



ENMAX Power Corporation

SERVICE QUALITY AND RELIABILITY PERFORMANCE,
MONITORING AND REPORTING PLAN

2009 FIRST QUARTER REPORT

April 30, 2009

INTRODUCTION/SUMMARY SECTION

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

3.1 Meter Reading Performance Measures

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

Reporting Period: 1st Quarter of 2009

Month	% Cumulative Meters Read
Jan	97.69%
Feb	98.47%
Mar	98.62%
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Q1 Average	98.26%

Explanation of Results:

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

For Q1 2009, ENMAX Power has maintained a 65 day read percentage of greater than 98% in all months.

Action Plan and Comments:

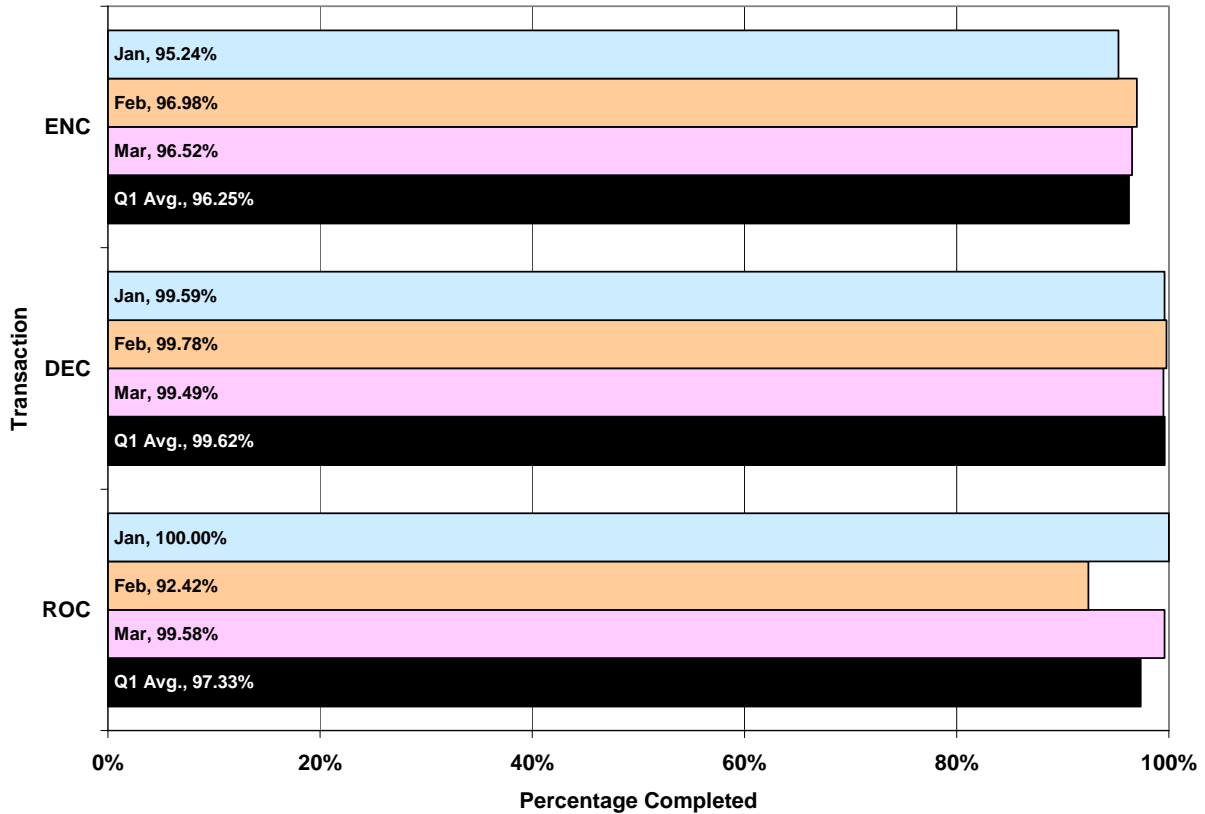
ENMAX Power performs a daily audit of how many sites are provided from Meter Reading and how many sites have actual reads. ENMAX Power submits monthly reports to the AESO detailing this information (MDM Performance Metrics).

