



ENMAX Power Corporation

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

ANNUAL REPORT

For the Year Ended 2009

INTRODUCTION/SUMMARY SECTION

- ENMAX met or exceeded all measurements for 2009.

3 Performance Categories and Standards

3.1 Meter Reading Performance Measures

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

Reporting Period: Year Ended 2009

Month	% Cumulative Meters Read
Jan	97.69%
Feb	98.47%
Mar	98.62%
Apr	98.95%
May	99.14%
Jun	99.24%
Jul	99.05%
Aug	99.14%
Sep	99.07%
Oct	99.23%
Nov	99.21%
Dec	99.06%
Annual Average	98.91%

Explanation of Results:

The numbers used in this report reflect all sites and how many have Data Cumulative Meter Transactions (“DCM’s”) sent out for them. This report counts the number of reads that have been validated and had a DCM sent to the retailer, and reflects this in a percentage.

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

For 2009, EPC has maintained a 65 day read percentage of greater than 98% in all months except for January. Calgary experienced extremely cold weather in January, which caused the reduction in read percentages.

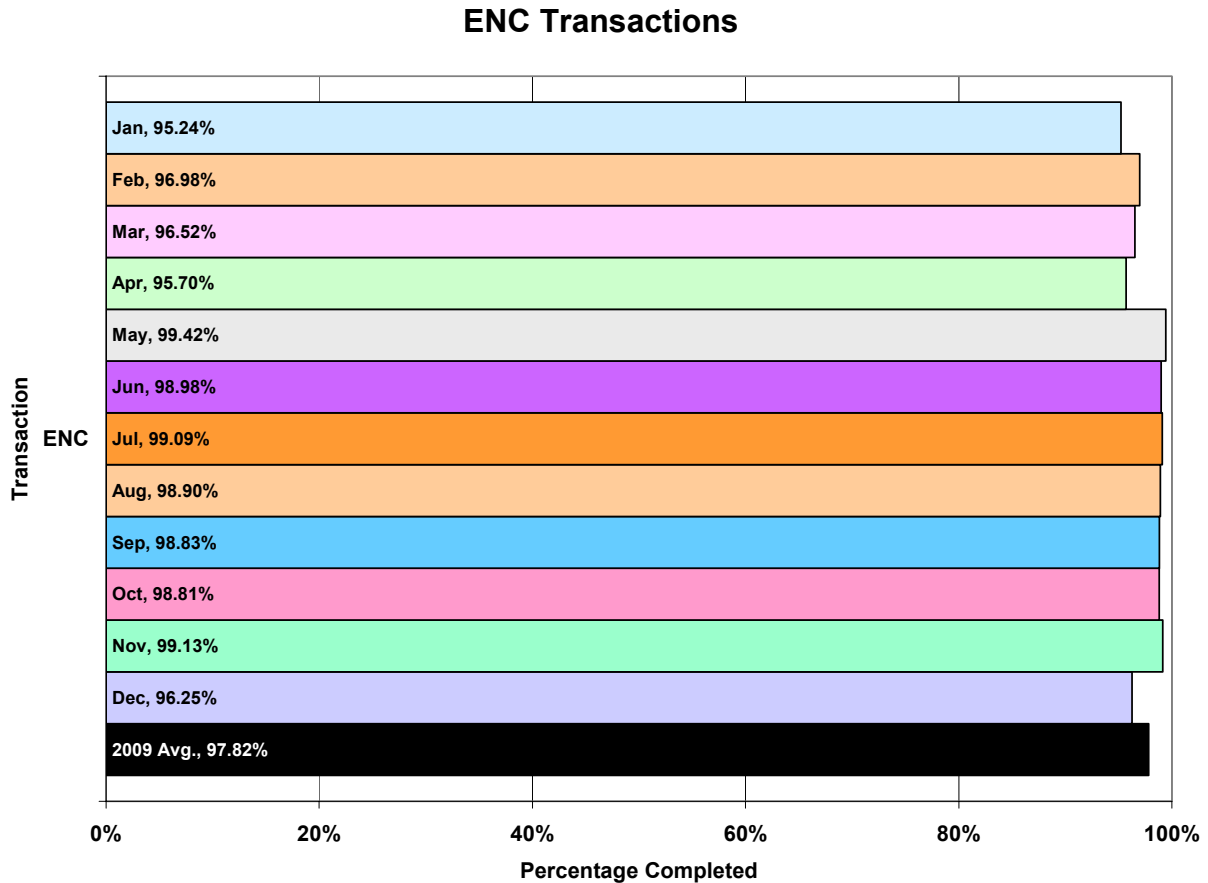
Action Plan and Comments:

