



EPCOR Distribution and Transmission Inc.

SERVICE QUALITY AND RELIABILITY PERFORMANCE, MONITORING
AND REPORTING PLAN

QUARTERLY REPORT

June 30, 2009



**SERVICE QUALITY AND RELIABILITY PERFORMANCE
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INTRODUCTION / SUMMARY

1. Discussions of any changes to the Wire Owner's measurement protocol or to the internal reporting methods that are used to obtain the data measured related to this Plan and provide an explanation for the change.

EDTI has no changes to discuss.

- a. Discussion of any missing data or other events that could reasonably affect the quality of the data immediately after becoming aware of the missing data or events

EDTI has no data quality issues to discuss.

- b. Request by the Wire Owner to waive any applicable performance standard and the exceptional circumstances that lead to the failure to meet the standard

EDTI does report under Rule 002 section 3.5 Call Answer Performance Measures as it does not operate a call centre other than staffing the EPCOR Power Emergency line which fields power outage calls. As expressly stated in Rule 002, calls to an outage or emergency call centre are to be excluded from the calculation of call answer performance.



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3.1 METER READING PERFORMANCE MEASURES

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

Standard: Settlement System Code, Appendix B 4.1.1

“Obtain at least one meter reading from 100% of cumulative meters every two months”

	<u>Month</u>	<u>A</u> <u>%</u> <u>Cumulative</u> <u>Meters Read</u>	<u>B</u> <u>Explanation of Results</u>
1	January	98.0	No Comment.
2	February	98.1	No Comment.
3	March	98.1	No Comment.
4	Quarterly Average	98.1	
5	April	98.3	No Comment
6	May	98.3	No Comment
7	June	98.3	No Comment
8	Quarterly Average	98.3	

Description of data collection methodology:

- Meter readings are captured in EDTI’s Meter Data Management (“MDM”) System. EDTI runs reports at the end of each month that identify the number of sites that have at least 1 actual meter reading within the two previously completed reading cycles. On the last day of the month, an extraction is done to the wires Site Management system to identify the number of cumulative meter sites in MDM responsibility.
- The formula for the Cumulative Meter Reading percentage reported for a particular month is as follows:

$$\frac{\# \text{ cumulative meters readings collected in the two previously completed collection cycles}}{\# \text{ cumulative meter sites in MDM taken at the last day of the month}}$$



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Action Plans and Comments:

4. Meter Readers experience a number of challenges in obtaining meter readings from every premise. Reasons for “missed” reads include:
 - Obstructed gates, no response at front door.
 - Locked gates, no response at front door.
 - Meter located inside the premises with no response from the customer.
 - Access Key does not work.
 - Damaged meter.
 - The meter is obstructed, or located in hazardous or hard to access locations.
 - The meter has been removed.
 - Aggressive dogs located in the proximity of the meter(s).

5. The EDTI Meter Reading area takes the following actions in its effort to eliminate missed reads:
 - Meter readers have been instructed to pay particular attention to meters that were not read during the previous reading cycle.
 - Meter readers are directed to return and follow up on any “skipped reads” upon completion of their routes. (e.g. Gate locked, no answer at the front door at 9:00 am – customer may be home later in the day)
 - A minimum of two meter readers are assigned to follow up on “skipped reads” from the previous day’s regularly scheduled assignments.
 - One Meter Reader is specifically tasked to follow up on missed reads appearing on the “Missed Actual Read Report” over an evening shift:
 - A “Missed Actual” meter will appear on the Missed Actual Read Report after 4 attempts to collect a read have been unsuccessful.



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- Duties include, checking keys, preparing and collecting access instructions, contacting customers by telephone to arrange access and on site visits.
- The evening shift is suspended during the winter months and is resumed when daylight hours increase in the spring.
- As a precautionary safety measure, Radio Frequency power and water meters that can be read remotely from the outside of a yard are being installed at selected locations that have been identified as containing extremely aggressive dogs and / or sites that have been identified as hazardous or hard to access locations. This ensures that readings will be collected from these sites.



