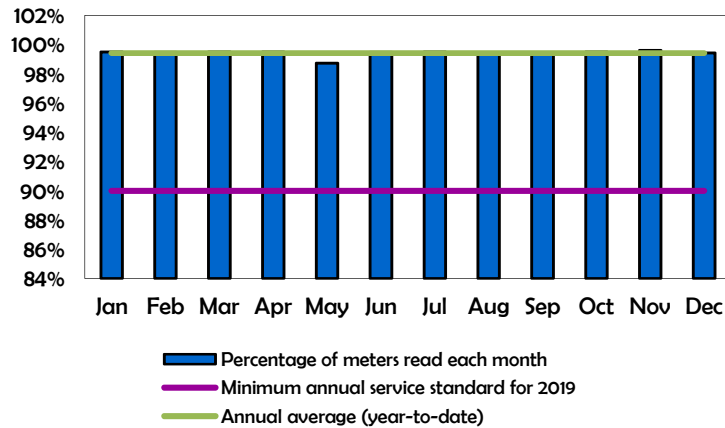


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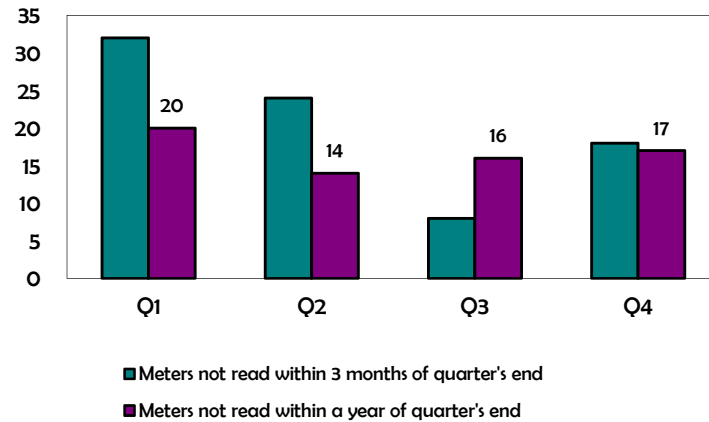
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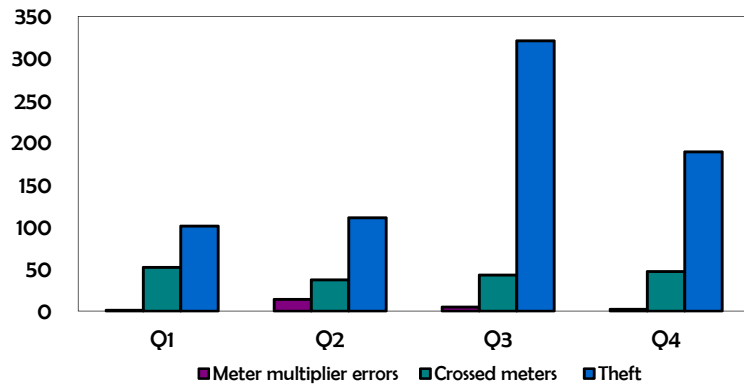
**5.1.1 Monthly billing and meter reading performance -
Percentage of meters read each month
2019**



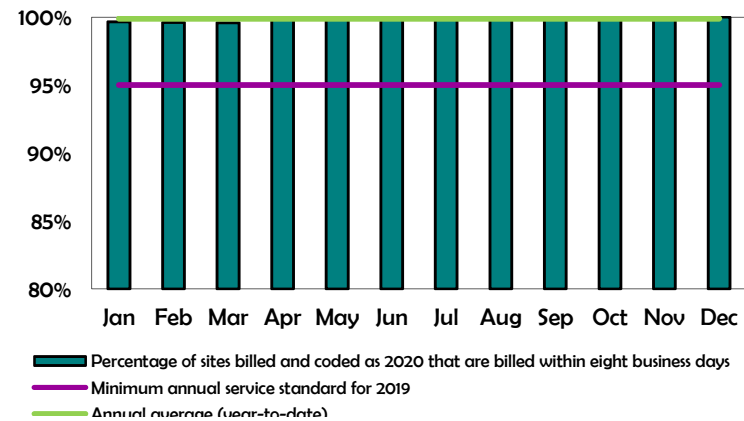
**5.1.2 Cumulative meters not read within three months,
and not read within one year
as of the end of each quarter in 2019**