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

3.2 Work Completion Performance Measures

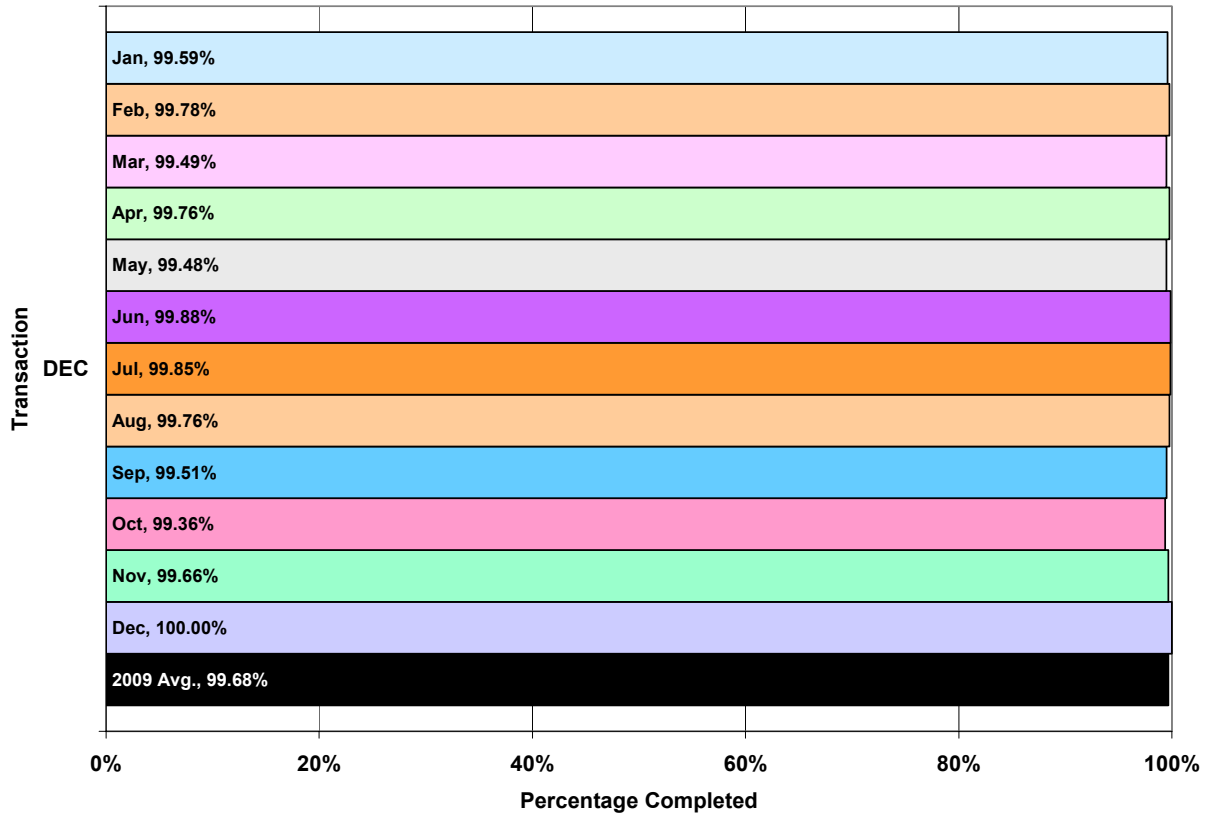
3.2.1 Percentage of Retailer-Requested Work Completed Within the Suggested Timing Notification of the *Settlement System Code*

