



EPCOR Distribution and Transmission Inc.

SERVICE QUALITY AND RELIABILITY PERFORMANCE, MONITORING  
AND REPORTING PLAN

QUARTERLY REPORT

December 31, 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</u> <u>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	<b>Quarterly Average</b>	98.1	
5	April	98.3	No Comment.
6	May	98.3	No Comment.
7	June	98.3	No Comment.
8	<b>Quarterly Average</b>	98.3	
9	July	98.2	No Comment.
10	August	98.0	No Comment.
11	September	98.0	No Comment.
12	<b>Quarterly Average</b>	98.1	
13	October	99.6	Upon review of its data collection methodology, EDTI has determined that its calculation of meter read completion was not including de-energized sites with no usage in its number of cumulative meters read. Meter readings for de-energized meters with no usage have been included in this calculation starting in Q4 2009 and have resulted in an increase in this meter reading performance measure.
14	November	99.6	No Comment.
15	December	99.5	No Comment.
16	<b>Quarterly Average</b>	99.6	



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Description of data collection methodology:

2. 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.
3. EDTI notes that, as part of its implementation of its STARS system in 2006, the process was changed to send the retailer a DCM for de-energized sites with no usage. Prior to the STARS system implementation, meter readings for de-energized sites with no usage were not included in the number of cumulative meter readings collected in the two previously completed collection cycles (see formula below). EDTI identified that de-energized meter readings with no usage should have been included in the calculation in October, 2009. Beginning in October, 2009 meter readings for de-energized sites with no usage have been included in the total number of cumulative meter readings. This has resulted in an increase in the cumulative meter reading percentage.
4. The formula for the Cumulative Meter Reading percentage reported for a particular month is as follows:

# cumulative meters readings collected in the two previously completed collection cycles  
# cumulative meter sites in MDM taken at the last day of the month

Action Plans and Comments:

5. 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.

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- 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).
6. 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.
    - 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



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identified as hazardous or hard to access locations. This ensures that readings will be collected from these sites.



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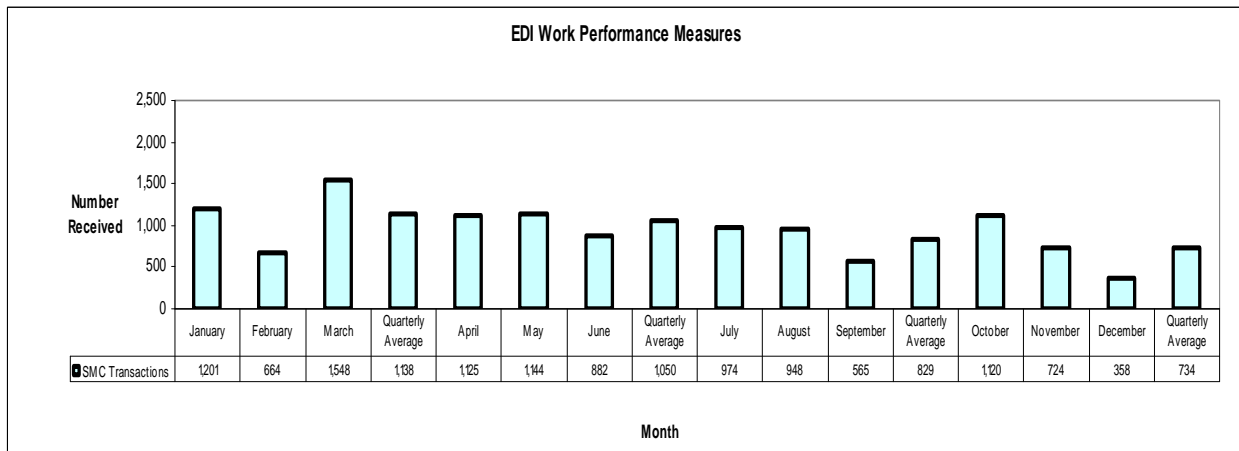
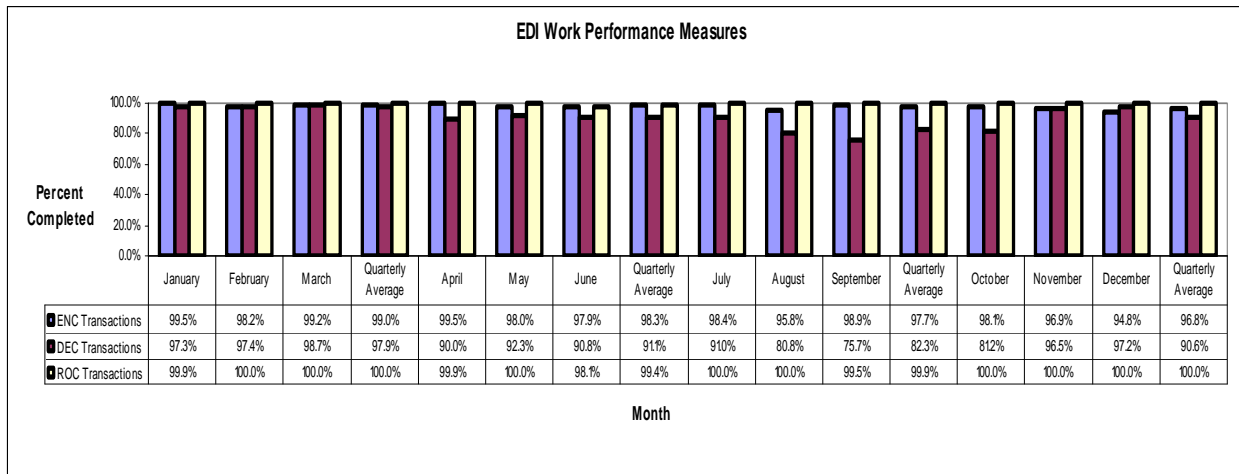
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**3.2 WORK COMPLETION PERFORMANCE MEASURES**

