



FortisAlberta Inc.

SERVICE QUALITY AND RELIABILITY  
PERFORMANCE, MONITORING AND REPORTING PLAN

QUARTERLY REPORT  
For Quarter Ending March 31, 2009

April 30, 2009

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## **INTRODUCTION**

FortisAlberta Inc. (“FortisAlberta”) is the owner of an electric distribution system and provides the following submission in respect of the Service Quality and Reliability Performance, Monitoring and Reporting Plan (the “Plan”) pursuant to Alberta Utilities Commission (“AUC”) Rule 002 (dated January 2, 2008) applicable to Electric Distribution System Owners (“Wire Owner”). The format of the report aligns with the template provided by the AUC on February 27, 2004.

FortisAlberta’s measurement protocols and internal reporting methods used to obtain the data are explained in each of the following sections, which correspond to those same sections in Rule 002.

Attached in the appendix is additional raw data supporting the numbers reported in the body of this report.

A discussion of any missing data or other events that could reasonably affect the quality of the data, if necessary, is provided in each of the relevant sections of the report.

The AUC template for this report indicates this section is to “include any request by the Wire Owner to waive any applicable performance standard and the exceptional circumstances that lead to the failure to meet the standard.” In this regard, FortisAlberta believes all reported values are either within tolerance, or, where they appear to be out of tolerance, have been sufficiently explained in the pertinent sections, and thus no waivers are required.

## QUALITY OF SERVICE MEASURES

The numbers used to label the following sections correspond to the numbering in Rule 002.

### 3.1 Meter Reading Performance Measures

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

**Reporting Period:** 1<sup>st</sup> Quarter of 2009

**Metric:** Settlement System Code, Appendix B.

<u>Month</u>	<u>% Cumulative Meters Read</u>
January 2009	92.3%
February 2009	94.0%
March 2009	96.2%
<b>Quarterly Average</b>	<b>94.2%</b>

#### Explanation of Results:

FortisAlberta continues to work closely with the meter reading vendor to develop and implement strategies to ensure appropriate staffing and performance levels are attained. Heavy snow and winter storms affected the meter reading performance in January and February. Improved weather conditions and reduced vacancies increased the results for March.

#### Comments:

Meter reading performance will remain a challenge throughout FortisAlberta's transition to AMI. FortisAlberta Inc. received approval of its meter reading compliance plan in Q3, 2008.

A standardized report has been created using data captured from SAP, which is FortisAlberta's integrated business system that receives meter read information. The above values are calculated from the following raw data:

- Number of cumulative meters with readings less than or equal to 65 days, and
- Total number of active and enrolled sites with cumulative meters was from the last calendar day of each month.

Please see Table 3.1.1 in the appendix for additional supporting data.

### 3.2 Work Completion Performance Measures

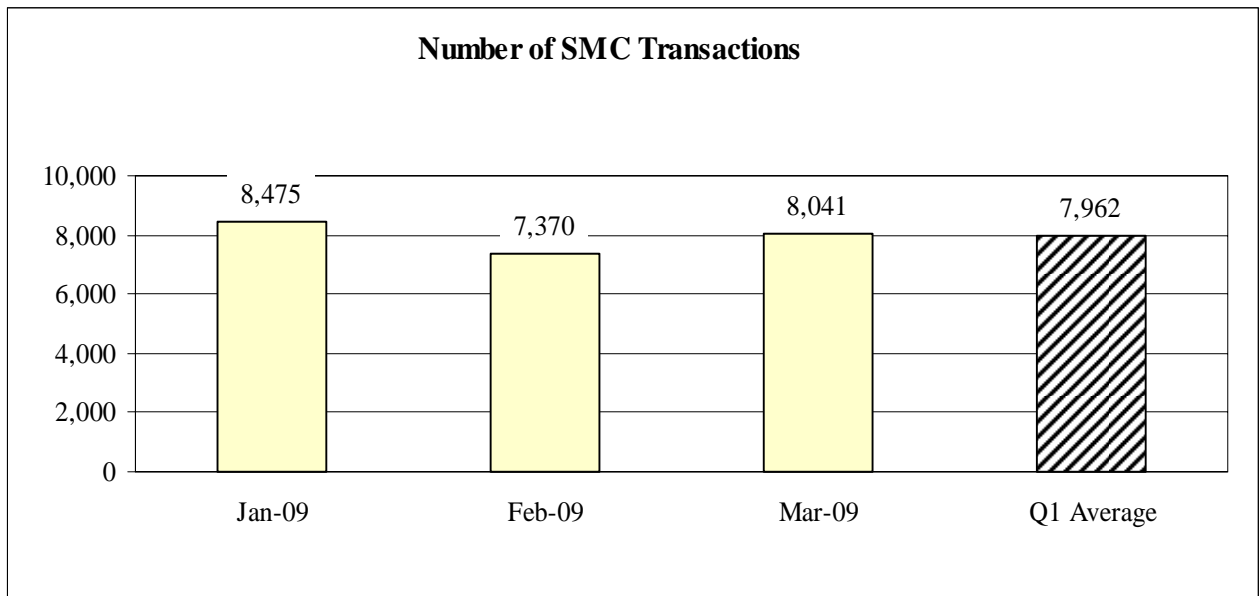
#### 3.2.1 Percentage of Retailer-Requested Work Completed Within the Suggested Timing Notification of the Settlement System Code

