



**ENMAX Power Corporation**

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

**2009 SECOND QUARTER REPORT**

**July 31, 2009**

## **INTRODUCTION/SUMMARY SECTION**

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

### 3.1 Meter Reading Performance Measures

#### 3.1.1 Meter Reading Performance Measures

**Reporting Period:** 2nd Quarter of 2009

<b>Month</b>	<b>% Cumulative Meters Read</b>
Apr	98.95%
May	99.14%
Jun	99.24%
<hr/>	
<b>Q2 Average</b>	<b>99.11%</b>

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

ENMAX Power Corporation ("EPC") attempts to read 100% of all sites every month.

For Q2 2009, EPC has maintained a 65 day read percentage of greater than 98% in all months.

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

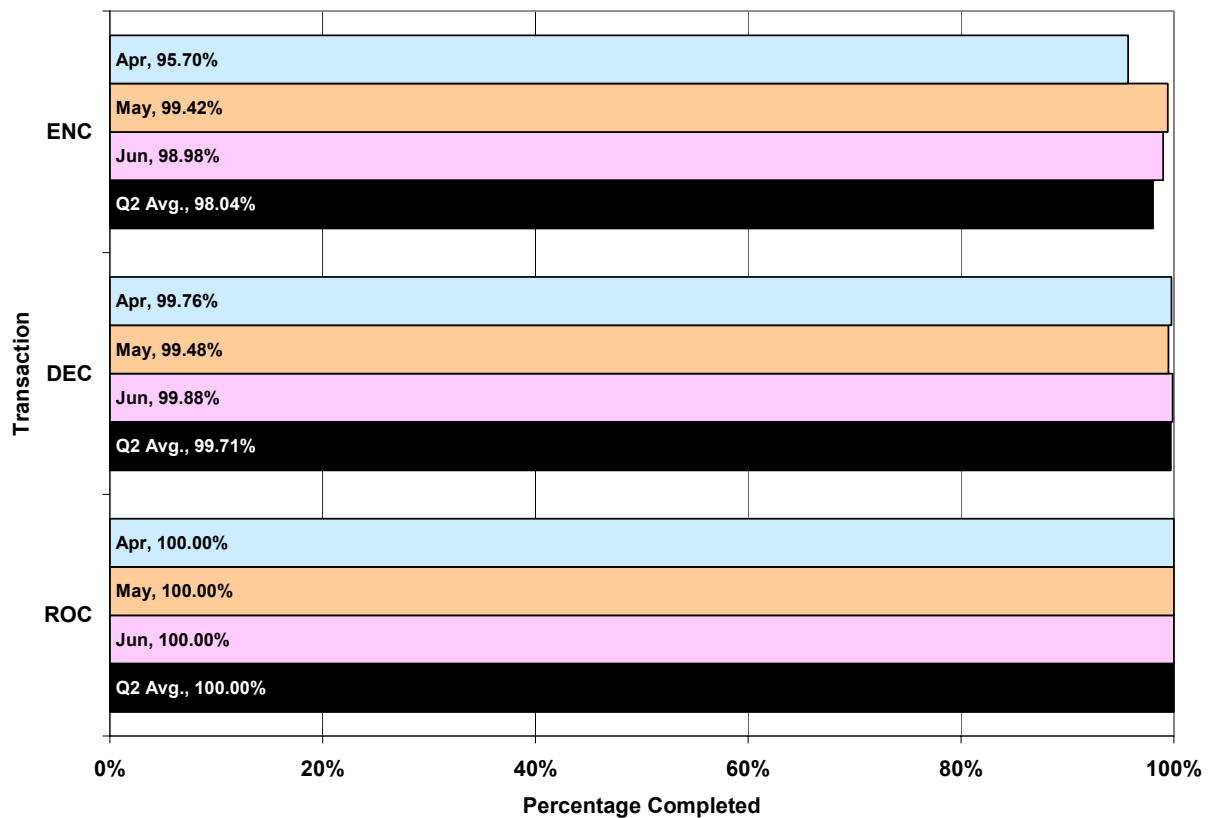
EPC performs a daily audit of how many sites are provided to Meter Reading and how many sites have actual reads. EPC then submits monthly reports to the AESO detailing this information (MDM Performance Metrics).

