



**ENMAX Power Corporation**

SERVICE QUALITY AND RELIABILITY PERFORMANCE,  
MONITORING AND REPORTING PLAN

2009 FOURTH QUARTER REPORT

DECEMBER 31, 2009

## INTRODUCTION/SUMMARY SECTION

- ENMAX met or exceeded all measurements for the fourth 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: 4th Quarter of 2009

Month	% Cumulative Meters Read
Oct	99.23%
Nov	99.21%
Dec	99.06%
<b>Q4 Average</b>	<b>99.17%</b>

#### Explanation of Results:

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

For Q4 2009, EPC has maintained a 65 day read percentage of greater than 98% in all months.

#### Action Plan and Comments:

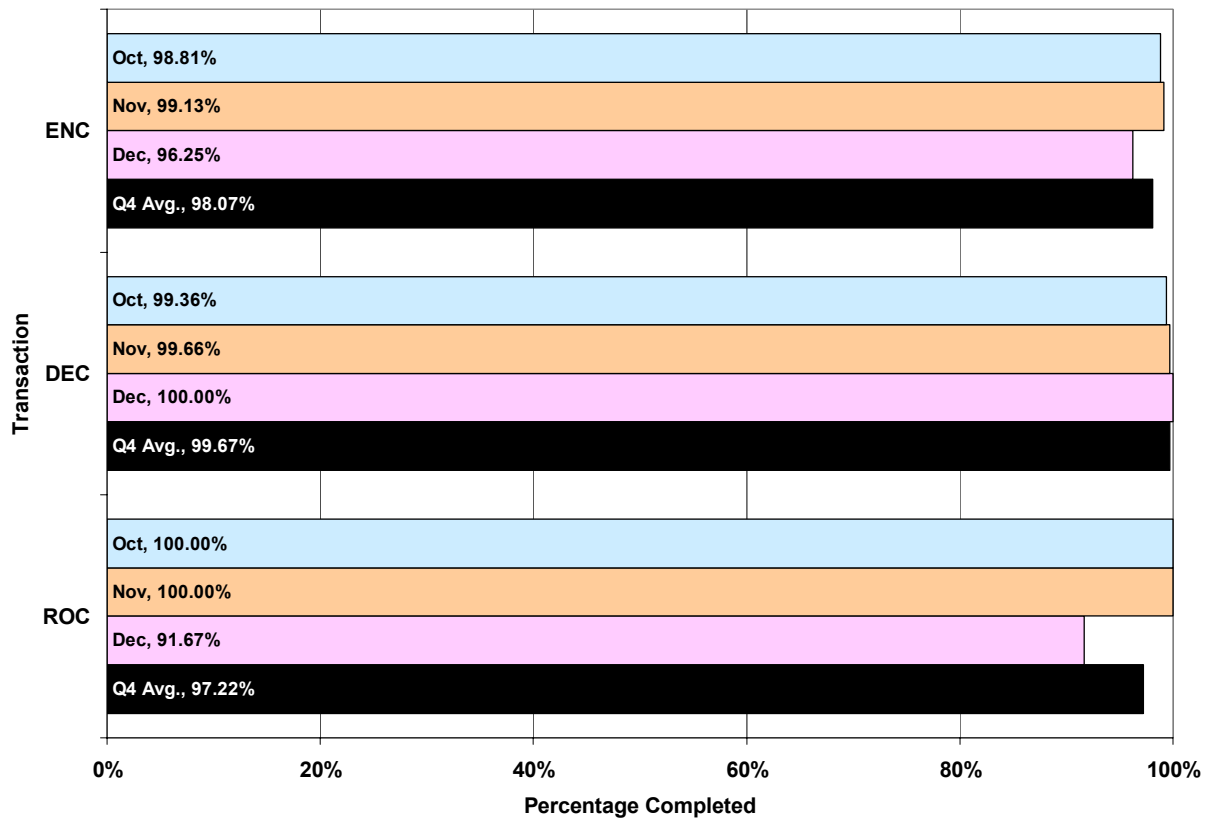
EPC performs a daily audit of how many sites are provided to Meter Reading and how many sites have actual reads. EPC then submits monthly reports to the AESO detailing this information ("MDM Performance Metrics" or "MDM").

