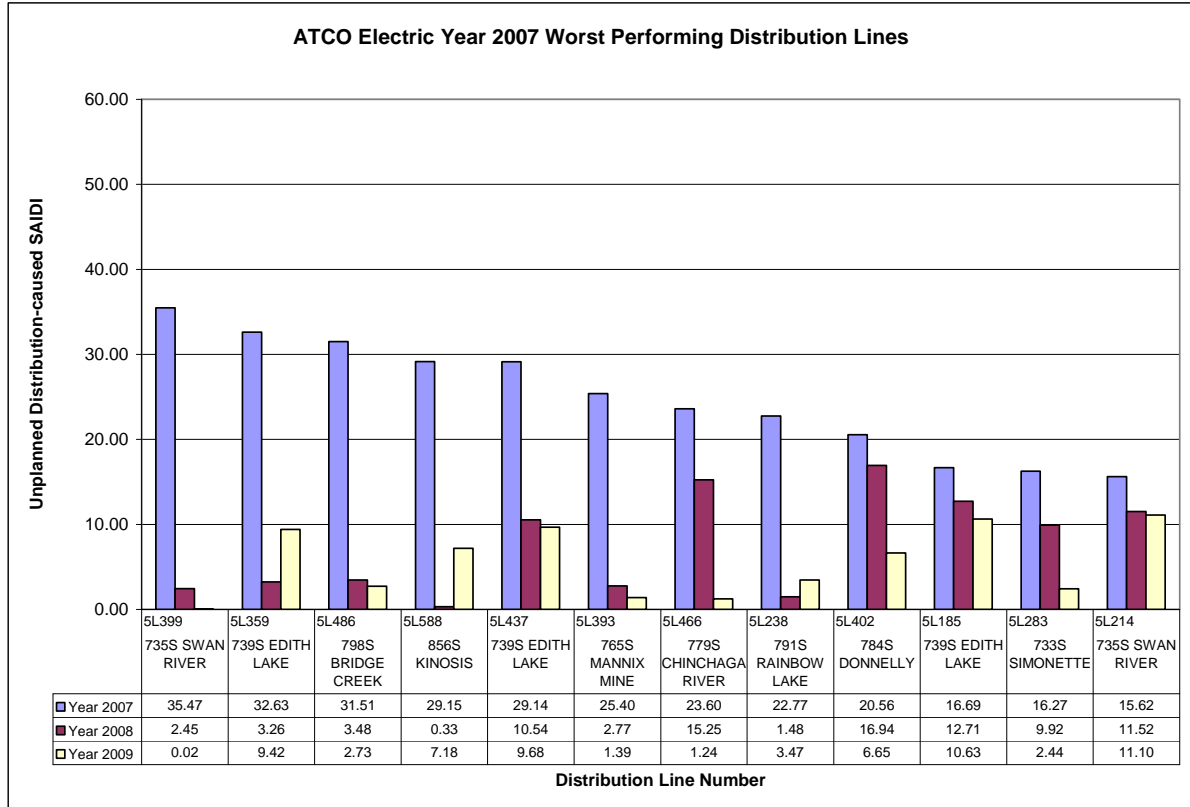


Chart 3.4 E – 2007 Worst Performing Feeders

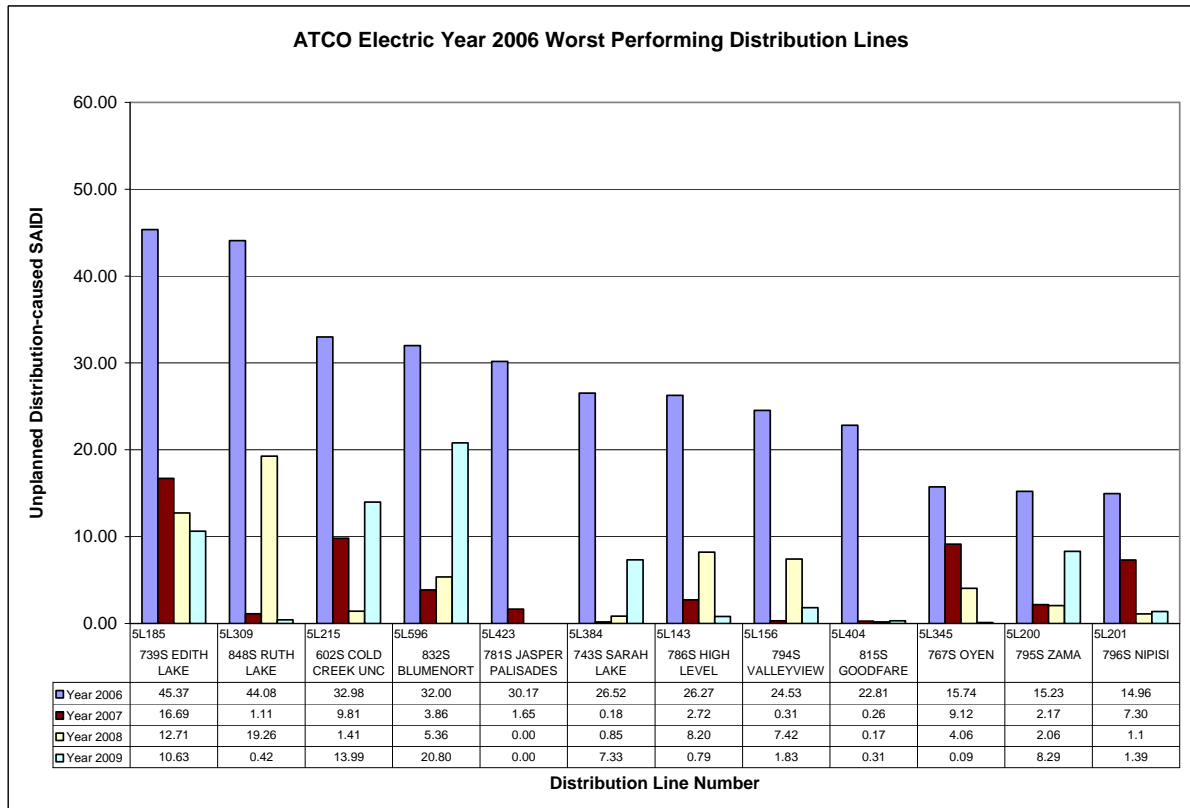


Chart 3.4 F – 2006 Worst Performing Feeders

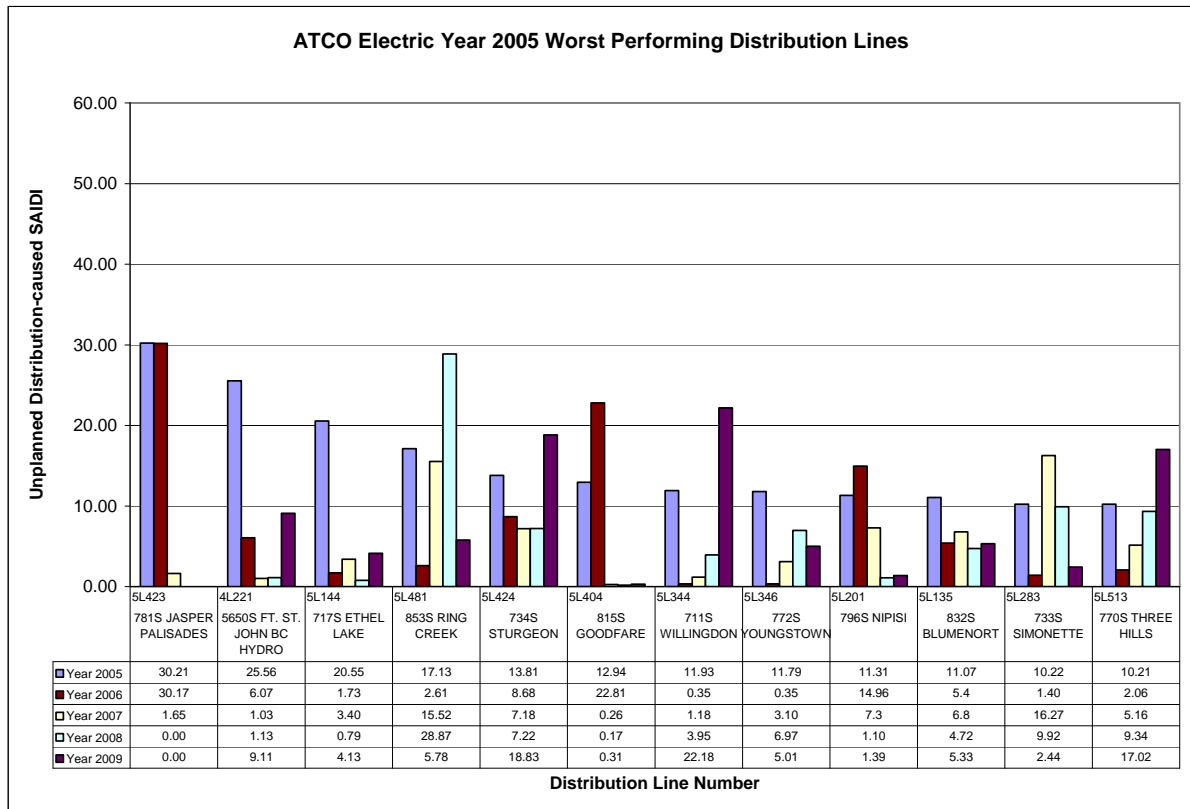


Chart 3.4 G – 2005 Worst Performing Feeders

### 3.5 Call Answer Performance Measures

Performance measures and results pertain to the Wire Owner's Call Centre, which is a centralized facility established or outsourced by the Wire Owner to handle calls and other inquiries between customers and the Wire Owner's customer service representatives. Calls to an Outage or Emergency Call Centre are to be excluded from the calculations of call answer performance.

Data for call answer performance measures shall be obtained from monitoring applications used on the Wire Owner's telephone switch and, if applicable, the Wire Owner's Interactive Voice Response (IVR) system. The reports available on the phone switch include the historical number of calls that have been transferred by the IVR to the Wire Owner's Call Centre Automated Call Distribution (ACD).

#### 3.5.1 Call Answering Service Level

Reporting Period: Year Ended 2009

Standard:

This measure tracks the percentage of attempted calls that, within 30 seconds, successfully reach a Wire Owner's representative who is ready to accept or provide information. Since ATCO Electric does not utilize an IVR system, the data will include all calls that are transferred from customer-selected menu service options to the Call Centre ACD. This measure is to be calculated on a monthly average.

ATCO Electric calculates the measure as follows:

$$\frac{[(\text{calls answered} + \text{calls abandoned}) - (\text{calls answered after threshold} + \text{calls abandoned after threshold})] \times 100}{(\text{calls answered} + \text{calls abandoned})}$$

ATCO Electric has included components in this calculation that facilitate the omission of calls that may have been made to a wrong number. The Company measures abandoned calls based on the percentage of calls that were in the queue a minimum of 6 seconds and were abandoned prior to being answered by the Call Centre ACD. This approach is widely used in call centre industry reporting.

The minimum performance standard for the Call Answering Service Level is 70.0% of calls answered within 30 seconds.

Target:

ATCO Electric continues to measure against the operating target Call Answering Service Level of 70% of calls answered within 30 seconds.

Results:

<u>Month</u>	<u>Measure</u>
January	92.5%
February	95.0%
March	97.7%
April	96.2%
May	87.5%
June	86.7%
July	88.3%
August	92.5%
September	90.4%
October	90.0%
November	98.2%
December	98.7%
<b>Annual Average</b>	<b>92.0%</b>

Explanation of Results:

Results have been captured during normal hours of operation and do not include the outage or emergency phone queues although some customers report outages on the customer assistance queue in error, on a daily basis.

Rule 002 stipulates that the data will include all calls that are transferred from the telephone switch. ATCO Electric assumes this to be within normal business hours and does not mean that the Call Centre operating hours are 24 hours per day. After normal business hours, the customer will receive a message advising of the Call Centre business hours and the number for the emergency and outage queue. These calls are not included in the call statistics.

Action Plans and Comments:

The Call Answering Service Level target was exceeded in all 12 months of 2009.

