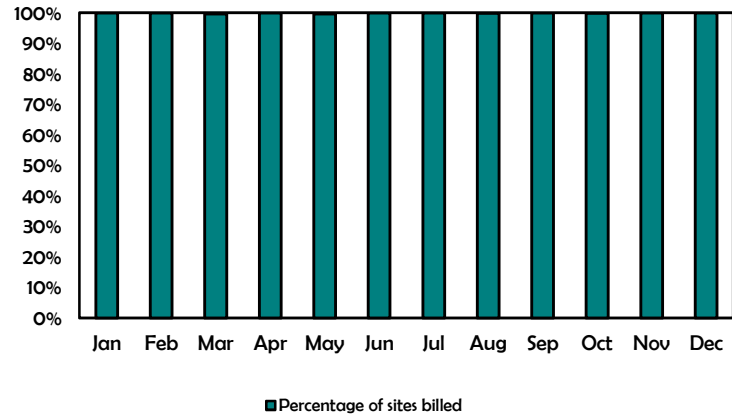


**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
for Owners of Electric Distribution Systems**

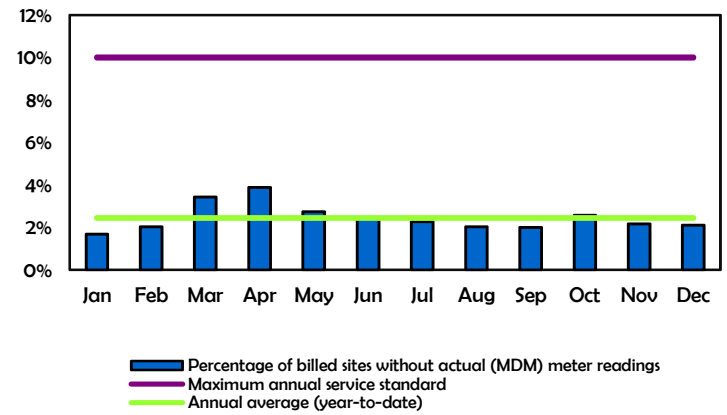
FortisAlberta Inc.

Annual report for the year ending 2019

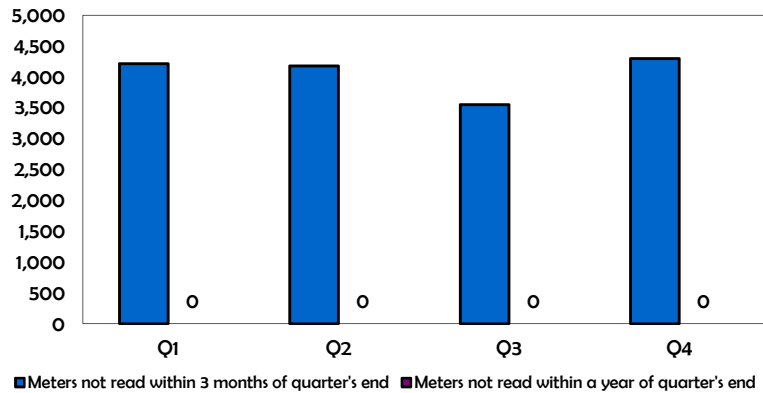
4.1.1 Monthly billing and meter reading performance -
Percentage of sites billed
by month, for 2019



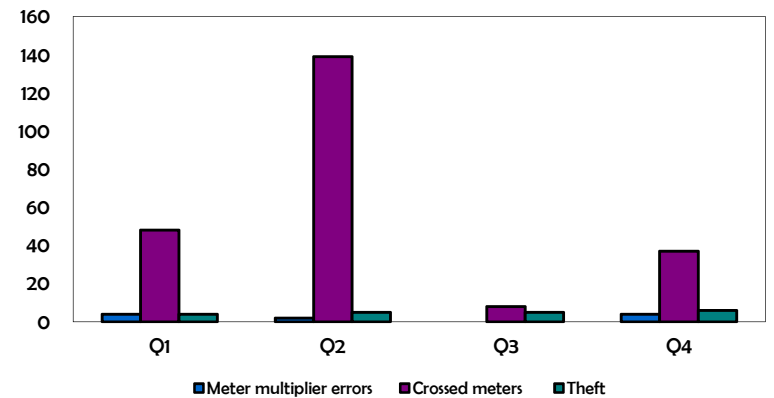
4.1.1 Monthly billing and meter reading performance -
Percentage of billed sites without actual (MDM) meter
readings by month, for 2019