## 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: 4th Quarter of 2009

ENC, DEC and ROC Transactions

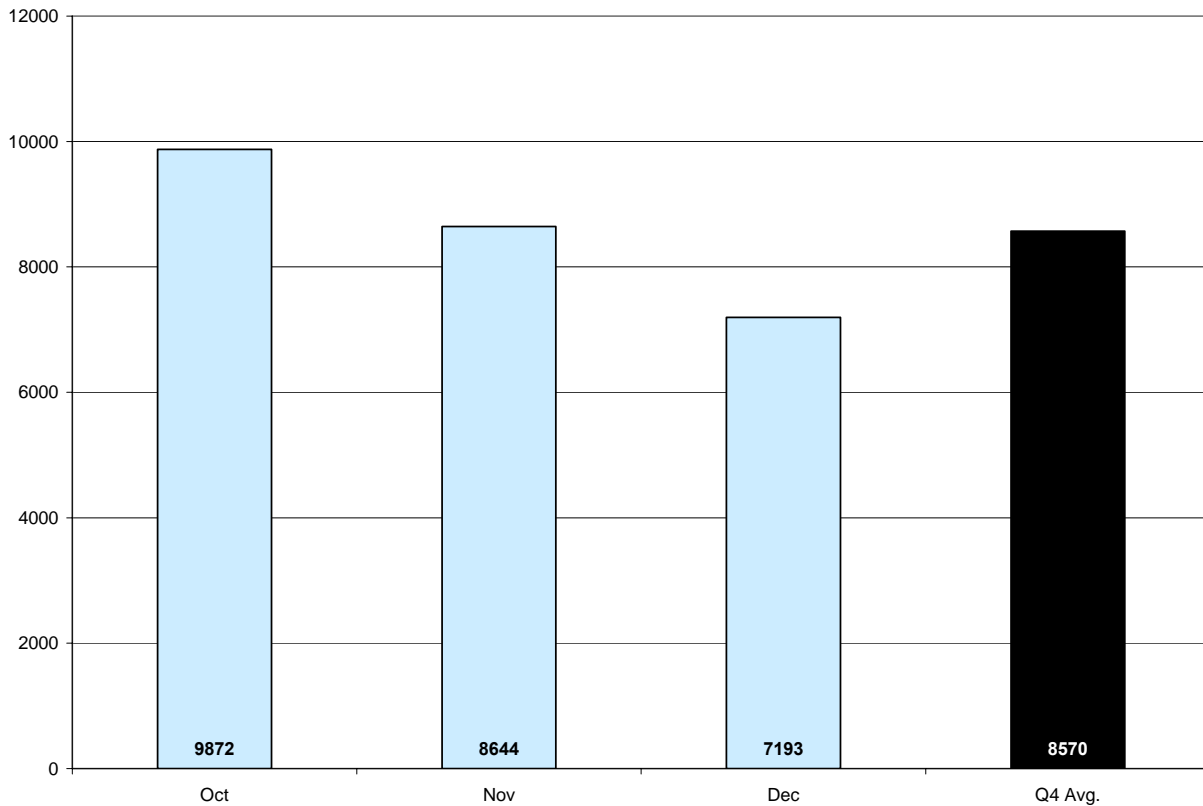


ENC	Total	≤5 Days	% ≤5 Days
<b>Q4 Avg.</b>	<b>617</b>	<b>608</b>	<b>98.07%</b>
Oct	927	916	96.25%
Nov	578	573	99.13%
Dec	347	334	96.25%

DEC	Total	≤5 Days	% ≤5 Days
<b>Q4 Avg.</b>	<b>2310</b>	<b>2303</b>	<b>99.67%</b>
Oct	2331	2316	99.36%
Nov	2657	2648	99.66%
Dec	1943	1943	100.00%

ROC	Total	≤5 Days	% ≤5 Days
<b>Q4 Avg.</b>	<b>27</b>	<b>27</b>	<b>97.22%</b>
Oct	32	32	100.00%
Nov	26	26	100.00%
Dec	24	22	91.67%

## 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 EPC's Terms and Conditions. In order to continue to assist customers, EPC continues to take appointments using internal RORs, and comments are made on the completed service order stating that an appointment has been made for a date past the five day period. EPC then 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:** 4th Quarter of 2009

##### **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.

##### **The results in Q4 2009 are:**

Overall experience with EPC trouble centre:

16%	somewhat satisfied
<u>75%</u>	<u>very satisfied</u>
91%	overall satisfied

Overall satisfaction with response time of repair crew:

5%	somewhat satisfied
<u>89%</u>	<u>very satisfied</u>
93%	overall satisfied

Overall experience with EPC:

32%	somewhat satisfied
<u>61%</u>	<u>very satisfied</u>
93%	overall satisfied

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

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

Annual refresher customer service training course has been scheduled for all Trouble Centre staff.

### 3.6.2 Complaint Reports to AUC

**Reporting Period:** 4th 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>
Oct	100%	100%
Nov	100%	100%
Dec	100%	100%

Explanation of Results:

Action Plans and Comments:

- Reflects complaints identified as being received via the AUC