



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

**RULE 002**  
**SERVICE QUALITY AND RELIABILITY PERFORMANCE,**  
**MONITORING, AND REPORTING RULES**

**For the Quarter ending March 2009**

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## INTRODUCTION / SUMMARY

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: **First Quarter 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 must 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 Meters Read</u>
	January	99%
	February	99%
	March	99%
	<b>Quarterly 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.

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

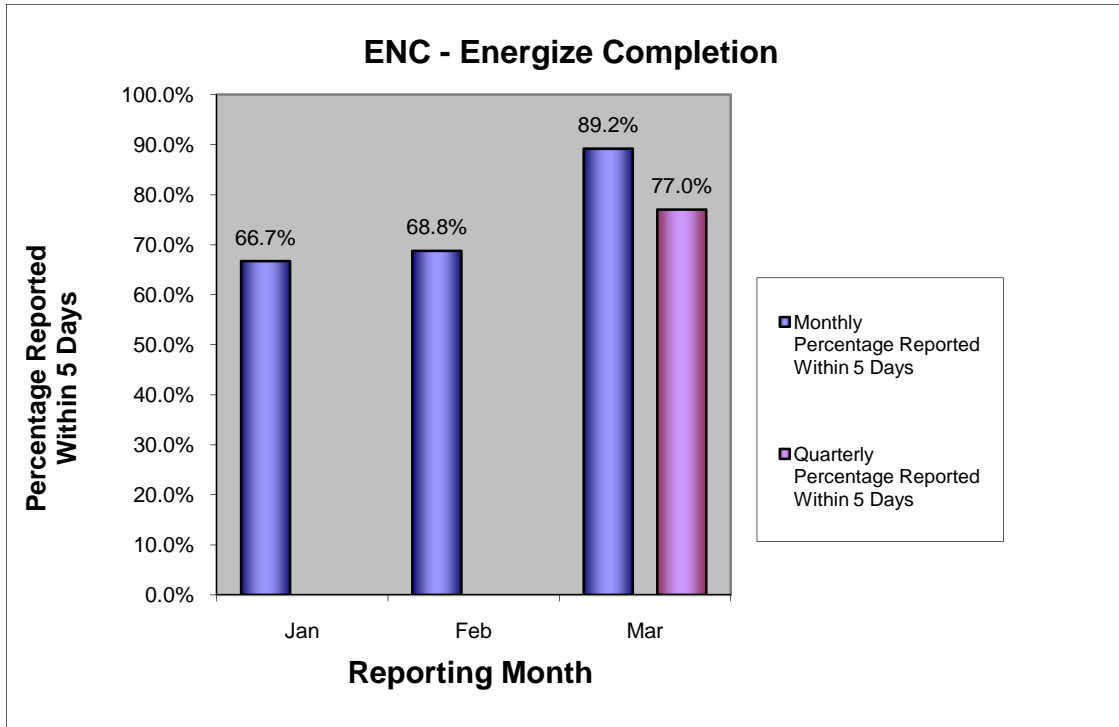
Reporting Period: **First Quarter 2009**