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



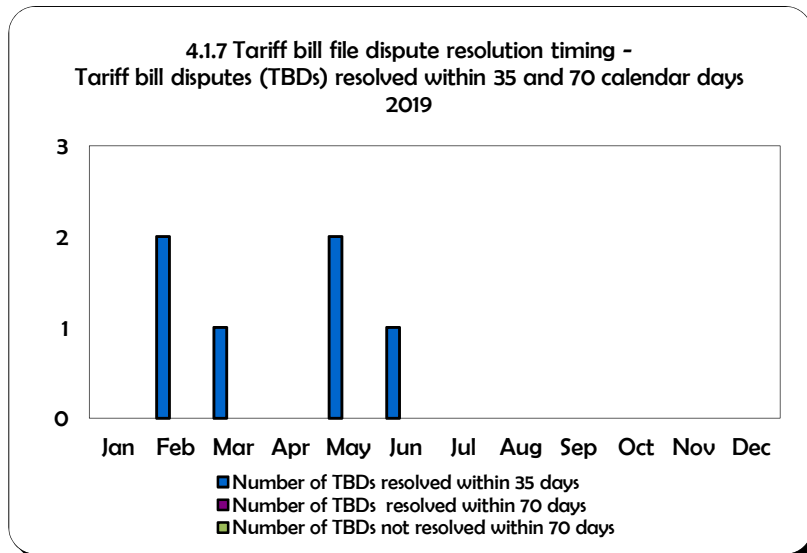
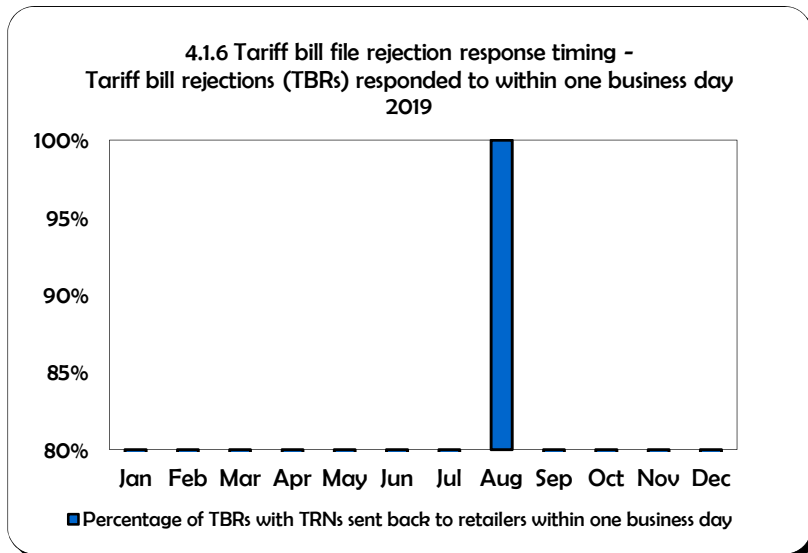
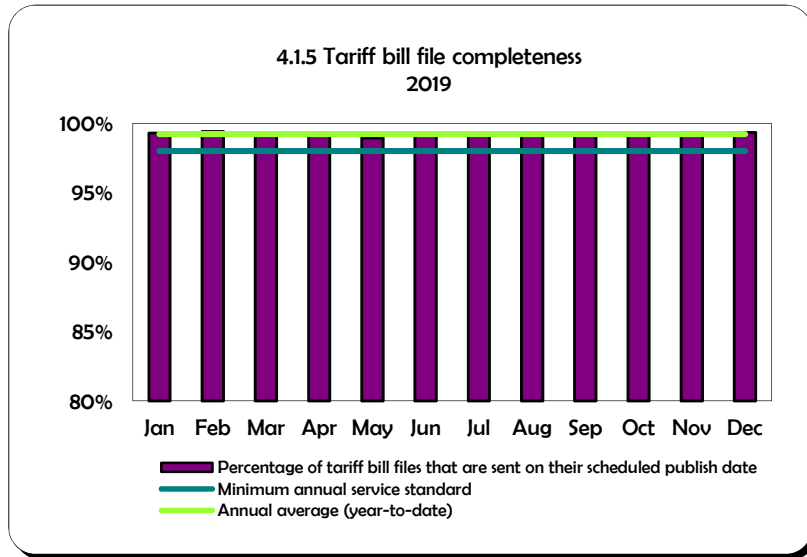
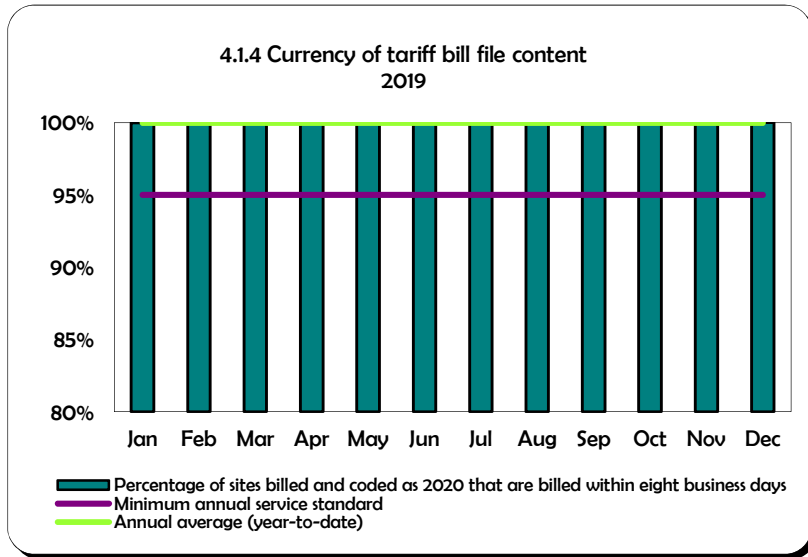
4.1.3 Identified meter errors
by quarter, 2019