## 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: 2nd Quarter of 2009

ENC, DEC and ROC Transactions

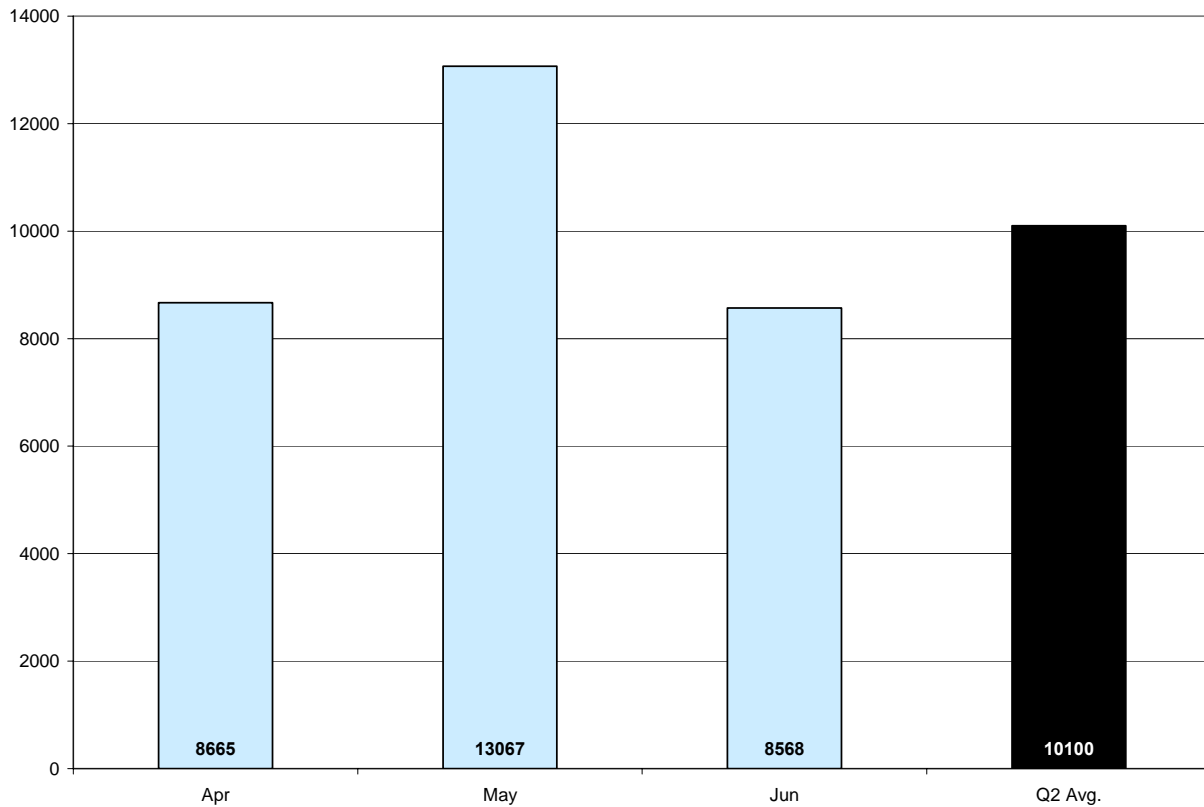


ENC	Total	≤5 Days	% ≤5 Days
<b>Q2 Avg.</b>	<b>766</b>	<b>755</b>	<b>98.04%</b>
Apr	349	334	95.70%
May	865	860	99.42%
Jun	1083	1072	98.98%

DEC	Total	≤5 Days	% ≤5 Days
<b>Q2 Avg.</b>	<b>2224</b>	<b>2218</b>	<b>99.71%</b>
Apr	1694	1690	99.76%
May	2498	2485	99.48%
Jun	2481	2478	99.88%

ROC	Total	≤5 Days	% ≤5 Days
<b>Q2 Avg.</b>	<b>39</b>	<b>39</b>	<b>100.00%</b>
Apr	52	52	100.00%
May	31	31	100.00%
Jun	34	34	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 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. Then, EPC comments on the completed service order that an appointment has been made for after the five day period and follows 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:** 2nd Quarter of 2009

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

EPC conducts a quarterly report, based on survey results, on customers who have called in reporting trouble. The survey measures customer satisfaction with their experience regarding the call response of the EPC Trouble Line, the response of the trouble crew, and the service of EPC in general. Telephone interviews are attempted with all customers who contacted EPC's Trouble Line and had issues resolved. The goal is to complete up to 100 interviews per quarter.

#### **The results in Q2 2009 are:**

Overall experience with EPC trouble centre:

20%	somewhat satisfied
66%	<u>very satisfied</u>
86%	overall satisfied

Overall satisfaction with response time of repair crew:

11%	somewhat satisfied
86%	<u>very satisfied</u>
97%	overall satisfied

Overall experience with EPC:

27%	somewhat satisfied
67%	<u>very satisfied</u>
94%	overall satisfied

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

#### **Action Plans and Comments:**

All Trouble Call Staff have taken the new Customer Service Training.

### 3.6.2 Complaint Reports to AUC

**Reporting Period:** 2nd 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>
April	100%	100%
May	100%	100%
June	100%	100%

Explanation of Results:

- Reflects complaints identified as being received via the AUC.