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

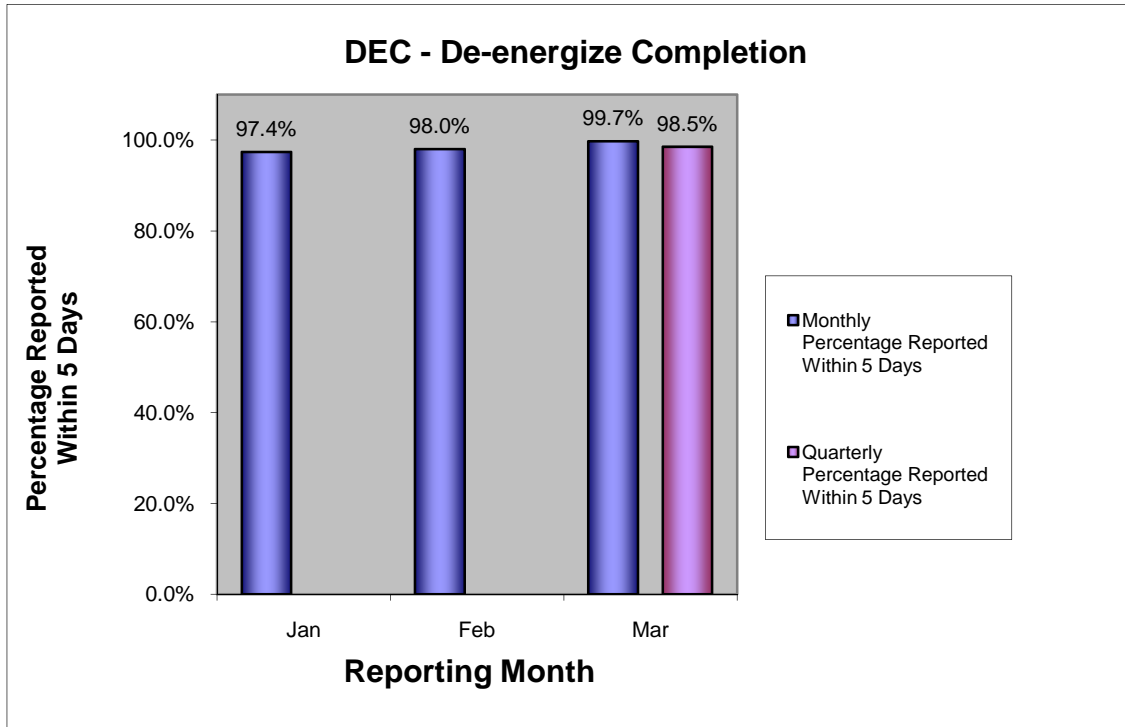


Colored bars depict the percentage of transactions where the energize completion was reported to the retailer within 5 days of the work completion date.

### 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. Performance on this metric has been variable as a result of delays in processing and the physical transfer of necessary paperwork. ATCO Electric is currently working on the implementation of a work force management system (WFMS) which 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. Implementation of the WFMS began in the 4<sup>th</sup> quarter of 2008.

## DEC Transactions = De-Energize Site

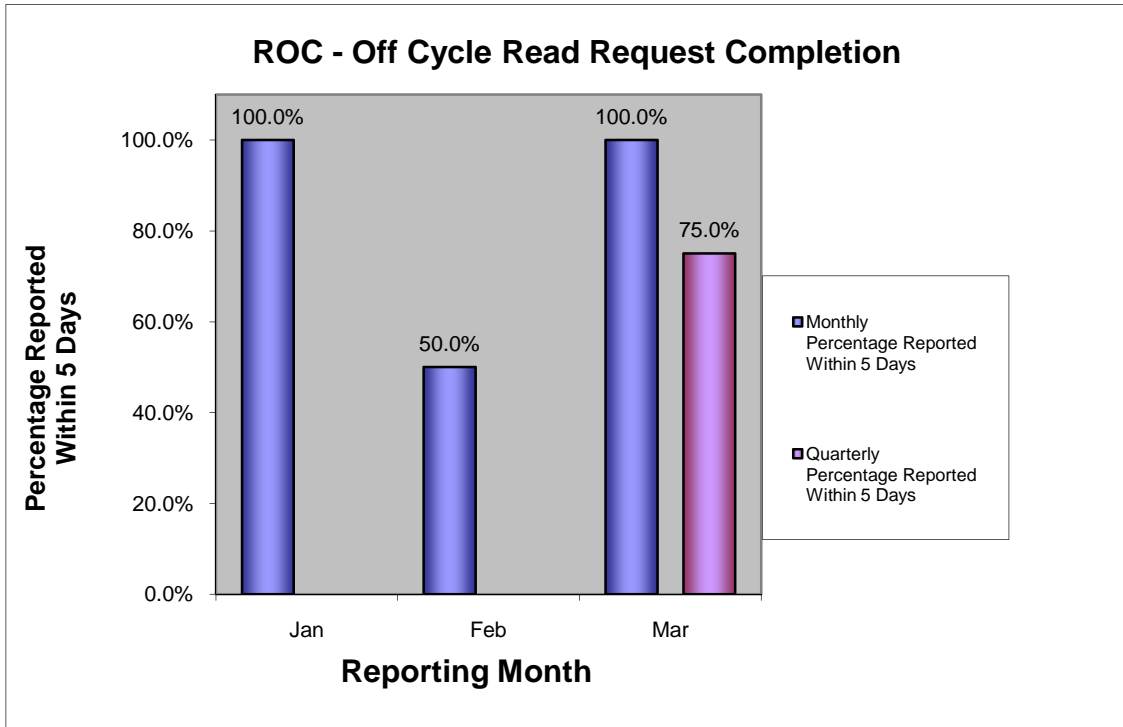


Colored bars depict the percentage of transactions where the de-energize completion was reported to the retailer within 5 days of the work completion date.

