



**ENMAX Power Corporation**

SERVICE QUALITY AND RELIABILITY PERFORMANCE,  
MONITORING AND REPORTING PLAN

2009 THIRD QUARTER REPORT

October 31, 2009

## INTRODUCTION/SUMMARY SECTION

- ENMAX met or exceeded all measurements for the third quarter of 2009.

### **3.1 Meter Reading Performance Measures**

#### **3.1.1 Meter Reading Performance Measures**

Percentage of Cumulative Meters with Readings Less Than or Equal to 65 Days

**Reporting Period:** 3rd Quarter of 2009

<b>Month</b>	<b>% Cumulative Meters Read</b>
Jul	99.05%
Aug	99.14%
Sept	99.07%
<b>Q3 Average</b>	<b>99.09%</b>

#### **Explanation of Results:**

ENMAX Power attempts to read 100% of all sites every month.

For Q3 2009, ENMAX Power has maintained a 65 day read percentage of greater than 98% in all months.

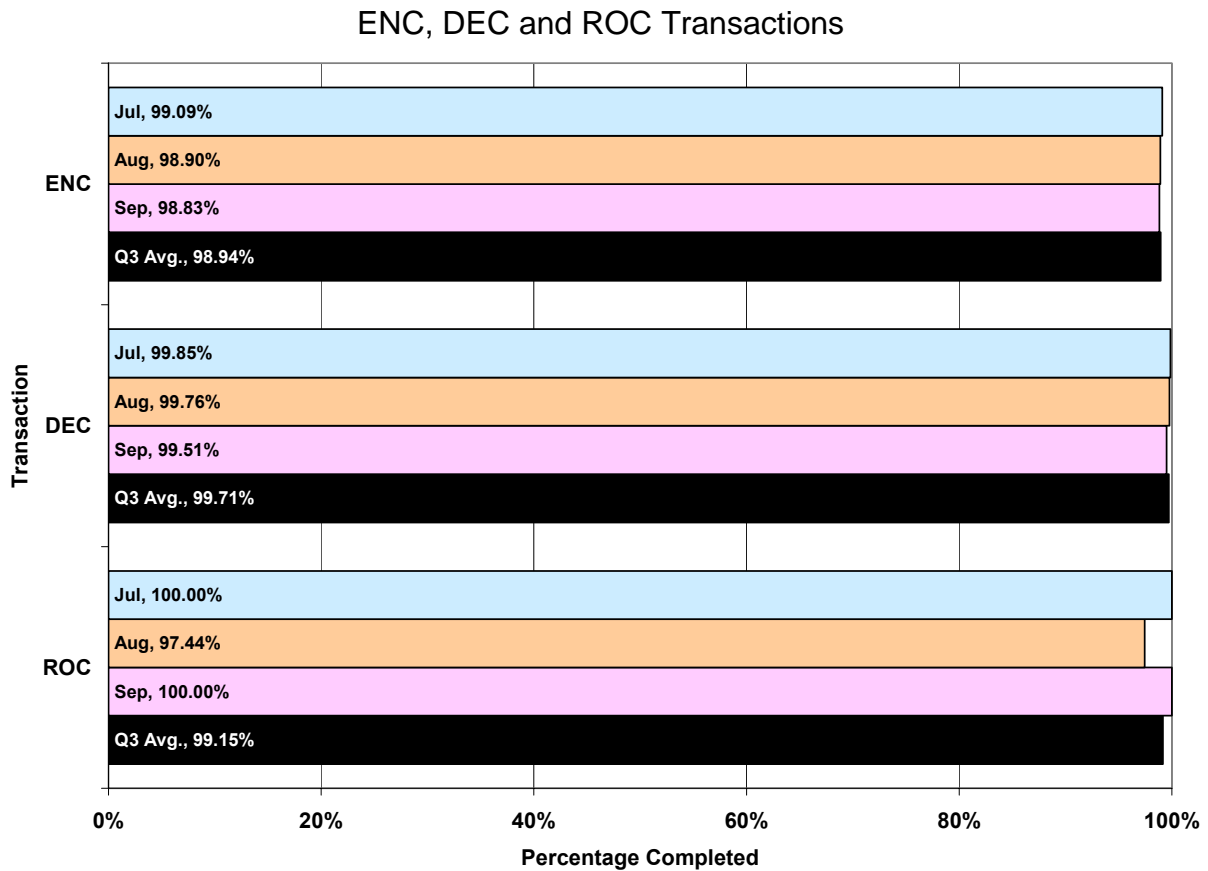
#### **Action Plan and Comments:**

ENMAX Power performs a daily audit of how many sites are provided to Meter Reading and how many sites have actual reads. ENMAX Power submits monthly reports to the AESO detailing this information (MDM Performance Metrics).