**Reporting Period:** 1<sup>st</sup> Quarter of 2009

**Metric:** Settlement System Code

Appendix A of Rule 002 requires reporting on Energize Completion (ENC and ENF), De-Energize Completion (DEC and DEF), Requests for Off-Cycle Read Completion (ROC), and Site Meter Characteristic Changes (SMC) transactions.

##### a) Change in Metering Configuration at a Site (SMC Transactions)



##### **Explanation of Change in Metering Configuration at a Site (SMC Transactions):**

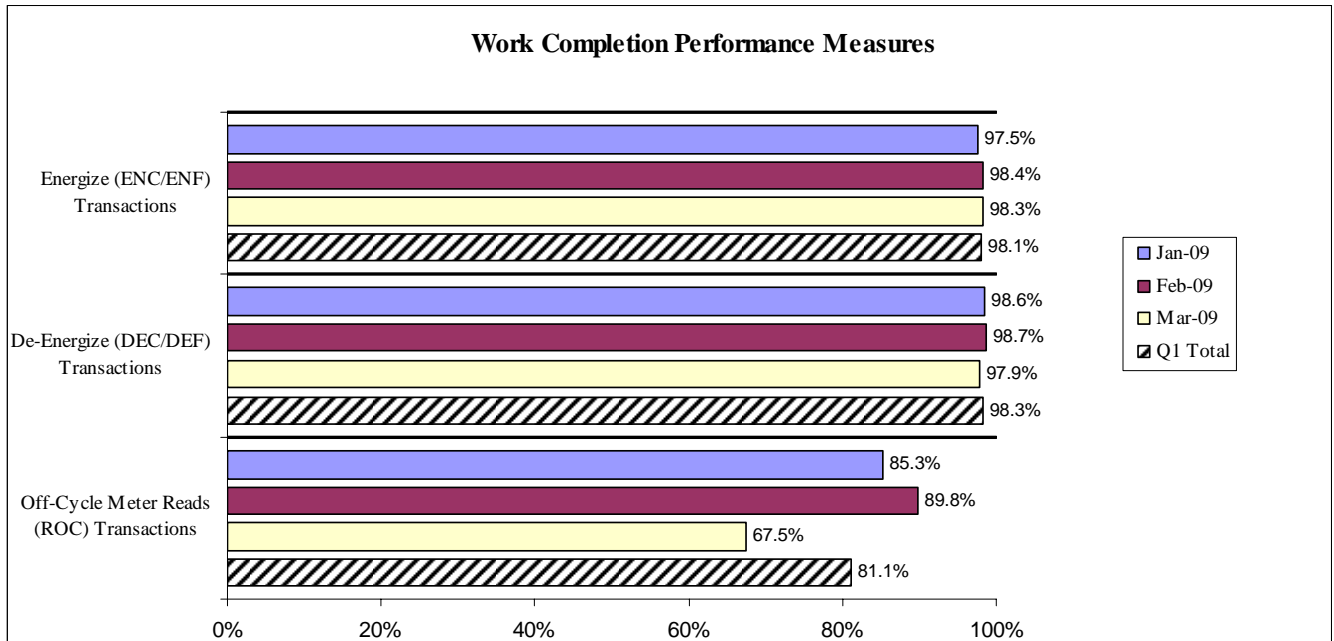
Results are consistent with enrollments, energize and de-energize requests completed each month.

##### **Comments:**

SAP is the source of site meter characteristic (SMC) data used for calculating the number of SMC changes per month. This report generates the total number of transactions in a defined time period (one month) where the metering configuration has changed.

Note that the SMC numbers above include sites where a customer switched retailers although no actual “change” occurred physically to their site. The supporting numbers can be found in Table 3.2.1b in the appendix.

**Energize Site (ENC and ENF), De-Energize Site (DEC and DEF), and Off-cycle Read\Re-read meters (ROC) Transactions**



**b) Explanation of Energize Results (ENC and ENF Transactions):**

FortisAlberta completed Energize requests (ENR) with a high rate of success for the first quarter (98.1% average).

The majority of energize requests (ENR) that were failed (ENF) resulted from the electrician’s work at the customer’s site not being completed (29%). The second most common reason for energize requests failing was attributed to the customer’s site not being ready (16%). In an effort to improve the overall completion success, FortisAlberta continues to attempt to contact ENR customers in advance to ensure site readiness.