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:

7. 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:

8. The ENC results for the fourth quarter reflect a slightly lower completion rate compared with previous quarters. ENC orders are normally treated as the highest priority and orders are completed as requested. In December this decrease was primarily due to the break down of two vehicles used for new service energizations in addition to locations not ready for energization or locations where EDTI is unable to obtain access.
9. The DEC results for the fourth quarter have increased from Q3 due to the stabilization of meter operations staff from the turnover that occurred in Q3. Results remain lower when compared to Q1 and are more consistent with Q2. The overall decrease from Q1 is due to several contributing factors:
  - EDTI has experienced ongoing difficulties in the coordination of keys required to access apartment buildings to complete service requests. This is a result of EDTI having to remove the lock boxes from the exterior of the buildings to address security issues associated with the vandalism of the boxes and theft of keys.
  - Increased volumes of energize requests in October resulted in fewer resources being available to complete de-energize requests in a timely manner.
10. These issues resulted in fewer deenergize requests being completed within the regular 5 day window. The energize completion rate



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remained high, with the exception of December as described above, during this period as energize requests are given higher priority than deenergize requests in order to ensure that customers are provided power in a timely manner.

11. The ROC results for the fourth quarter continue to reflect a high completion rate. All orders are completed with the exception being premises where access cannot be gained.
12. SMC Transactions are customer driven requests.

Action Plans and Comments:

13. EDTI plans to continue with the existing processes currently in place to maintain the timeliness of completing ENC and DEC requests and has hired personnel to replace the staff shortage.



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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</u> <u>Satisfaction %</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	<b>Quarterly Average</b>		89.1	
5	April	100/18	88.5	None.
6	May	100/11	89.1	None.
7	June	125/26	90.0	None.
8	<b>Quarterly Average</b>		89.2	
9	July	100/32	88.0	None.
10	August	100/28	89.1	None.
11	September	125/25	90.2	None.
12	<b>Quarterly Average</b>		89.1	
13	October	100/9	92.8	None.
14	November	125/23	89.8	None.
15	December	100/10	88.8	None.
16	<b>Quarterly Average</b>		90.5	

Description of data collection methodology:

- 14. EDTI has contracted Leger Marketing to conduct monthly transaction research by conducting interviews with customers who contacted EPCOR Power Emergency.
- 15. 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



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(ii) The percentage of customers who were satisfied with the action taken by EPCOR Power Emergency in response to their call.