Reporting Period: Year Ended 2009



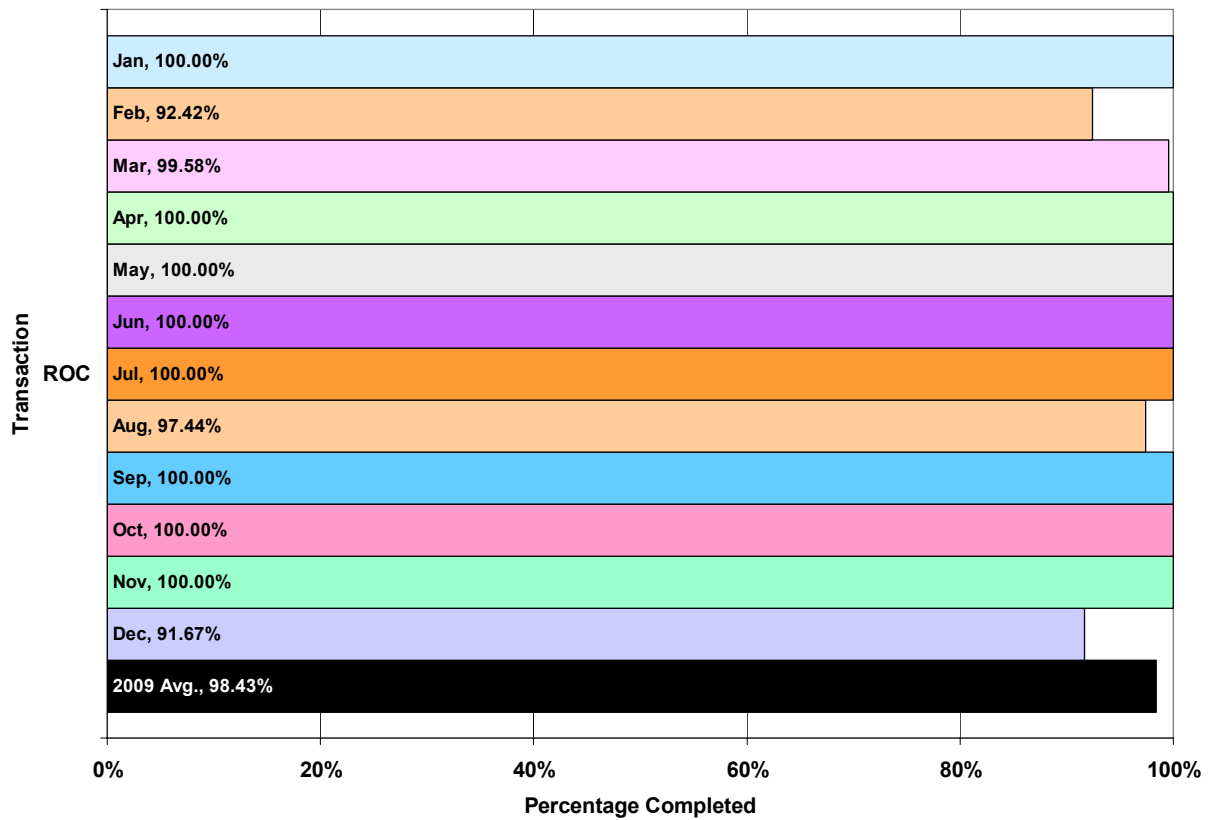
ENC			
	Total	≤5 Days	% ≤5 Days
2009 Avg.	720	710	97.82%
Q4 Avg.	617	608	98.07%
Dec	347	334	96.25%
Nov	578	573	99.13%
Oct	927	916	98.81%
Q3 Avg.	1195	1182	98.94%
Sep	1195	1181	98.83%
Aug	1186	1173	98.90%
Jul	1203	1192	99.09%
Q2 Avg.	766	755	98.04%
Jun	1083	1072	98.98%
May	865	860	99.42%
Apr	349	334	95.70%
Q1 Avg.	301	290	96.25%
Mar	374	361	96.52%
Feb	298	289	96.98%
Jan	231	220	95.24%