**c) Explanation of De-Energize Results (DEC and DEF Transactions):**

FortisAlberta receives De-Energize transactions (DER) for many reasons, including vacant premises, disconnect for non-payment, and salvages. These requests are either accepted with a de-energize completion (DEC) transaction or a de-energize failure (DEF) transaction.

In the first quarter of 2009, FortisAlberta completed these requests with a high rate of success (98.3% average).

**d) Explanation of Off-Cycle Meter Reads / Re-read Meters (ROC Transactions):**

These requests are most often attributable to Retailer requests for an additional read to confirm consumption in response to a customer dispute. In the months where consumption is typically higher, these requests tend to increase as well as in winter months when access to meters is an issue. In March, the meter readers focused on regular routes and performance issues which resulted in a reduced number of service orders being completed within the guidelines. These statistics will improve as AMI meters are activated and daily reads are obtained.

**Comments:**

For the data pertaining to ENC, ENF, DEC, DEF and ROC shown above, SAP is the source of data for calculating the related work completion measures. Reports are generated by counting the number of transactions submitted by retailers, as well as the number of transactions completed within the Settlement System Code guideline. This report is completed on a monthly basis. More detailed data can be found in Table 3.2.1a in the attached appendix.

### 3.3 Worker Safety Performance Measures

**Reporting Period:** Results to be included in the Annual Report

### 3.4 Reliability Performance Measures

**Reporting Period:** Results to be included in the Annual Report

### 3.5 Call Answer Performance Measures

#### 3.5.1 Call Answering Service Level

**Reporting Period:** 1<sup>st</sup> Quarter of 2009

**Standard:** 70.0% within 30 seconds

<u>Month</u>	<u>Measure</u>
January 2009	82.7%
February 2009	84.9%
March 2009	82.0%
<b>Quarterly Telephone Service Factor (TSF)</b>	<b>83.1%</b>

#### Explanation of Results:

The TSF rate in the first quarter of 2009 is consistent with the TSF rate from the same time period in 2008.

#### Comments:

Data for calculation purposes is generated within FortisAlberta's automated call distribution (ACD) system. The numbers used to calculate the above reported percentages are:

- The total number of calls answered by an agent within 30 seconds once the caller has chosen to speak to an agent from the interactive voice response system (IVR).
- The total number of attempts to reach an agent once the caller has chosen to speak to an agent from the IVR.
- Call process for customers – after calling '310-wire', the customer makes a selection based on the reason for their call (1 for Power Outage, 2 for Construction, 3 for Meter Reads, etc.). At this point, the timer starts and FortisAlberta starts recording the service levels.

More detailed supporting numbers relating to those reported above can be found in Table 3.5 in the appendix.

### 3.5.2 Abandon Rate

**Reporting Period:** 1<sup>st</sup> Quarter of 2009

**Standard:** Must not exceed 5.0%

<u>Month</u>	<u>Measure</u>
January 2009	3.2%
February 2009	1.9%
March 2009	2.9%
<b>Quarterly Rate (Actual)</b>	<b>2.7%</b>

#### Explanation of Results:

The abandon rate in the first quarter of 2009 is consistent with the abandon rate from the same time period in 2008.

#### Comments:

Data for calculation of the above values are generated from FortisAlberta's ACD system. The numbers used are:

- The total number of calls abandoned before an agent responds, once the caller has chosen to speak to an agent from the IVR.
- The total number of attempts to reach an agent once the caller has chosen to speak to an agent from the IVR.

More detailed supporting numbers relating to those reported above can be found in Table 3.5 in the appendix.

### 3.6 Customer Satisfaction Measures – Transaction Survey

#### 3.6.1 Customer Satisfaction Following Customer-Initiated Contact with the Wire Owner

**Reporting Period:** 1<sup>st</sup> Quarter of 2009

**Standard:** 75% of customers satisfied with their last transaction.

	<u>Measure</u>
Q1 Average	87.7%
Q2 Average	
Q3 Average	
Q4 Average	

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

The average was based on the following five customer satisfaction measures:

- access to wire owner;
- employee courtesy;
- employee knowledge;
- promptness & timeliness of the wire owner's response; and
- overall customer satisfaction.

For each of the customer satisfaction measures mentioned above, customers were asked to rate FortisAlberta on a scale of one to ten.

#### **Comments:**

These measures, reported on a quarterly basis, utilize data from a monthly survey of inbound transaction customers performed by an independent third-party vendor.

More detailed supporting numbers relating to those reported above can be found in Table 3.6.1 in the appendix.

**3.6.2 Complaint Response to AUC**

**PART A: Complaint Reports to AUC**

**Reporting Period:** 1<sup>st</sup> Quarter of 2009

**Standard:** 80% of written or verbal complaints submitted by the AUC in any given month resolved within 14 calendar days; 100% of written or verbal complaints submitted by the AUC in any given month resolved within 30 calendar days.