**5.1.3 Identified meter errors -
by Quarter, for 2019**

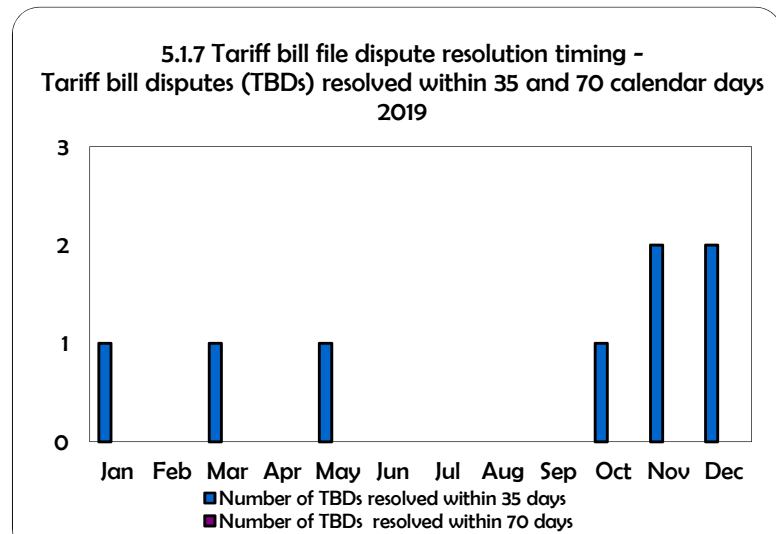
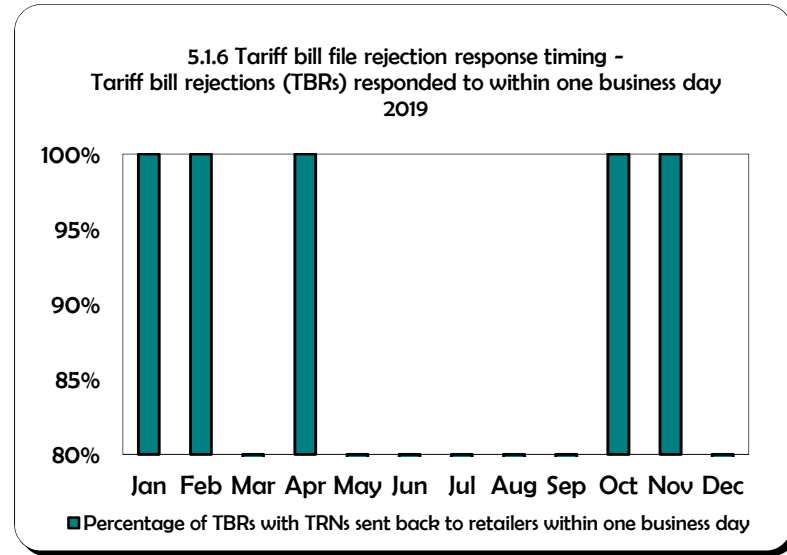
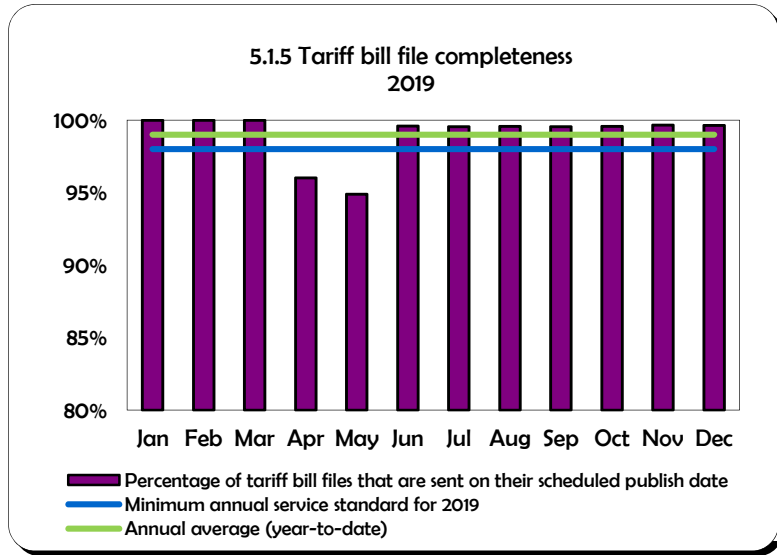