### Explanation of Results:

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

## ROC Transactions = Off-cycle Meter Reads



### Explanation of Results:

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. In February there were two read requests received and although both were read and the reads returned in the Daily Cumulative Read file within 5 days, one Request Off-Cycle Meter Read Completion (ROC) transaction were delayed by more than five days.

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

ATCO Electric continues to strive for timely completion of these confirmation transactions.

## SMC Transactions: ‘Change in metering configuration at a site’.

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

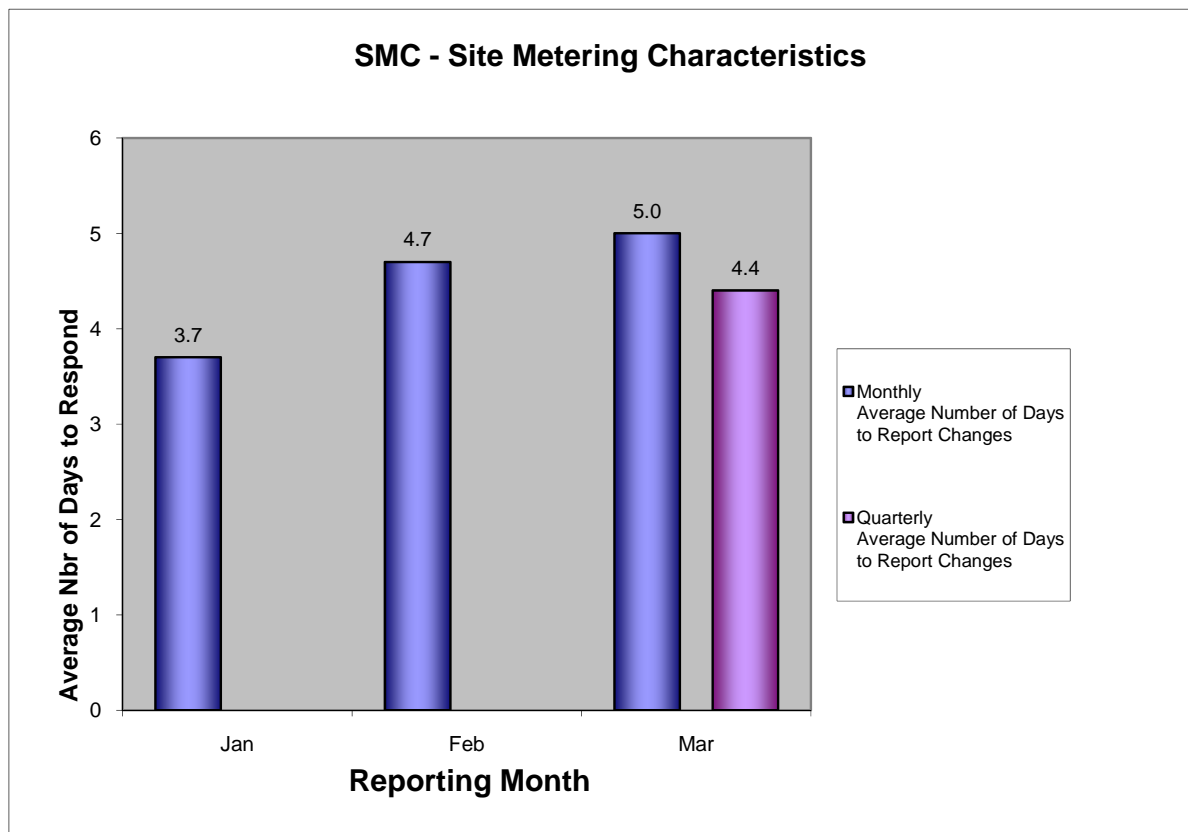
- The average time between when a retailer has enrolled a site and when the initial SMC has been sent informing the retailer of the characteristics at a particular site.
- The average time between when a change has been physically completed and when it is reported to the retailer enrolled at that site.
- 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:

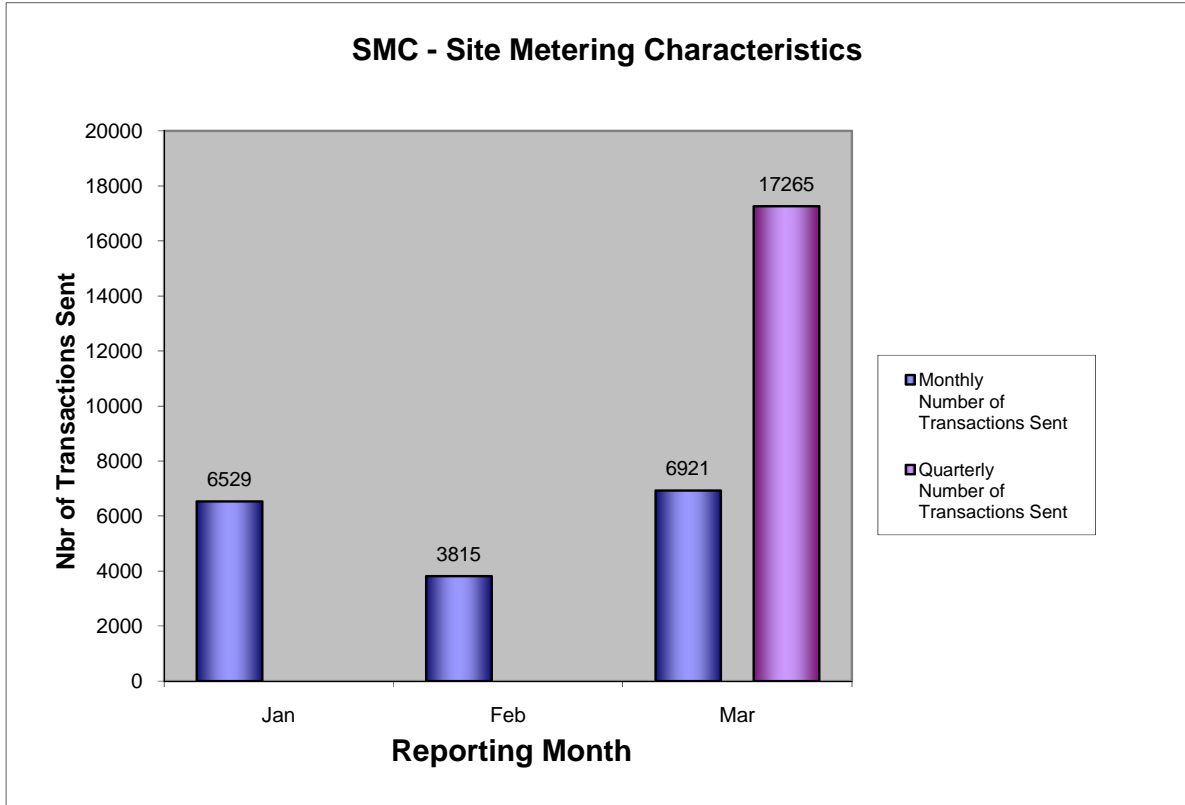
The company’s operating target is that completed work be reported to the retailer within 5 days of receiving the retailer request.

### Average Number of Days to Respond:



Explanation of Results: The SMC transaction is a measure of the amount of time it has taken for the Retailer to be notified after physical changes to the Site Metering Characteristics.

**Number of SMC transactions sent per month:**



Explanation of Results:

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

### 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: **First Quarter 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%
<b>Quarterly Average</b>	<b>95.0%</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 each of the three months of this quarter.

### 3.5.2 Abandon Rate

Reporting Period: **First Quarter 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 must 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%
<b>Quarterly Average</b>	<b>0.9%</b>

Explanation of Results:

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

During the storm season many communities can be affected at once or over a period of days. Quite often most of the monthly abandoned rate percentage occurs during that time frame 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 Abandon Rate.

Action Plans and Comments:

There are no issues requiring action at this time.

### 3.6 Customer Satisfaction Measures

#### 3.6.2 Complaint Response

##### 3.6.2.1 Complaint Reports to AUC

Reporting Period: First Quarter 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 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 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	100.0%	100.0%
February	100.0%	100.0%
March	100.0%	100.0%
<b>Quarterly Average</b>	<b>100.0%</b>	<b>100.0%</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: First Quarter 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
<b>Quarterly Average</b>	<b>15</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:

There are no issues requiring action at this time.