### 3.5.2 Abandon Rate

Reporting Period: **Year Ended 2009**

Standard:

This measure represents the percentage of callers that hang up before reaching a Wire Owner's Call Centre representative. This measure tracks the percentage of all attempted calls to reach a Wire Owner's representative that are abandoned after being transferred from the IVR to the Call Centre ACD. This measure is to be calculated on a monthly average.

ATCO Electric calculates the measure as follows:

$$\frac{\text{Number of calls abandoned > 6 seconds}}{\text{Number of attempts to reach a Wire Owner's representative}}$$

ATCO Electric has included a component in this calculation that facilitates the omission of calls that may have been made to a wrong number. The Company measures abandoned calls based on the percentage of calls that were in the queue a minimum of 6 seconds and were abandoned prior to being answered by the Call Centre ACD. This approach is widely used in call centre industry reporting.

The performance for this standard shall not exceed 5.0%.

Target:

ATCO Electric has adopted the operating target Abandoned Rate Service Level of no greater than 5%.

Results:

<u>Month</u>	<u>Measure</u>
January	1.0%
February	0.7%
March	1.0%
April	0.7%
May	1.8%
June	2.0%
July	2.0%
August	1.1%
September	2.2%
October	2.3%
November	0.3%
December	0.2%
<b>Annual Average</b>	<b>1.4%</b>

Explanation of Results:

Results that have been captured are within normal business hours and do not include the outage/emergency phone queue.

During severe weather many communities can be affected by outages at one time or over a period of days. Frequently, most of the monthly abandoned rate percentage occurs at these times, which most often spans only a few days in the month.

ATCO Electric has identified an issue in trying to achieve both the Call Answering Service Level and the Abandoned Rate targets. The Call Answering Service Level is not mutually exclusive of the Abandoned Rate.

Action Plans and Comments:

No actions planned.

## 3.6 Customer Satisfaction Measures

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

Reporting Period: Year Ended 2009

Standard:

For this measure, the Wire Owner must report the level of customer satisfaction using the results from its internal customer satisfaction survey process or using the results from the survey process of an independent third-party agency.

Wire Owners that conduct surveys on an ongoing basis throughout the year must report the results quarterly. Wire Owners that conduct surveys on an annual basis must report the results as part of the Annual Report.

The Wire Owner must use the sampling method described in Appendix B. The survey instrument must be a telephone questionnaire using survey questions provided by the Commission in addition to any questions that the Wire Owner may add.

The minimum performance standard for this customer performance measure is 75% of customers satisfied with their last transaction with the Wire Owner.

#### **Research Methodology**

ATCO Electric commissioned a third-party research firm to fulfill the requirements of Section 3.6.1 of Rule 002.

The Wire Owner is required to select a random sample from its database of all customer contacts, and the study objective was to achieve 600 completed interviews. This recommended sample size was designed to have a +/- 4.0 percent sampling error at the 95 percent confidence level.

ATCO Electric utilized a sampling method for 2009 based on capturing all inbound telephone calls that reached an agent in either the ATCO Electric Customer Assistance Centre or on the Outage and Emergency telephone line and for which customer contact information was available. All of these calls were included in the samples provided to the third-party research company on a weekly basis from January 1 to December 31, 2009. In an effort to ensure the best possible accuracy of the research, the research company attempted to contact customers within one week of contact with ATCO Electric, when their memory of the transaction would be most recent.

For 2009, 562 surveys with customers who recently contacted the ATCO Electric call centre were completed. 50 surveys per month were targeted in order to rid the

results of any anomalies that may be related to seasonality. The target was missed due to sample shortages and the difficulty of calling over the holiday period. The margin of error for the sample size of 562 is +/- 4.2 percentage points. The margin of error will be larger for sub-groupings of the survey population with small or very small bases.

Method of Contact	Responses by customer segment			
	Residential	Farm/REA	Commercial	Total
In person	1%	3%	4%	2%
Telephone	90%	95%	90%	91%
Internet/Website	2%	0%	1%	1%
E-mail	0%	0%	2%	0%
Fax	0%	0%	0%	0%
Don't know/Not sure	7%	2%	3%	6%

Reason for Contact	Percentage of mentions†
Power outage	24%
Billing inquiry or payment, disconnection or reconnection, moving/address change	30%
Service request	19%
Problems with power lines / transformers	3%
Meter Reading inquiry	3%
All other mentions	25%

† The column adds up to more than 100% because customers can choose more than one method of contact.