**5.1.4 Currency of tariff bill file content
2019**



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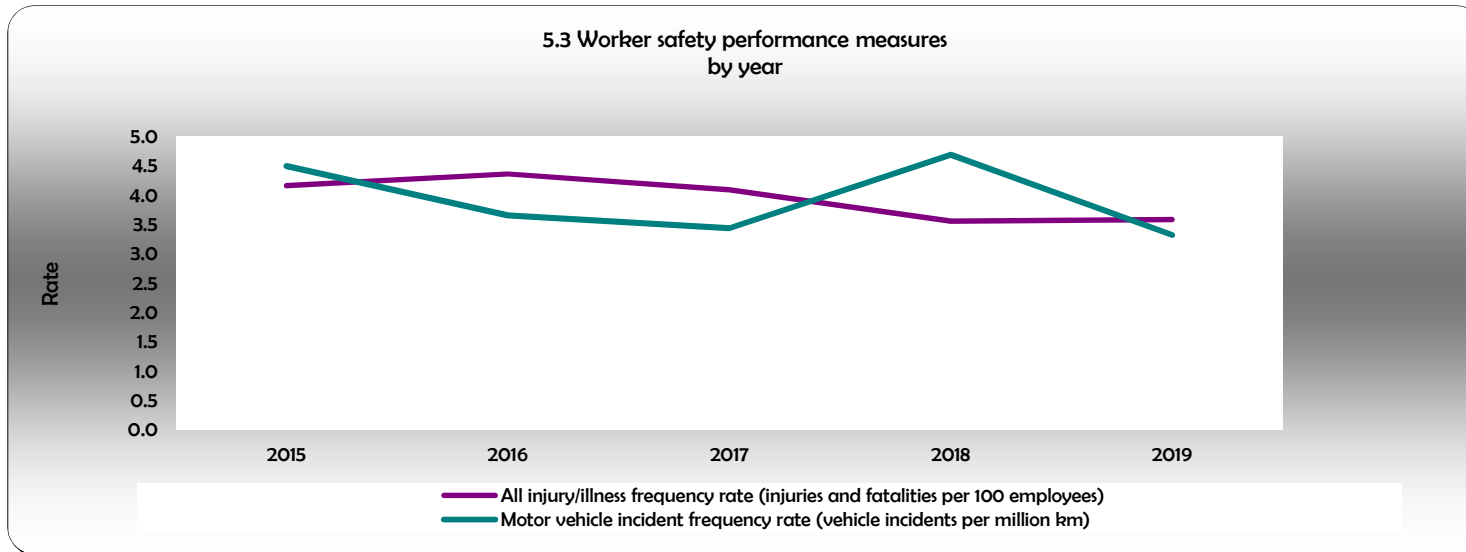
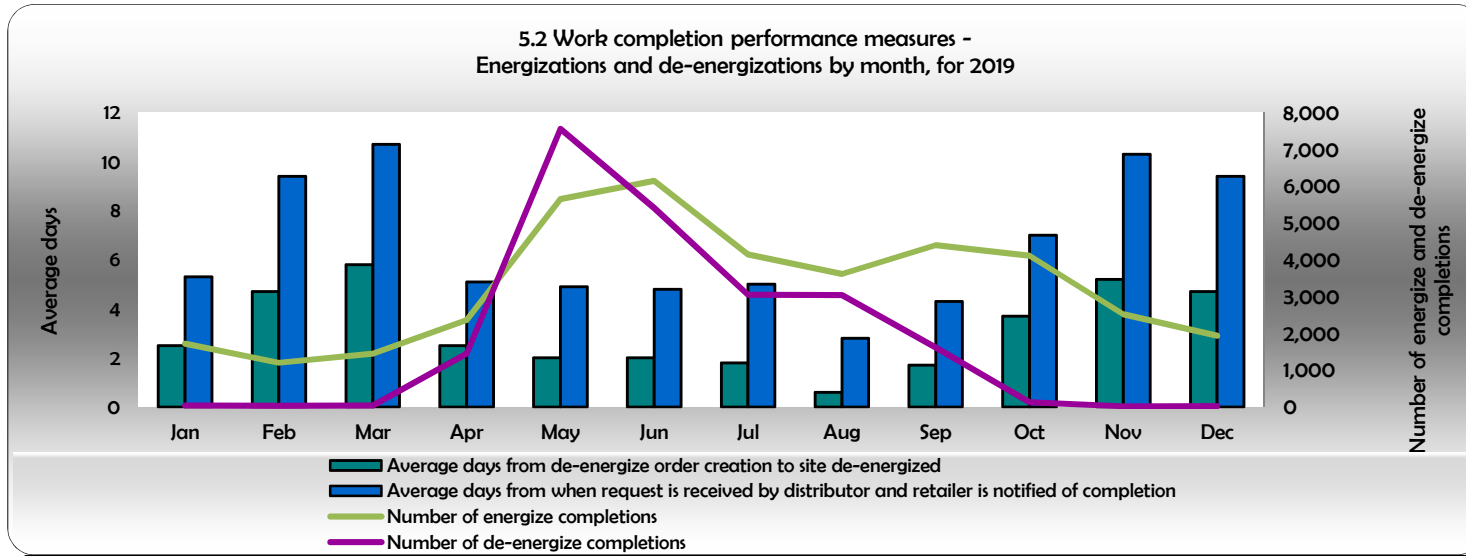
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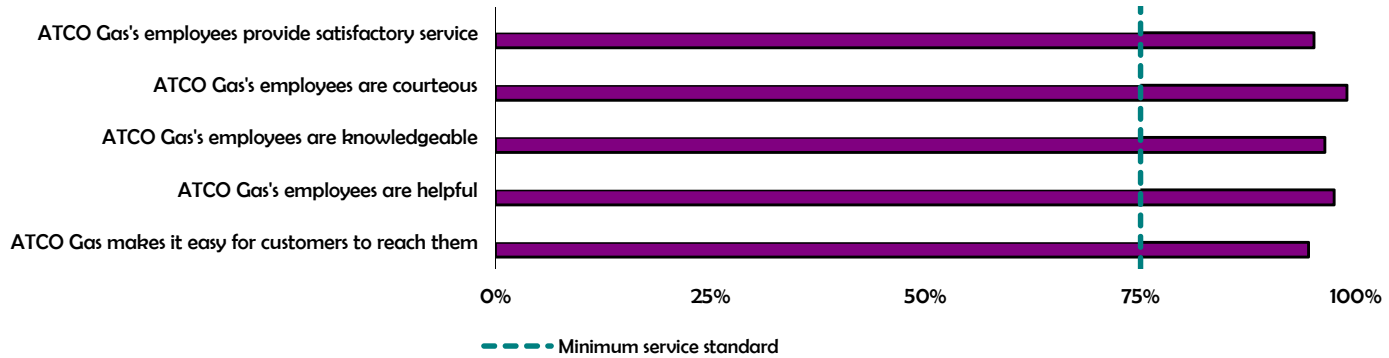
■ Number of TBDs not resolved within 70 days