Month	# of Verbal or Written Complaints from the AUC	Resolved within 14 days	Resolved within 30 days	Exceeded 30 Days
January 2009	1	1	0	0
February 2009	0	0	0	0
March 2009	0	0	0	0
<b>Quarterly Totals</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>

**Explanation of Results (Part A):**

One complaint was made to the AUC in the first quarter of 2009; and, it was resolved within 14 days.

The supporting numbers can be found in Table 3.6.2 in the appendix.

**PART B: Wire Owner Complaints**

**Reporting Period:** 1<sup>st</sup> Quarter of 2009

**Standard:** 80% of complaints other than those submitted by the AUC in any given month resolved within 14 calendar days; 100% of complaints other than those submitted by the AUC in any given month resolved within 30 calendar days.

<b>Month</b>	<b># of Complaints received by the W/O</b>	<b>Resolved within 14 days</b>	<b>Resolved within 30 days</b>	<b>Exceeded 30 Days</b>
January 2009	109	96	10	3
February 2009	133	115	15	3
March 2009	126	124	2	0
<b>Quarterly Totals</b>	<b>368</b>	<b>335</b>	<b>27</b>	<b>6</b>

**Explanation of Results (Part B):**

In the first quarter of 2009, there were six complaints not resolved within 30 days. The three complaints in January resulted from damage claim investigations awaiting response from the customer. The three complaints in February exceeded 30 days due to an internal ticket assignment issue. All six complaints have since been resolved.

Six tickets created in March 2009 have not been resolved to date and, therefore, are not included in the quarterly totals. The final results for March 2009 will appear in the Service Quality Report filed in July 2009.

The supporting numbers can be found in Table 3.6.2 in the appendix.