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: 1st Quarter of 2009

ENC, DEC and ROC Transactions

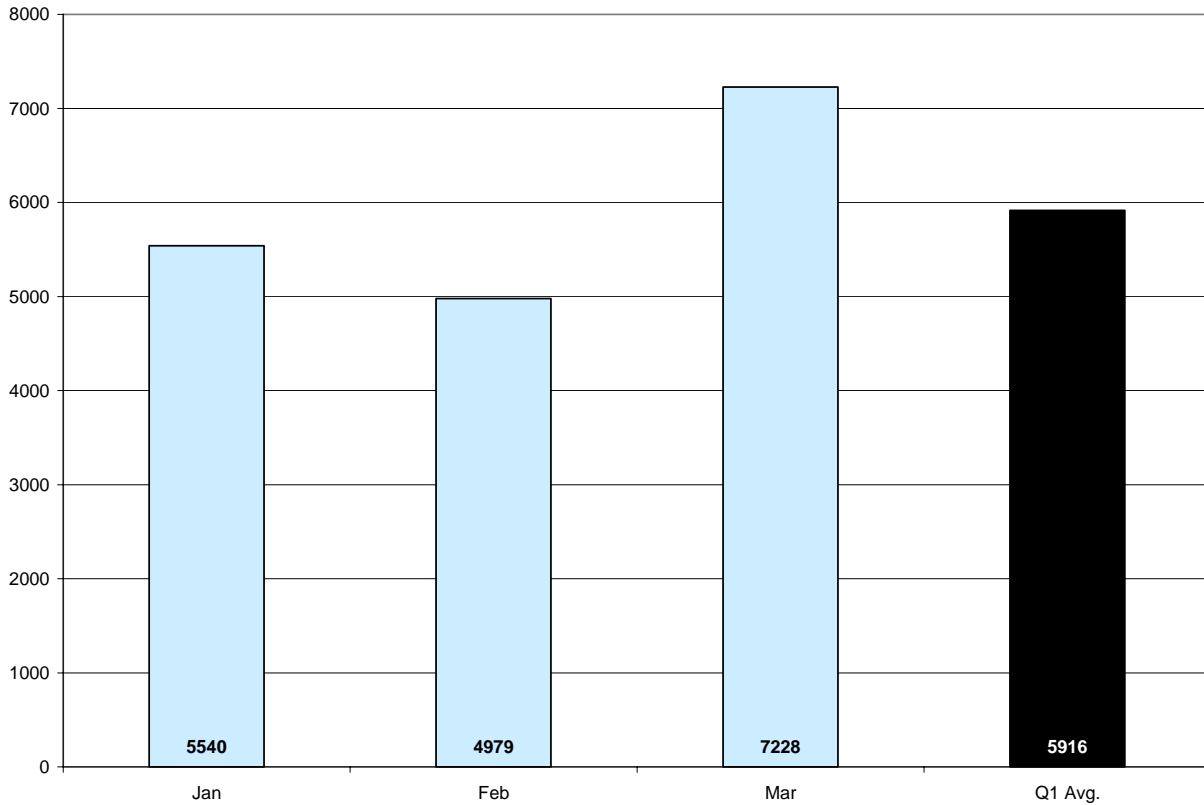


ENC	Total	>5 Days	% <5 Days
Q1 Avg.	301	11	96.25%
Jan	231	11	95.24%
Feb	298	9	96.98%
Mar	374	13	96.52%

DEC	Total	>5 Days	% <5 Days
Q1 Avg.	2378	10	99.62%
Jan	2668	11	99.59%
Feb	1343	3	99.78%
Mar	3123	16	99.49%

ROC	Total	>5 Days	% <5 Days
Q1 Avg.	119	117	97.33%
Jan	52	52	100.00%
Feb	66	61	92.42%
Mar	238	237	99.58%

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 make 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, and comments will be made on the completed service order stating the fact that an appointment has been made for after the five day period. We then follow up 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: 1st 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 Q1 2009 are:

Overall experience with ENMAX Power trouble centre:

14%	somewhat satisfied
<u>77%</u>	<u>very satisfied</u>
90%	overall satisfied

Overall satisfaction with response time of repair crew:

7%	somewhat satisfied
<u>90%</u>	<u>very satisfied</u>
97%	overall satisfied

Overall experience with ENMAX Power:

21%	somewhat satisfied
<u>69%</u>	<u>very satisfied</u>
90%	overall satisfied

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

Action Plans and Comments:

The target is to have all Trouble Call Staff repeat the Customer Service Training by the end of Q3.

3.6.2 Customer Satisfaction Measures- Complaint Response

Reporting Period: 1st 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>
Jan	100%	100%
Feb	100%	100%
March	100%	100%

Explanation of Results:

- Reflects complaints identified as being received via the AUC