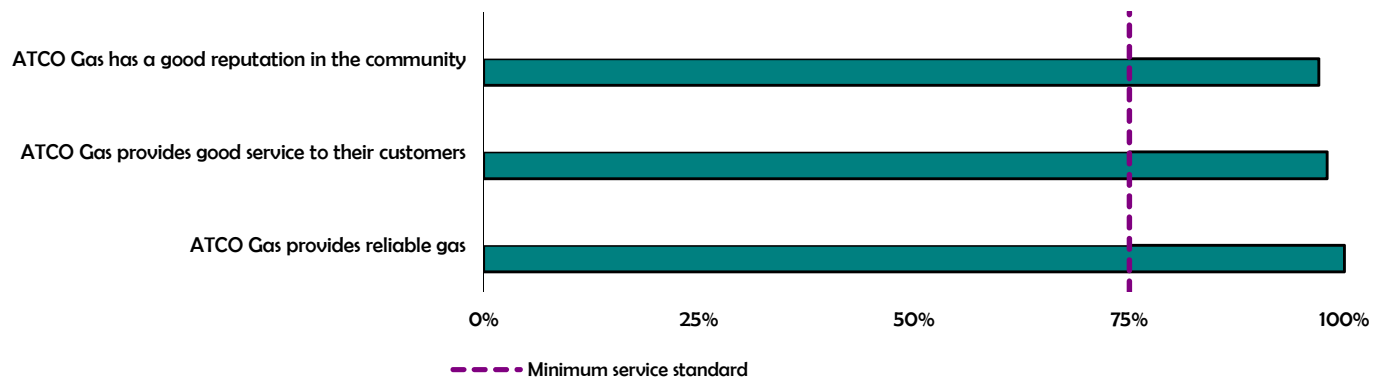
**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
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**5.4 Customer satisfaction measures -
5.4.1 Customer satisfaction following customer-initiated contact with the gas distributor
2019**