APPENDIX



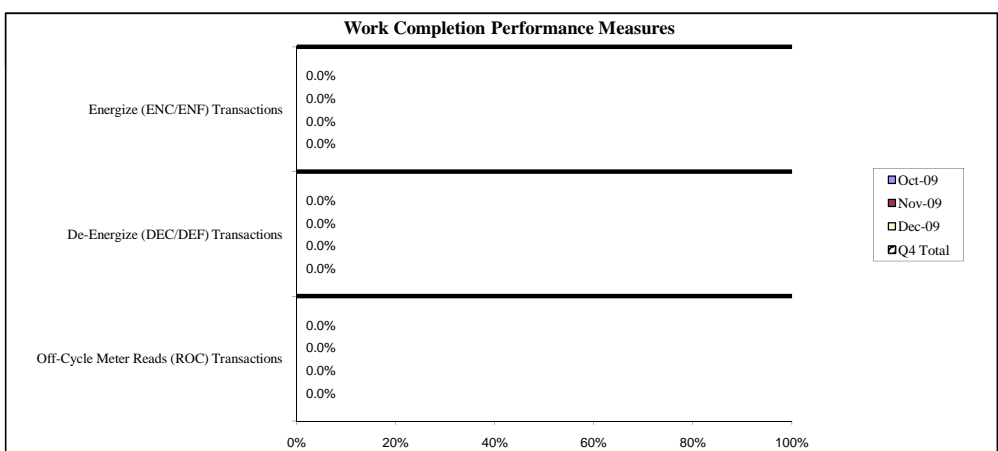
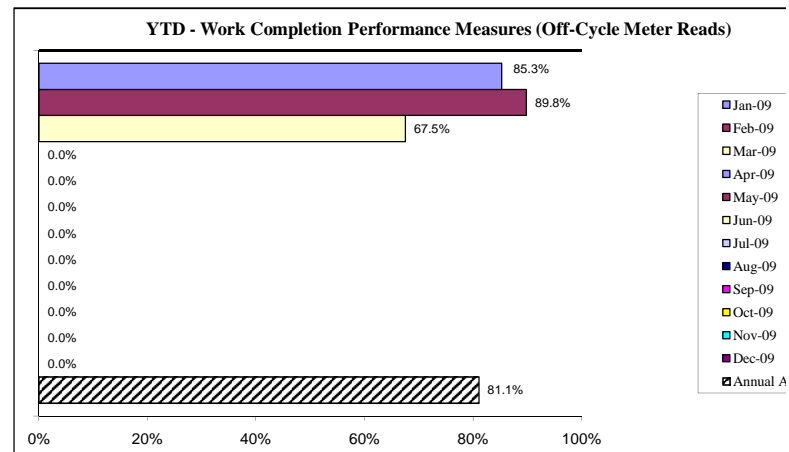
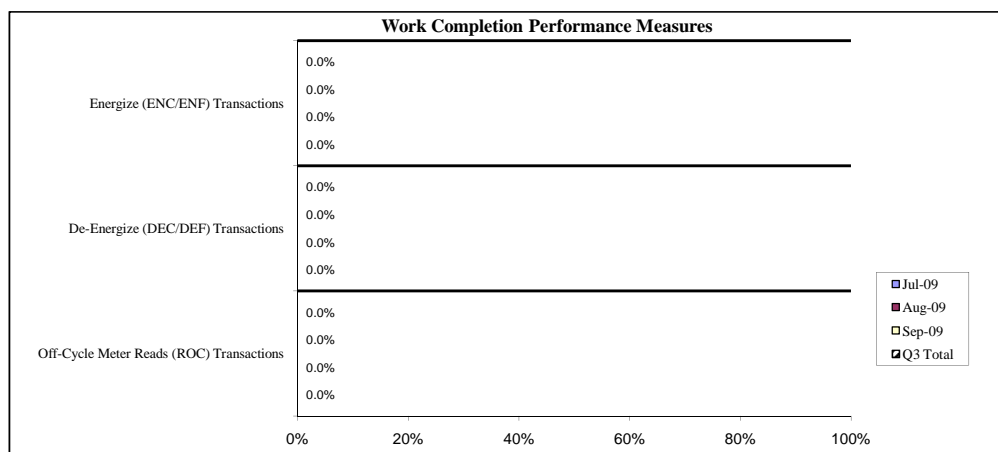
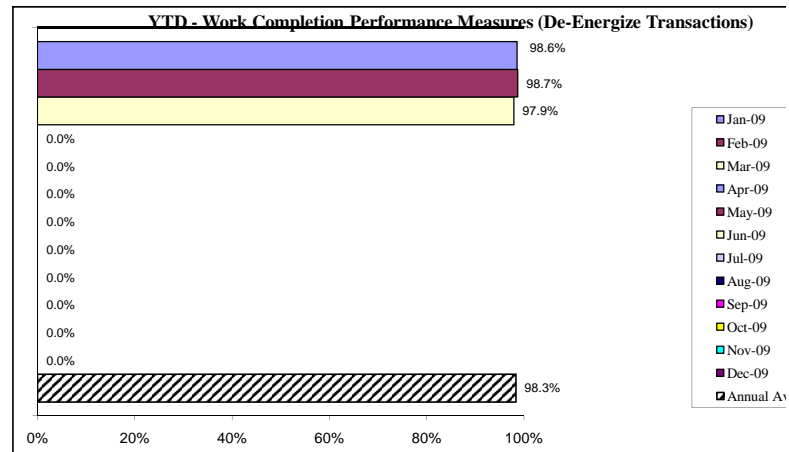
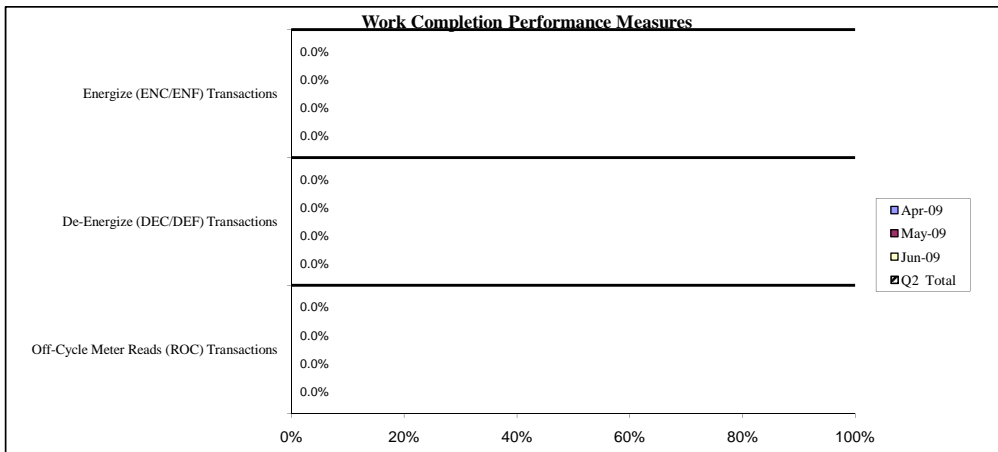
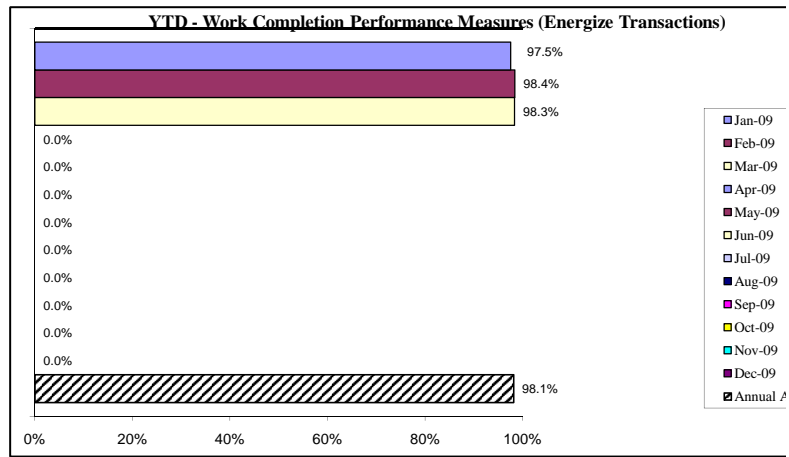
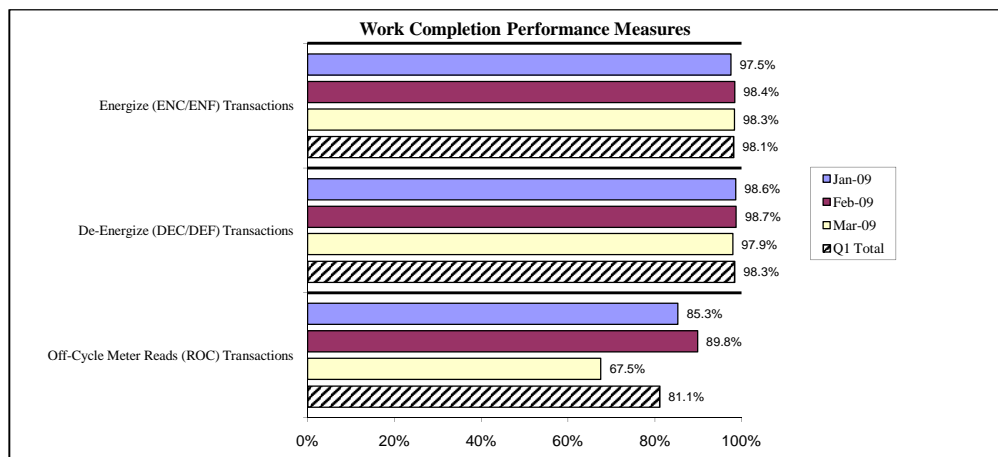
2009 Q1 SQR  
Appendix