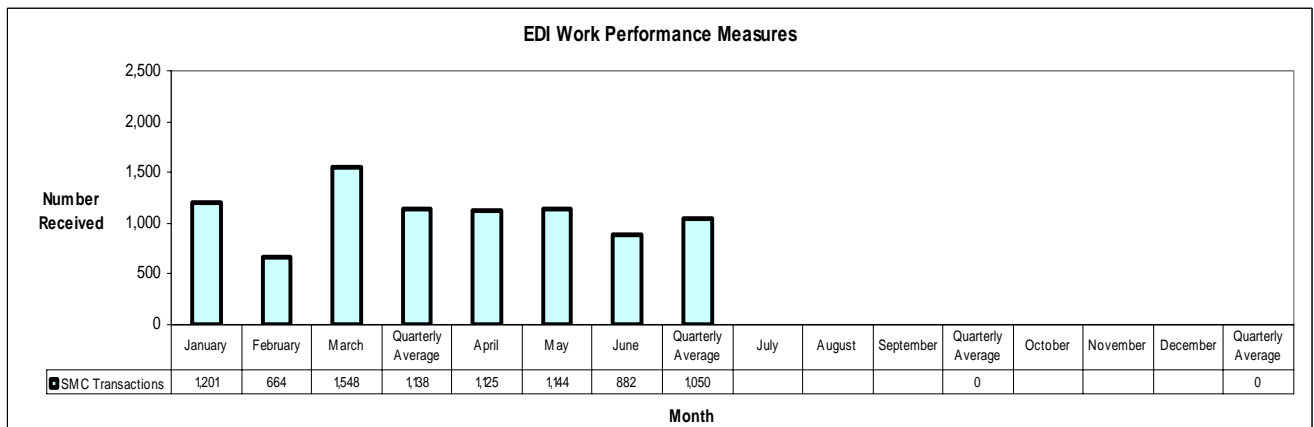
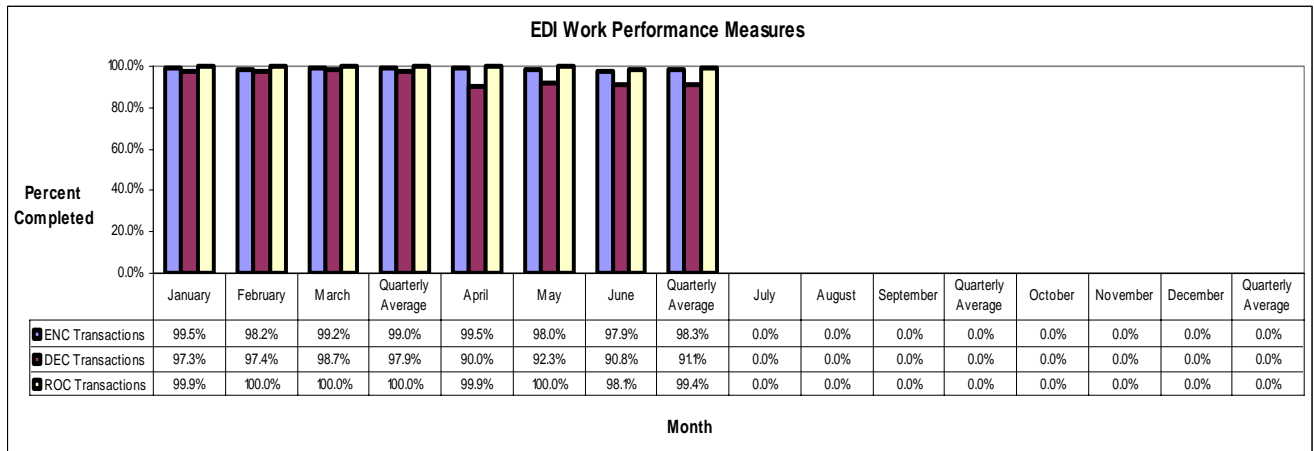
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3.2 WORK COMPLETION PERFORMANCE MEASURES

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

Standard: Settlement System Code, Section B.8

- ENC (Energize Completion) 5 Days
- DEC (De-Energize Completion) 5 Days
- ROC (Request Off Cycle Meter Read Completion) 5 Days
- SMC (Site Metering Characteristics)





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Description of data collection methodology:

6. All transactional data is logged and extracted from EDTI's Utility Information System ("UIS") and the Site Relationship Management System ("SRM"). All work completion measures are calculated based upon when the complete transaction is submitted to the retailer.

Explanation of Results:

7. The ENC results for the second quarter continue to reflect a high completion rate. ENC orders are treated as the highest priority and orders are completed as requested with the exception being locations not ready for energization or locations where EDTI is unable to obtain access.
8. The DEC results for the second quarter have decreased compared to the Q1 completion results. The main cause of this decrease was the removal of winter rules on April 15 subject to the nightly projected low being above 0 degrees Celsius. In April and May, Retailers issued a large volume of DER orders that could not be completed within the five day target due to the nightly lows being below the required minimum temperature that would allow EDTI to complete the requests. EDTI decided to leave the DER orders open until they could be completed resulting in a drop in the overall completion rate. In June the backlog from May combined with the higher volume of issued ENR and DER orders in June resulted in a lower completion rate.
9. The ROC results for the second quarter continue to reflect a high completion rate. All orders are completed with the exception being premises where access cannot be gained.
10. SMC Transactions are customer driven requests.