**5.4 Customer satisfaction measures -
5.4.2 Overall customer satisfaction measures
2019**

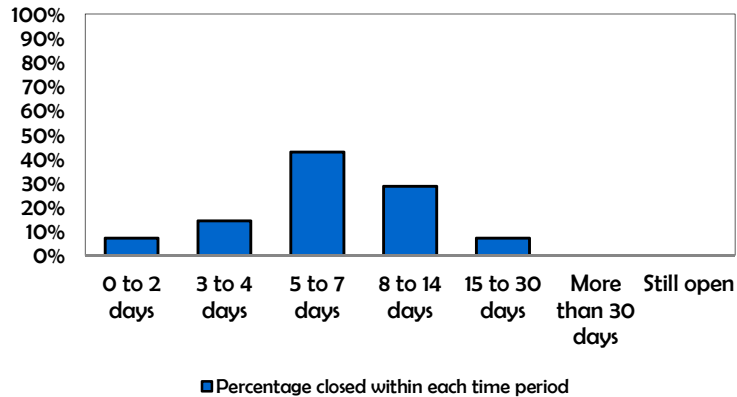


**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
for Gas Distributors**

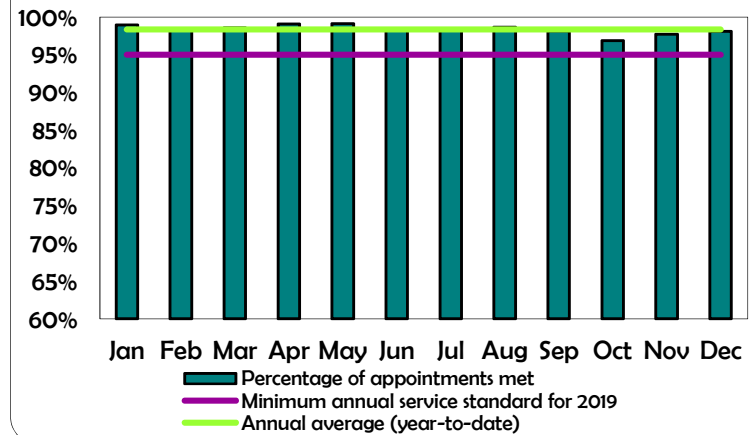
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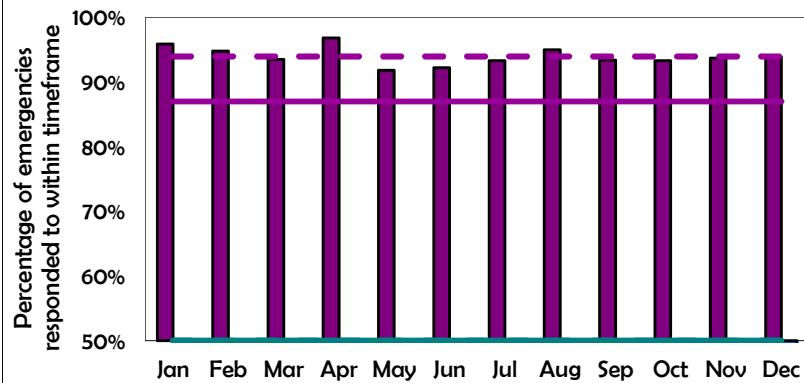
**5.4 Customer satisfaction measures -
Percentage AUC complaints/inquiries closed within
each time period during 2019**



**5.5 Customer appointments
2019**



**5.6 Emergency response time
2019**



Percentage of survey results not satisfied at all

- Percentage of emergencies responded to within 60 minutes
- Percentage of emergencies responded to within 120 minutes (for AltaGas Utilities Inc. to respond to only)
- Percentage of emergency response survey results indicating "not satisfied at all" (for AltaGas Utilities Inc. to respond to only)
- Minimum annual service standard for emergencies responded to within 60 minutes for 2019
- - - Annual average (year-to-date) for emergencies responded to within 60 minutes
- - - Annual average (year-to-date) for emergencies responded to within 120 minutes (AltaGas Utilities Inc. only)
- Minimum annual service standard for emergencies responded to within 120 minutes for 2019 (AltaGas Utilities Inc. only)
- Maximum annual service standard for operations survey results for 2019 (AltaGas Utilities Inc. only)
- - - Annual average (year-to-date) for operation survey results - per cent of responses indicating "not satisfied at all" (AltaGas Utilities Inc. only)

**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
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