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

Line No.	Month	A	B	C
		Number of Cumulative Meters w/ Readings	Number of Cumulative Meters	Percent Cumulative Meters Read (%)
1	Jan-09	408,603	442,637	92.3%
2	Feb-09	416,693	443,353	94.0%
3	Mar-09	427,021	443,991	96.2%
4	<b>Q1 Total</b>	<b>1,252,317</b>	<b>1,329,981</b>	<b>94.2%</b>
5	Apr-09			-
6	May-09			-
7	Jun-09			-
8	<b>Q2 Total</b>	<b>-</b>	<b>-</b>	<b>-</b>
9	Jul-09			-
10	Aug-09			-
11	Sep-09			-
12	<b>Q3 Total</b>	<b>-</b>	<b>-</b>	<b>-</b>
13	Oct-09			-
14	Nov-09			-
15	Dec-09			-
16	<b>Q4 Total</b>	<b>-</b>	<b>-</b>	<b>-</b>
17	<b>Annual Average</b>	<b>417,439</b>	<b>443,327</b>	<b>94.2%</b>

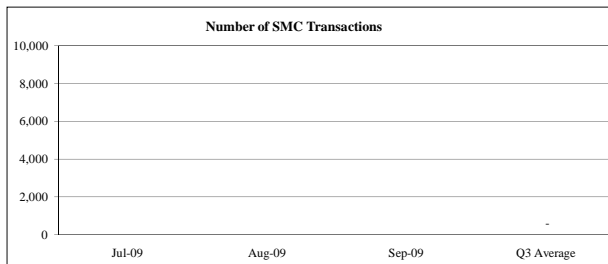
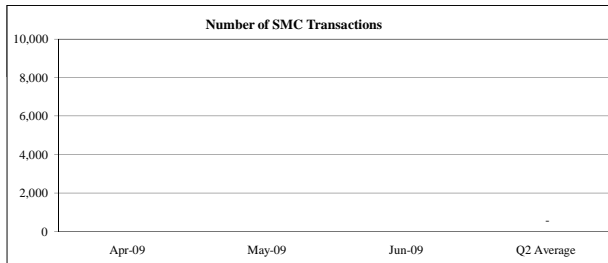
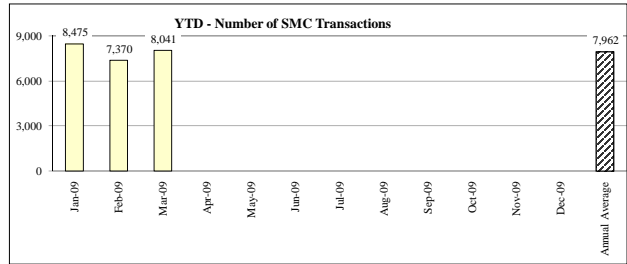
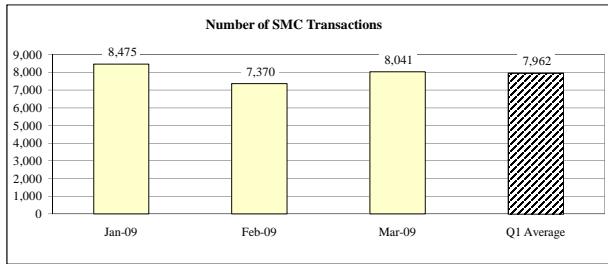
Percentage of Retailer-Requested Work Completed Within the Suggested Notification Requirements of the Settlement System Code