## 3.2 Work Completion Performance Measures

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

Reporting Period: 3rd Quarter of 2009

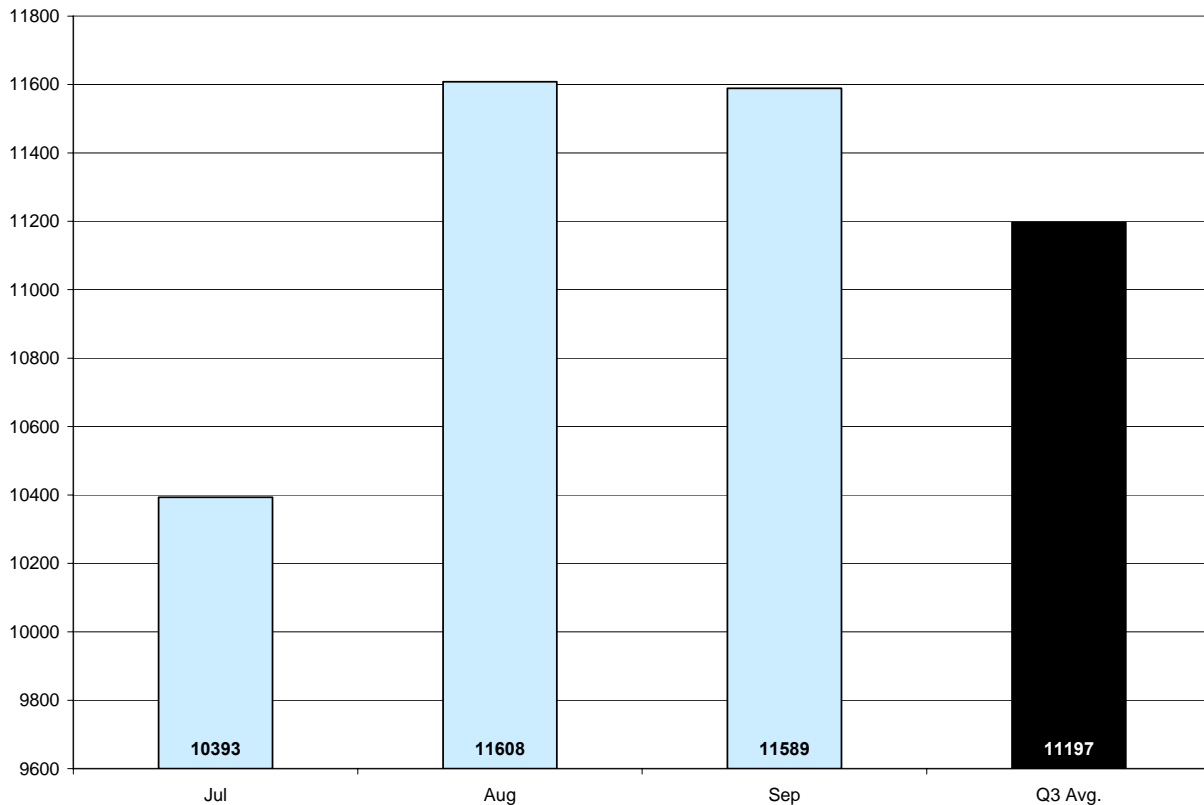


ENC	Total	≤5 Days	% ≤5 Days
<b>Q3 Avg.</b>	<b>1195</b>	<b>1182</b>	<b>98.94%</b>
Jul	1203	1192	99.09%
Aug	1186	1173	98.90%
Sept	1195	1181	98.83%

DEC	Total	≤5 Days	% ≤5 Days
<b>Q3 Avg.</b>	<b>2486</b>	<b>2479</b>	<b>99.71%</b>
Jul	2677	2673	99.85%
Aug	2553	2547	99.76%
Sept	2228	2217	99.51%

ROC	Total	≤5 Days	% ≤5 Days
<b>Q3 Avg.</b>	<b>42</b>	<b>42</b>	<b>99.15%</b>
Jul	33	33	100.00%
Aug	39	38	97.44%
Sept	55	55	100.00%

## SMC Transactions



### Explanation of Results:

These graphs reflect results based on business days, as defined in the ISO Rules.

### Action Plan and Comments:

When the MDM receives an external off-cycle read request ("ROR") the MDM attempts to read the site within 5 days.

The procedure for completing RORs is to complete one phone call and two site visits, as stated in our Terms and Conditions. In order to continue to assist customers, we continue to take appointments using internal RORs. Comments will be made on the completed service order stating that an appointment has been made after the five day period. A follow up is completed with the read information when available.

This report counts the exact number of SMC transactions completed during the reported month. The quarterly measure is simply an average of the last three months reported.

## 3.6 Customer Satisfaction Measures - Transaction Survey

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

**Reporting Period:** 3rd Quarter of 2009

#### Explanation of Results:

ENMAX Power conducts a quarterly report with customers who have called in to report a trouble call of some kind. The survey measures customer satisfaction with the call handling experience when contacting the ENMAX Power Trouble Line, the response of the trouble crew, and the service of ENMAX Power in general. Telephone interviews are attempted with all customers who placed a call to the trouble line, and had trouble resolved. The goal is to complete up to 100 interviews per quarter.

#### The results in Q3 2009 are:

Overall experience with ENMAX Power trouble centre:

19%	somewhat satisfied
70%	very satisfied
89%	overall satisfied

Overall satisfaction with response time of repair crew:

8%	somewhat satisfied
88%	very satisfied
96%	overall satisfied

Overall experience with ENMAX Power:

28%	somewhat satisfied
64%	very satisfied
92%	overall satisfied

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

#### Action Plans and Comments:

Almost all employees have completed the Control Centre Customer Service Course ("CCCSC"). Any employees who have not yet attended will be completing the training as soon as possible. In addition, all Trouble Call Staff have taken the new Customer Service Training.

### 3.6.2 Complaint Reports to AUC

Reporting Period: 3<sup>rd</sup> 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>
July	100%	100%
August	100%	100%
September	100%	100%

#### **Explanation of Results:**

- Reflects complaints identified as being received via the AUC