16. 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 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:

17. 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	<b>Quarterly Average</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
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	<b>Quarterly Average</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
9	July	0	0	0	None forwarded to EDTI.
10	August	0	0	0	None forwarded to EDTI.
11	September	0	0	0	None forwarded to EDTI.
12	<b>Quarterly Average</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	
13	October	0	0	0	None forwarded to EDTI.
14	November	0	0	0	None forwarded to EDTI.
15	December	0	0	0	None forwarded to EDTI.
16	<b>Quarterly Average</b>	<b>0.00</b>	<b>0</b>	<b>0.00</b>	

**Action Plans and Comments:**

18. 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.
<b>4</b>	<b>Quarterly Average</b>	<b>0.00</b>	<b>0.00</b>	
5	April	0	0	None.
	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 and design, construction and maintenance practices in line with industry standards but could not guarantee that failures could not occur. Although the customer seems satisfied with the EDTI responses there is a continuing dialog about planting trees and making changes to the berm.
6				
7	June	0	0	None.
<b>8</b>	<b>Quarterly Average</b>	<b>0.33</b>	<b>0.00</b>	



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9	July	1	1	<p>Customer contacted the Councilor's office indicating that Contractors and EDTI crews damaged the lawn in front of the Customers residence. Upon investigation it was found that EDTI did do some work at this location in 2008 and at that time the area was cleaned up properly. After several attempts by EDTI to contact the customer, a letter was sent to the Councilor indicating that due to the construction of a new condominium complex across the street from the customer, the grass has been damaged. EDTI has booked a landscaper to lay new sod in the spring of 2010. With the aforementioned construction and due to high foot-traffic volume, to do so any sooner would result in the area returning to its present state.</p>
10	August	2	1	<p>1. The customer had a concern regarding the installation of a new pole behind his house. Due to a redesign of the area, the installation of two new poles is required and one of these poles is by the customers' home. The pole locations were approved by the City on June 16, 2009 through the Utility Line Assignment process. The new design met all of EDTI's construction standards and is considered to be a standard design. After careful consideration of the customers concerns, EDTI will not be placing the pole behind his house.</p> <p>2. The customer contacted the Councilor's office regarding concerns he has with the cost for the re-location of the service wire hook up at his house. He would like his house service moved to the side of his house for safety and aesthetical reasons. EDTI met with the customer and indicated that the cost to move the house service connection by an independent electrician would be the responsibility of the home owner. EDTI has sent a letter to the customer explaining this as per EDTI's Terms and Condition of Service, Customer Connection Guide. EDTI is prepared to relocate the service wire at EDTI's cost to a new attachment point once it meets the current Electrical Code requirements and is approved by an Electrical Inspector. EDTI indicated that the owner of the house is responsible for the cost of relocating service connection point on the house.</p>



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11	September	2	1	<p>1. The customer contacted the Councilor's office regarding concerns with a pole that is leaning toward their house. The pole was leaning due to the Telus and Shaw attachments. Converting the communications cables to underground is preferred by the customer, but not in EDTI's control. Options were discussed with the customer and for this particular application, based solely on esthetic and EDTI's reputation, it was agreed to install a self supporting pole. EDTI completed negotiations with Telus to bear the cost with no charge to the customer. The pole will be ordered and an engineering package will have to be issued so the work can be done.</p> <p>2. Councilor contacted EDTI regarding a power interruption in his area and a remark made to his neighbor by an EDTI employee regarding the number of power interruptions to this area and that the next power interruption could be an extensive duration. A letter was sent to the Councilor addressing the concern of what plans are in place to address the issue of power interruptions to the area. The area has experienced multiple cable faults and EDTI has plans in place to address this by replacing sections of cable by late 2009 or early 2010. This area has a loop feed therefore if a cable experiences a fault; there are alternatives to feed the neighborhood from another direction. EDTI will inform staff that offhand remarks are not appropriate in any situation as they can cause undue concern to EDTI's customers.</p>
12	Quarterly Average	1.67	1.00	
13	October	0	0	None.
14	November	0	0	None.
15	December	0	0	None.
16	Quarterly Average	0.00	0.00	

Description of data collection methodology:

- 19. EDTI has implemented a "Work Practice" for Recording, Investigation and Reporting of Escalated Complaints made by EDTI Customers.



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Action Plans and Comments:

20. **None planned.**