Line No.	Month	A	B	C	D	E	F	G	H	I
		Number of Energize (ENR) Transactions Requested	Number of Energize (ENR) Transactions Completed within guidelines	Percentage Energize (ENC/ENF) Transactions Completed within guidelines (%)	Number of De-Energize (DER) Transactions Requested	Number of De-Energize (DER) Transactions Completed within guidelines	Percentage De-Energize (DEC/DEF) Transactions Completed within guidelines (%)	Number of Off-Cycle Meter Reads (ROC) Transactions Requested	Number of Off-Cycle Meter Reads (ROC) Transactions Completed within guidelines	Percentage Off-Cycle Meter Reads (ROC) Transactions Completed within guidelines (%)
1	Jan-09	1,983	1,934	97.5%	2,575	2,538	98.6%	190	162	85.3%
2	Feb-09	2,131	2,096	98.4%	2,554	2,521	98.7%	157	141	89.8%
3	Mar-09	2,427	2,385	98.3%	4,010	3,926	97.9%	160	108	67.5%
4	<b>Q1 Total</b>	<b>6,541</b>	<b>6,415</b>	<b>98.1%</b>	<b>9,139</b>	<b>8,985</b>	<b>98.3%</b>	<b>507</b>	<b>411</b>	<b>81.1%</b>
5	Apr-09	-	-	-	-	-	-	-	-	-
6	May-09	-	-	-	-	-	-	-	-	-
7	Jun-09	-	-	-	-	-	-	-	-	-
8	<b>Q2 Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
9	Jul-09	-	-	-	-	-	-	-	-	-
10	Aug-09	-	-	-	-	-	-	-	-	-
11	Sep-09	-	-	-	-	-	-	-	-	-
12	<b>Q3 Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
13	Oct-09	-	-	-	-	-	-	-	-	-
14	Nov-09	-	-	-	-	-	-	-	-	-
15	Dec-09	-	-	-	-	-	-	-	-	-
16	<b>Q4 Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
17	<b>Annual Average</b>	<b>2,180</b>	<b>2,138</b>	<b>98.1%</b>	<b>3,046</b>	<b>2,995</b>	<b>98.3%</b>	<b>169</b>	<b>137</b>	<b>81.1%</b>



**Number of Changes in Metering Configuration at a Site (SMC Transactions)**

Line No.	Month	Number of SMC Transactions
1	Jan-09	8,475
2	Feb-09	7,370
3	Mar-09	8,041
4	<b>Q1 Average</b>	<b>7,962</b>
5	Apr-09	-
6	May-09	-
7	Jun-09	-
8	<b>Q2 Average</b>	<b>-</b>
9	Jul-09	-
10	Aug-09	-
11	Sep-09	-
12	<b>Q3 Average</b>	<b>-</b>
13	Oct-09	-
14	Nov-09	-
15	Dec-09	-
16	<b>Q4 Average</b>	<b>-</b>
17	<b>Annual Average</b>	<b>7,962</b>



**Call Answer Performance Measures**

Line No.	Month	A	B	C	D	E	F	G
		Number of Attempts to Reach Representative	Number of Abandoned Calls	Number of Flow Out Calls	Percentage Abandoned Calls (%) [B]/[A]	Number of Calls reaching agent [A] - [B+C]	Number of Calls reaching agent in 30 sec.	Number of Calls reaching agent in 30 sec. (%) [F]/[A]
1	Jan-09	12,249	389	-	3.2%	11,860	10,131	82.7%
2	Feb-09	9,667	180	-	1.9%	9,487	8,204	84.9%
3	Mar-09	12,112	348	-	2.9%	11,764	9,930	82.0%
<b>4</b>	<b>Q1 Total</b>	<b>34,028</b>	<b>917</b>	<b>-</b>	<b>2.7%</b>	<b>33,111</b>	<b>28,265</b>	<b>83.1%</b>
5	Apr-09	-	-	-	-	-	-	-
6	May-09	-	-	-	-	-	-	-
7	Jun-09	-	-	-	-	-	-	-
<b>8</b>	<b>Q2 Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
9	Jul-09	-	-	-	-	-	-	-
10	Aug-09	-	-	-	-	-	-	-
11	Sep-09	-	-	-	-	-	-	-
<b>12</b>	<b>Q3 Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
13	Oct-09	-	-	-	-	-	-	-
14	Nov-09	-	-	-	-	-	-	-
15	Dec-09	-	-	-	-	-	-	-
<b>16</b>	<b>Q4 Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>17</b>	<b>Annual Totals</b>	<b>34,028</b>	<b>917</b>	<b>-</b>	<b>2.7%</b>	<b>33,111</b>	<b>28,265</b>	<b>83.1%</b>