Satisfaction measure	Satisfaction Ratings by Customer Segment			
	Residential	Farm/REA*	Commercial*	Total
Ability to answer your question/solve your problem	76%	83%	70%	75%
Amount of time to respond to your needs	78%	83%	76%	78%
Easy to reach †	82%	87%	80%	83%
Easy to reach through website††	67%	0%	100%	71%
Friendliness	90%	92%	89%	90%
Knowledgeable	79%	82%	82%	80%
The way you were treated	88%	94%	88%	89%
Ability to understand your concern	81%	88%	79%	81%
Provide full answers to your questions	75%	83%	76%	76%
Follow issues through to resolution	68%	69%	71%	69%
Representatives have authority to address your needs	76%	77%	70%	75%
Concern for your issue	79%	86%	80%	80%
Time it takes to respond to your initial request††	50%	0%	0%	43%
Overall quality of service	83%	88%	78%	83%
Overall satisfaction	79%	83%	76%	79%

†Base: Contacted ATCO Electric by Telephone (2009: n=510)

††Very Small Base: Contacted ATCO Electric by 'Internet/ Website (2007: n=2, 2008: n=7, 2009: n=7)

\*Small base

#### Explanation of Results:

Overall, the telephone remains the most frequently used method for contacting ATCO Electric (91%). The number of customers who visit ATCO Electric in person has remained at 2%, while those who contact ATCO Electric via the internet (1%) remains extremely small but consistent with previous years. Results for ease of access to the company through the website are based on very small base sizes, and are therefore not eligible for statistical validity testing.

Twenty-four percent of respondents said they contacted ATCO Electric about a power outage in 2009. In 2008 it was 27 percent. Three-in-ten (30%) contacted ATCO Electric about billing issues, disconnections, reconnections or account changes, e.g. new address. About one-fifth (19%) contacted the company for service issues.

#### Action Plans and Comments:

ATCO Electric continues to receive high customer satisfaction ratings in all categories and the overall satisfaction rating of 79% exceeds the standard set by the Alberta Utilities Commission.

### 3.6.2 Complaint Response

#### 3.6.2.1 Complaint Reports to AUC

Reporting Period: Year Ended 2009

Standard:

This measure will ensure that customer complaints are addressed in a timely and effective manner.

The required standards are as follows:

80% of complaints directed to the Wire Owner by the AUC in any given month shall be investigated and a Complaint Report provided within 14 calendar days of receipt of the complaint, and

100% of complaints directed to the Wire Owner by the AUC in any given month shall be investigated and a Complaint Report provided within 30 calendar days of receipt of the complaint.

Target:

The company's operating target is 48 hours for resolution.

Results:

<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%
December	100%	100%
<b>Annual Average</b>	<b>100%</b>	<b>100%</b>

### Explanation of Results:

All AUC complaints are followed up immediately and results have been captured in accordance with Rule 002. ATCO Electric is continuing to manage to this based on the internal company standard resolution time of 48 hours for all customer complaints wherever possible including those not AUC initiated.

AUC customer complaints are received either directly from the Commission or from our customer care and billing supplier who has an employee liaison assigned to deal directly with the AUC, MLA's or Consumer Advocate Group. ATCO Electric researches the issue internally and then involves field staff representatives to review the results with the customer so as to satisfy their concerns. ATCO Electric strives to achieve resolution of the complaint within two business days, a longstanding internal standard, wherever possible and provide closure to the AUC on the matter. All research correspondence, communications and results are maintained on file in the Customer Care Services department.

ATCO Electric assumes, based on discussions with Commission staff that the AUC and other provincial representation bodies recorded on the ATCO Electric customer complaint tracker have acquired customer consent in accordance with the Alberta Personal Information Protection Act (PIPA) and that consent covers disclosure by the AUC and other provincial bodies to other third parties. ATCO Electric further assumes that the AUC and the other provincial bodies have not made a request from us under Rule 002 that contravenes or puts ATCO Electric in violation of PIPA. The enactment of PIPA raises the issue of personal information and privacy which may impact the degree of disclosure of customer information.

### Action Plans and Comments:

There are no issues requiring action at this time.