DEC Transactions



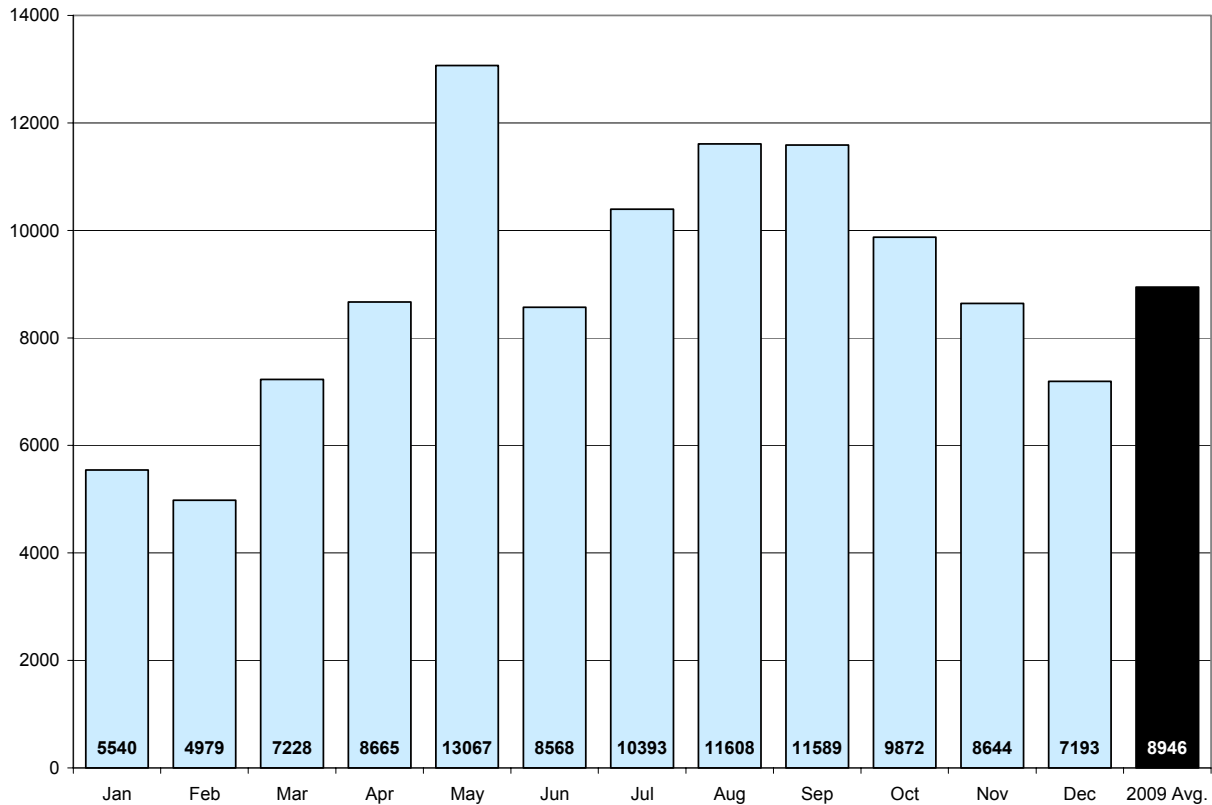
DEC			
	Total	≤5 Days	% ≤5 Days
2009 Avg.	2350	2342	99.68%
Q4 Avg.	2310	2302	99.67%
Dec	1943	1943	100.00%
Nov	2657	2648	99.66%
Oct	2331	2316	99.36%
Q3 Avg.	2486	2479	99.71%
Sep	2228	2217	99.51%
Aug	2553	2547	99.76%
Jul	2677	2673	99.85%
Q2 Avg.	2224	2218	99.71%
Jun	2481	2478	99.88%
May	2498	2485	99.48%
Apr	1694	1690	99.76%
Q1 Avg.	2378	2368	99.62%
Mar	3123	3107	99.49%
Feb	1343	1340	99.78%
Jan	2668	2657	99.59%