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Action Plans and Comments:

11. EDTI plans to continue with the existing processes currently in place to maintain the timeliness of completing ENC and DEC requests.



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3.6 CUSTOMER SATISFACTION MEASURES

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

Standard: 75% or more of the customers satisfied with their last transaction with the Wire Owner.

	<u>Month</u>	<u>A</u> <u>Number of</u> <u>Interviews*</u>	<u>B</u> <u>Customer Satisfaction</u> <u>%</u>	<u>C</u> <u>Explanation of Results</u>
1	January	100/5	91.2	None.
2	February	100/15	90.2	None.
3	March	125/19	86.0	None.
4	Quarterly Average		89.1	
5	April	100/18	88.5	None.
6	May	100/11	89.1	None.
7	June	125/26	90.0	None.
8	Quarterly Average		89.2	

Description of data collection methodology:

12. EDTI has contracted Leger Marketing to conduct monthly transaction research by conducting interviews with customers who contacted EPCOR Power Emergency.
13. The Customer Satisfaction Percentage represents a simple average of:
 - (i) The percentage of customers who were satisfied with their last call to the EPCOR Power Emergency line, and
 - (ii) The percentage of customers who were satisfied with the action taken by EPCOR Power Emergency in response to their call.
14. Column A in the table above shows two numbers, the first number in each cell is the number of interviews conducted regarding (i) described above with the second number in each cell showing the number of



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interviews conducting regarding (ii) described above. Section (ii) only covers customers who were aware that their initial call had generated a response. The total of the two numbers is the total number of customers surveyed to produce the measure in column B.

Action Plans and Comments:

15. None planned.



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3.6.2.1 Complaint Response - Complaint Reports To AUC

- Standard: (i) 80% of complaints forwarded by the AUC in any given month are investigated and a Complaint Report provided to the AUC within 14 calendar days.
- (ii) 100% of complaints in any given month investigated and Complaint Report provided within 30 calendar days

	Month	<u>A</u> Forwarded from AUC to EDTI	<u>B</u> Responded within 14 Day Deadline	<u>C</u> Responded within 30 Day Deadline	<u>D</u> Explanation of Results
1	January	0	0	0	None forwarded to EDTI.
2	February	0	0	0	None forwarded to EDTI.
3	March	0	0	0	None forwarded to EDTI.
4	Quarterly Average	0.00	0.00	0.00	
5	April	0	0	0	None forwarded to EDTI.
6	May	0	0	0	None forwarded to EDTI.
7	June	0	0	0	None forwarded to EDTI.
8	Quarterly Average	0.00	0.00	0.00	

Action Plans and Comments:

16. None planned.



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3.6.2.2 Complaint Response – Wire Owner Escalated Reports

- Standard: (i) Report and investigate the number of complaints made directly to the Wire Owner in any given month.
- (ii) Report the number of complaints where a resolution was not provided within 30 Days of the escalation of the complaint.

	<u>Month</u>	<u>A</u> <u>Total</u> <u>Number of</u> <u>Complaints</u>	<u>B</u> <u>Number of</u> <u>Complaints</u> <u>Unresolved</u> <u>After 30</u> <u>Days</u>	<u>C</u> <u>Explanation of Results</u>
1	January	0	0	None.
2	February	0	0	None.
3	March	0	0	None.
4	Quarterly Average	0.00	0.00	
5	April	0	0	None.
6	May	1	0	After receiving a detailed investigation report regarding the failure of a high voltage current transformer at a substation, the customer contacted the City of Edmonton Councilor’s office indicating that he was still concerned that safety standards were not met. EDTI met with the customer to address his specific concerns. EDTI reiterated that it has equipment life cycle programs in place that include bi-weekly inspections, design and construction standards, and maintenance practices in line with industry practice but could not guarantee that failures could not occur. The customer appears satisfied with the EDTI response and there is a now dialog with the customer regarding aesthetic changes to the area adjacent to the station.
7	June	0	0	
8	Quarterly Average	0.33	0.00	



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Description of data collection methodology:

17. EDTI has implemented a “Work Practice” for Recording, Investigation and Reporting of Escalated Complaints made by EDTI Customers.

Action Plans and Comments:

18. None planned.