### 3.6.2.2 Wire Owner Escalation Reports

Reporting Period: Year Ended 2009

Results:

<u>Month</u>	<u>Number of Complaints</u>	<u>Number Unresolved Within 30 days</u>
January	15	0
February	13	0
March	16	0
April	21	0
May	15	0
June	28	0
July	36	0
August	25	0
September	17	0
October	24	0
November	22	0
December	20	0
<b>Annual Average</b>	<b>21</b>	<b>0</b>

Explanation of Results:

The results noted above are gathered in accordance with Rule 002 where the complaint is made by the end use customer directly to ATCO Electric and the company investigates the matter using reasonable methods under the circumstances.

ATCO Electric has a formal tracking process for customer complaints. The data above represents customer complaints forwarded to central office departments as well as complaints entered into the company's Activity Tracking System (ATS) for field staff customer interaction. Field operation centers manage customer complaints received in field offices via ATS. Complaints are tracked in a number of different categories: maintenance related work, outages, power quality, high bills, meter readings, turn offs, service calls and outdoor lighting.

Call centre services manage most customer calls and or 'complaints' / inquiries received in the Call Centre. They may receive and answer questions that are just part of day-to-day operations; it is why they exist. Call centre inquiries have therefore not been reported.

There is no overall system that can be used to track this information. As well, it is quite possible for a particular customer complaint to be recorded at the Customer Call Centre before being forwarded to the Customer Care Services department or entered into ATS for investigation. Escalated complaints are tracked by the Customer Care Services tracking system for AUC, MLA and Consumer Advocate customer complaints and also in the ATS system when Customer Care requires the assistance of field staff to resolve the customer's complaint. The Customer Care Services department cautiously reviews the data to ensure that the information being submitted to the Commission has not been duplicated. A serviceman may record his activity on the ATS system to assist in the accountability of his day.

Action Plans and Comments:

No actions planned.

## **APPENDIX A – WORK COMPLETION PERFORMANCE MEASURES**

This list represents service categories that the Wire Owner has the responsibility for performing in accordance with the Settlement System Code and that shall be monitored and reported upon under this Plan.

- a) Change in metering configuration at a site (SMC Transactions)
- b) Energize Site (ENC Transactions)
- c) De-Energize Site (DEC Transactions)
- d) Off-cycle Meter Reads \ Re-read meters (ROC Transactions)

## **APPENDIX B – CUSTOMER SATISFACTION SURVEY DESIGN**

### **Customer Satisfaction Survey Following Customer Initiated Contact with the Wire Owner**

The focus of the Customer Satisfaction Survey is on residential, farm, irrigation and small commercial customers who have recently contacted their Wire Owner. The survey will be limited to customers who contacted the Wire Owner through the company's call centre, through the use of e-mail or through the Internet via the Wire Owner's web site.

The Customer Satisfaction Survey is to include either a monthly or an annual study of customer contacts made with the Wire Owner within, at most, 30 days after the Wire Owner / customer interaction has taken place. The Wire Owner will select a random sample from its database of all customer contacts. The study shall achieve a minimum of 400 Wire Owner completed intervals each year. The recommended sample size of 400 is designed to have a +/- 5 percent sampling error at the 95 percent confidence level.

The Wire Owner shall attempt to reach the person who contacted the Wire Owner. Customers who have been surveyed within the past 12 months shall be excluded from the survey, as shall customers who earlier indicated that they do not wish to be surveyed. Finally, through a survey question, any customer who has been employed by the Wire Owner within the past two years or whose household contains someone who has been employed with the Wire Owner within the past two years shall not be included in the survey. If the customer who contacted the Wire Owner is not available, up to two callbacks shall be completed in order to obtain the customer's opinion.

The survey must include questions to measure access to the Wire Owner, employee courtesy, employee knowledge, promptness and timeliness of the Wire Owner's response and customer satisfaction with the interaction.

The survey questions must include those developed by the Commission. As part of the survey process, the questionnaire may be revised in the future if it is determined that the revision is necessary and results in better information. The Wire Owner is permitted to incorporate their own questions onto the transaction survey, however the Commission survey questions must be asked first, followed by the Wire Owner – specific questions.