ROC Transactions



ROC			
	Total	≤5 Days	% ≤5 Days
2009 Avg.	57	56	98.43%
Q4 Avg.	27	27	97.22%
Dec	24	22	91.67%
Nov	26	26	100.00%
Oct	32	32	100.00%
Q3 Avg.	42	42	99.15%
Sep	55	55	100.00%
Aug	39	38	97.44%
Jul	33	33	100.00%
Q2 Avg.	39	39	100.00%
Jun	52	52	100.00%
May	31	31	100.00%
Apr	34	34	100.00%
Q1 Avg.	119	117	97.33%
Mar	238	237	99.58%
Feb	66	61	92.42%
Jan	52	52	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, EPC continue to take appointments using internal RORs, and comments will be made on the completed service order stating the appointment has been made for after the five day period. EPC then follows up with the read information when available.

3.3 Worker Safety Performance Measures

3.3.1 All Injury/Illness Frequency Rate

3.3.2 Motor Vehicle Accident Frequency Rate

Reporting Period: Year Ended 2009

Standard: N/A

Worker Safety Measure	Total (5-year rolling average)
All Injury / Illness Frequency Rate	4.17*
Motor Vehicle Accident Frequency Rate	6.07*

* This value is for all EPC operations because the data for the previous years was not broken down into our regulated and deregulated companies.

Explanation of Results:

- All Injury / Illness Frequency Rate: The five-year rolling average for EPC is 4.17 medical aids or lost-time incidents per 200,000 work hours.
- Motor Vehicle Accident Frequency Rate: Over the past 5 years, EPC averaged 6.07 incidents per 1,000,000 kilometers driven.

Action Plans and Comments:

- This data was collected in accordance with the Canadian Electricity Association (“CEA”) requirements and definitions. A calculated 5 year rolling average was used.
- Over the past 5 years, EPC has been steadily reducing its Lost-time Injury Frequency and Severity rates. As for the ALL Injury Frequency rate, it has tended to experience a number of minor incidents that do not result in time off work.
- Within EPC, great emphasis has been placed on hazard identification, assessment and control. Leading indicators of safety such as workers knowing how to work safely, being able to work safely, being equipped to work safely is constantly addressed. Incident prevention is our primary focus.
- ENMAX identifies all motor accidents with a view of learning from them and preventing major accidents from occurring. Ongoing training programs and worker safety talks about safe driving have been provided to increase worker knowledge about ENMAX vehicles and employee responsibility for daily pre-trip and maintenance inspections.

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 (SAIFI)

Reporting Period: January 1, 2005 to December 31, 2009

Standard: CEA Service Continuity Committee Index Standards IEEE Std 1366™-2003

<i>Reliability Measure</i>	Five-Year Average (including MEDs)	Five-Year Average (excluding MEDs)
SAIDI	0.49	0.37
SAIFI	0.83	0.69
CAIDI	0.58	0.53

Explanation of Results:

EPC currently uses the IEEE 2.5 β method for classification of Major Event Days (“MED’s”), as described in IEEE Std 1366 - 2003 § 4.5. The reliability measures above are reported both including and excluding MEDs. There were six MEDs in the past five years. The events of these MEDs are summarized as follows:

- On July 24, 2006, the Alberta Electric System Operator directed EPC to shed load due to lack of supply. The impact of this event to 2006 SAIFI was 0.13 and 2006 SAIDI was 0.06.
- On February 10, 2007, a major ENMAX substation was impacted by adverse weather conditions causing supply interruption to distribution customers. The impact of this event to 2007 SAIFI was 0.03 and 2007 SAIDI was 0.07.
- On February 11, 2008, two ENMAX substations were impacted by adverse weather conditions causing supply interruption to a total of five ENMAX substations. The impact of this event to 2008 SAIFI was 0.24 and 2008 SAIDI was 0.21.
- On February 13, 2008, there was a major snowstorm that hit the Calgary Area resulting in numerous pole fires. The impact of this event to 2008 SAIFI was 0.04 and 2008 SAIDI was 0.05.
- On April 5, 2008, there was a major snowstorm that hit the Calgary Area resulting in numerous pole fires. The impact of this event to 2008 SAIFI was 0.17 and 2008 SAIDI was 0.13.
- On August 3, 2009, there was a major thunderstorm that hit the Calgary Area resulting in numerous outages. The impact of this event to 2009 SAIFI was 0.04 and 2009 SAIDI was 0.05.

Action Plans and Comments:

See action plans as listed in the “Worst-Performing Circuits on the System” section.

The term used in previous submissions for Major Event Day (“MEDs”) was Most Prominent Event (“MPE’s.”) MPE is a term used by the CEA that refers to a single major event, whereas MED is the term used in the IEEE 2.5 β method. Although previous data submissions were correct in the interpretation of the IEEE 2.5 β method, the wording has been changed in this submission to accurately reflect the term used in the IEEE 2.5 β method.

Worst-Performing Feeders on the System

Reporting Period: January 1, 2005 to December 31, 2009

Standard: AUC Rule 002

Feeder	Ranking					2009 Breakdown of Event by Cause	Action Plans
	2009	2008	2007	2006	2005		
8-30.11	1					1 - Animals or Birds 2 - Cable Failure 1 - EPC Transmission 1 - Squirrel Contact 2 - Tree Contact	-faulted URD cables were repaired.
25-11.111	2	6	8			1 - Animals or Birds 1 - Conductor Failure - Primary 2 - Lightning 1 - Pole Fire 2 - Public Interference 1 - Tree Contact 3 - Unknown	-small conductor tap repaired. -damaged pole was replaced with upgraded insulation standard to minimize pole fires. -automated in 2004.
8-39.14	3					1 - Cable Failure 1 - Equipment Failure 1 - Human Element 2 - Lightning 3 - Unknown 1 - Wind	-faulted cable was repaired. -failed equipment replaced. -automated in 2007.
25-14.116	4	35	3			3 - Cable Failure 1 - Public Interference	-one feeder cable fault between switches was repaired. -another cable fault was investigated, tested and returned to service with no repair required (fuse misoperated for unknown reason). -automated in 2004.
8-27.12	5					1 - Cable Failure 3 - Equipment Failure 1 - O/H Dist Transformer 3 - Squirrel Contact 2 - Tree Contact	-transformer replaced. -equipment failures (caused by the same transformer failure) were repaired or replaced. -will assess and plan for animal guard installation in 2010 to minimize the risk of squirrel contact. -automated in 2009.
8-15.15	6	2	4			1 - Animals or Birds 1 - Connector - Secondary 1 - Public Interference 4 - Squirrel Contact 1 - Tree Contact 1 - Unknown	-will assess and plan for animal guard installations in 2010 to minimize the risk of squirrel contacts. -automated in 2008.
8-20.25	7	88	33	29	4	4 - Cable Failure 1 - Public Interference 1 - Splice Failure	-faulted feeder cable between switches repaired. -automated in 2005.
8-10.11	8					1 - Conductor Failure - Primary 1 - Lightning 1 - O/H Dist Transformer 1 - Pole Fire 3 - Public Interference	-conductor failure was repaired (jumper at transformer pole failed) -damaged pole was replaced with upgraded insulation standard to minimize pole fires. -automated in 2005.
8-34.20	9					1 - EPC Transmission 1 - Equipment Failure 1 - Splice Failure 1 - Tree Contact	-failed equipment replaced.
25-26.111	10	1	21	5		2 - Animals or Birds 1 - Unknown	-will assess and plan for animal guard installations in 2010 to minimize the risk of animals and birds contacts. -automated in 2009.
25-36.111	11	11	7	8	10	2 - Animals or Birds 1 - Cable Failure 1 - Conductor Failure - Primary 1 - Equipment Failure 3 - Snow 1 - Switch Failure 1 - Tree Contact 4 - Unknown	-primary conductor repaired. -cable repaired. -switch and miscellaneous equipment repaired or replaced. -automated in 2009.
8-16.13	18	118	58	3		2 - Cable Failure 3 - Equipment Failure 1 - Tree Contact	-cables were repaired. -miscellaneous equipment (lightning arrester and cutouts) were replaced. -automated in 2007.
8-23.19	21	46	140		5	1 - Equipment Failure 1 - Hot Line Clamp 1 - Pole Fire 1 - Unknown	-damaged pole was replaced with upgraded insulation standard to minimize pole fires. -automated in 2006.
8-22.19	22	8				1 - Animals or Birds 1 - EPC Transmission 2 - Squirrel Contact	-will assess and plan for animal guard installations in 2010 to minimize risks of squirrel contacts. -automated in 2007.
8-30.15	25	9				2 - Cable Failure 1 - EPC Transmission 1 - Squirrel Contact	-URD cables were repaired. -automated in 2007.
25-24.111	30	4	26	2		1 - Lightning 1 - Public Interference 1 - U/G Dist Transformer	-faulted equipment replaced. -partial feeder offloading to 26 Sub. -automated in 2004.
8-3.17	47	24	9			1 - Equipment Failure 1 - Insulator Failure 1 - Lightning 2 - Squirrel Contact	-failed equipment replaced. -will assess and plan for animal guard installations in 2010 to minimize risks of squirrel contacts. -automated in 2006.
8-30.16	49	23	24	40	9	1 - Cable Failure 1 - EPC Transmission 1 - U/G Dist Transformer	-failed equipment repaired. -automated in 2009.