**Customer Satisfaction Following Customer-Initiated Contact with Wire Owner**

Source of Data AUC Rule 3.6.1		A	B	C	D	E	F	G	H
		Monthly Inbound i4(e)	Monthly Inbound i4(c)	Monthly Inbound i4(b)		Monthly Inbound i4(a)	Monthly Inbound i4(d)	Monthly Inbound i4(f)	Total Average
Line No.	Month	Access to the Wire Owner	Employee Courtesy - Friendly (a)	Employee Courtesy - Professional (b)	Employee Courtesy [B,C]	Employee Knowledge	Promptness & Timeliness of the Wire Owner's Response	Customer Satisfaction with the Interaction	Total Customer Satisfaction [A,D,E,F,G]
1	Jan-09	81%	91%	91%	91%	84%	80%	84%	84.0%
2	Feb-09	82%	96%	96%	96%	92%	91%	93%	90.8%
3	Mar-09	82%	95%	93%	94%	90%	82%	93%	88.2%
4	<b>Q1 Average</b>	<b>82%</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>89%</b>	<b>84%</b>	<b>90%</b>	<b>87.7%</b>
5	Apr-09				-				-
6	May-09				-				-
7	Jun-09				-				-
8	<b>Q2 Average</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
9	Jul-09				-				-
10	Aug-09				-				-
11	Sep-09				-				-
12	<b>Q3 Average</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
13	Oct-09				-				-
14	Nov-09				-				-
15	Dec-09				-				-
16	<b>Q4 Average</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
17	<b>Annual Average</b>	<b>82%</b>	<b>94%</b>	<b>93%</b>	<b>94%</b>	<b>89%</b>	<b>84%</b>	<b>90%</b>	<b>87.7%</b>

**Complaint Response to AUC**

Line No.	Month	A	B	C	D	E	F
		Number of Complaints addressed within 14 Days	Number of Complaints addressed within 30 Days	Number Unresolved Within 30 Days	Total Number of Complaints	Number of Complaints addressed within 14 Days (%)	Number of Complaints addressed within 30 Days (%)
1	Jan-09	1	0	0	1	100.0%	100.0%
2	Feb-09	0	0	0	0	100.0%	100.0%
3	Mar-09	0	0	0	0	100.0%	100.0%
4	<b>Q1 Totals</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>100.0%</b>	<b>100.0%</b>
5	Apr-09				0	-	-
6	May-09				0	-	-
7	Jun-09				0	-	-
8	<b>Q2 Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>
9	Jul-09				0	-	-
10	Aug-09				0	-	-
11	Sep-09				0	-	-
12	<b>Q3 Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>
13	Oct-09				0	-	-
14	Nov-09				0	-	-
15	Dec-09				0	-	-
16	<b>Q4 Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>
17	<b>Annual Average</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>100.0%</b>	<b>100.0%</b>
18							
19							
<b>Wire Owner Complaints</b>							
Line No.	Month	A	B	C	D	E	F
		Number of Complaints addressed within 14 Days	Number of Complaints addressed within 30 Days	Number Unresolved Within 30 Days	Total Number of Complaints	Number of Complaints addressed within 14 Days (%)	Number of Complaints addressed within 30 Days (%)
20	Jan-09	96	10	3	109	88.1%	97.2%
22	Feb-09	115	15	3	133	86.5%	97.7%
23	Mar-09	124	2	0	126	98.4%	100.0%
24	<b>Q1 Totals</b>	<b>335</b>	<b>27</b>	<b>6</b>	<b>368</b>	<b>91.0%</b>	<b>98.4%</b>
25	Apr-09				0	-	-
26	May-09				0	-	-
27	Jun-09				0	-	-
28	<b>Q2 Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>
29	Jul-09				0	-	-
30	Aug-09				0	-	-
31	Sep-09				0	-	-
32	<b>Q3 Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>
33	Oct-09				0	-	-
34	Nov-09				0	-	-
35	Dec-09				0	-	-
36	<b>Q4 Totals</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>-</b>	<b>-</b>
37	<b>Annual Average</b>	<b>112</b>	<b>9</b>	<b>2</b>	<b>123</b>	<b>91.0%</b>	<b>98.4%</b>