Feeder	Ranking					2009 Breakdown of Event by Cause	Action Plans
	2009	2008	2007	2006	2005		
25-11.112	54	5				1 - Public Interference 2 - Unknown	-damaged equipment was repaired or replaced. -automated in 2004.
8-32.15	55	15	97	7	7	1 - Animals or Birds 1 - Squirrel Contact	-automated in 2007.
8-32.13	57	22	99	11		1 - Animals or Birds 2 - Customer Equipment 2 - Tree Contact	-automated in 2006.
8-40.15	63	39	11			1 - Equipment Failure 1 - Squirrel Contact	-automated in 2007.
25-39.114	64	67	1			1 - Animals or Birds 1 - Cable Failure 1 - Lightning Arrestor 1 - Public Interference 1 - U/G Dist Transformer 2 - Unknown	-faulted cable was repaired. -failed equipment repaired or replaced. -automated in 2004.
8-13.19	66	14	134	6		2 - Equipment Failure 3 - Hot Line Clamp 1 - Squirrel Contact	-failed equipment repaired or replaced.
8-21.15	67	174		10		2 - Equipment Failure 1 - Tree Contact	-automated in 2009.
25-26.112	79	7	10			1 - Unknown	-automated in 2009.
8-39.12	96	41	85		8	2 - Cable Failure 1 - Public Interference 1 - Unknown	-automated in 2007.
8-31.11	118	38	113	4		2 - Pole Fire 1 - Squirrel Contact	-damaged pole was replaced with upgraded insulation standard to minimize pole fires. -pole fire mitigation program ongoing. -automated in 2009.
25-14.113	127	49	5			1 - Cable Failure 2 - Elbow Failure	-faulted cable repaired. -failed equipment replaced. -automated in 2004. -increased backup capability with addition of 47 Sub.
8-36.15	148	53	6			1 - Cable Failure 1 - O/H Dist Transformer 1 - Unknown	-failed equipment repaired or replaced. -automated in 2008.
8-20.23	149	57	39		2	1 - Hot Line Clamp 2 - Squirrel Contact	-failed equipment replaced. -automated in 2006.
25-14.112	158	16	2	1	1	1 - Public Interference 2 - Unknown	-automated in 2004. -increased backup capability with action of 47 Sub.
8-41.23	177	3				1 - Equipment Failure	-failed equipment replaced.
25-26.112B		10				na	-feeder has been reconfigured into new feeder 25-26.121.
8-32.12		25	116	9	11	na	-failed equipment was repaired. -will be considered for automation in future.
8-41.21		81			3	na	-automated in 2007.
L-Bus				19	6	na	-Substation re-configuration required for reliability improvement. Future long term plans to re-configure 1 Sub (greater than 10 years). 5 Sub reconfiguration in 2013 where portion of L bus will be moved to 5 Sub

Explanation of Results:

The table above lists the current top 3% worst performing feeders for the reporting year, as well as the top 3% worst performing feeders from previous years, excluding Alberta Interconnected Electric System events and scheduled outage events, but including MEDs. The top 3% worst performing feeders for a particular year are indicated by blue shading in the ranking column. Some feeders might not rank in certain years because the feeder experienced no sustained interruptions for that particular year. The worst performing feeders are determined using a weighted combination of yearly SAIFI, SAIDI and number of interruption events.

Action Plans and Comments:

In addition to the actions noted in the table above, ENMAX has a number of performance improving programs in place including tree trimming, insulator washing, cable injection, cable and conductor replacement, over-insulation and animal guards for targeted feeders.

3.5 Call Answer Performance Measure

3.5.1 Call Answering Service Level

Reporting Period: Year Ended 2009

Month	% Cumulative Meters Read
Jan	97.69%
Feb	98.47%
Mar	98.62%
Apr	98.95%
May	99.14%
Jun	99.24%
Jul	99.05%
Aug	99.14%
Sep	99.07%
Oct	99.23%
Nov	99.21%
Dec	99.06%
Annual Average	98.91%

Explanation of Results:

The numbers used in this report reflect all sites and how many have DCMs sent out for them. This report counts the number of reads that have been validated and had a DCM sent to the retailer, and reflects this in a percentage.

EPC attempts to read 100% of all sites every month.

For 2009, EPC has maintained a 65 day read percentage of greater than 98% in all months, the exception of January. Calgary experienced extremely cold weather in January, which caused the reduction in read percentages.

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 submits monthly reports to the AESO detailing this information (MDM Performance Metrics).

3.5.2 Abandon Rate

Reporting Period: Year Ended 2009

Standard: 5.0% or less

<u>Month</u>	<u>Measure</u>
January	1.1%
February	1.9%
March	2.1%
April	2.0%
May	2.8%
June	1.6%
July	1.2%
August	1.5%
September	2.2%
October	1.7%
November	1.9%
<u>December</u>	<u>1.5%</u>
Annual Average	1.8%

Explanation of Results:

- Includes total customer base. No differentiation made between RRT customers & non-RRT customers.

3.6 Customer Satisfaction Measures - Transaction Survey

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

Reporting Period: Year End 2009

Standard: N/A

Explanation of Results:

EPC 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 EPC Trouble Line, the response of the trouble crew, and the service of EPC 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.

In the past reports, EPC included measures identical to the RSP report. To increase efficiency, EPC now provides Customer Satisfaction Measures for customer initiated contact with the wire owner.

The results in 2009 are:

Overall experience with EPC trouble centre:

17%	somewhat satisfied
<u>72%</u>	<u>very satisfied</u>
89%	overall satisfied

Overall satisfaction with response time of repair crew:

8%	somewhat satisfied
<u>88%</u>	<u>very satisfied</u>
96%	overall satisfied

Overall experience with EPC:

27%	somewhat satisfied
<u>65%</u>	<u>very satisfied</u>
92%	overall satisfied

Note: Rounding may cause discrepancies in the addition of figures

Action Plans and Comments:

Annual Refresher Customer Service training has been scheduled for all Trouble Centre staff.

3.6.2 Complaint Response

Complaint Reports to AUC

Reporting Period: Year Ended 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>
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%
<u>December</u>	100%	100%
Annual Average	100%	100%

Explanation of Results:

- Reflects complaints identified as being received via the AUC.