**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
for Owners of Electric Distribution Systems**

FortisAlberta Inc.

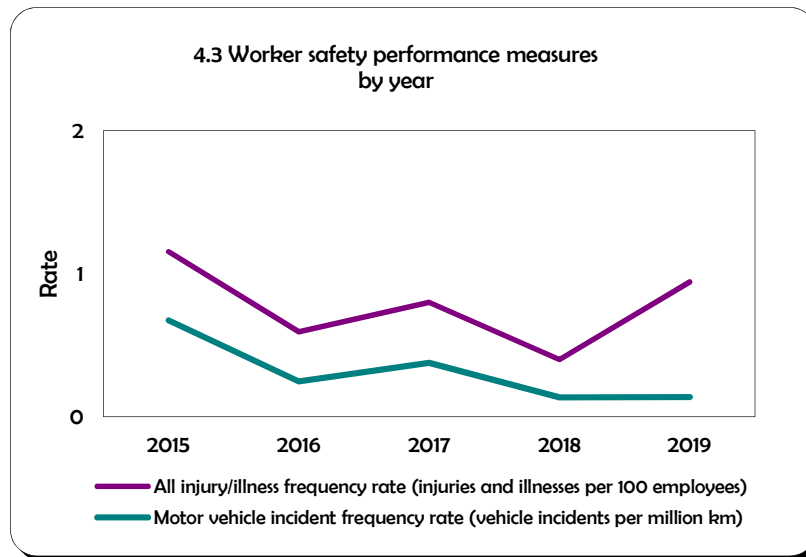
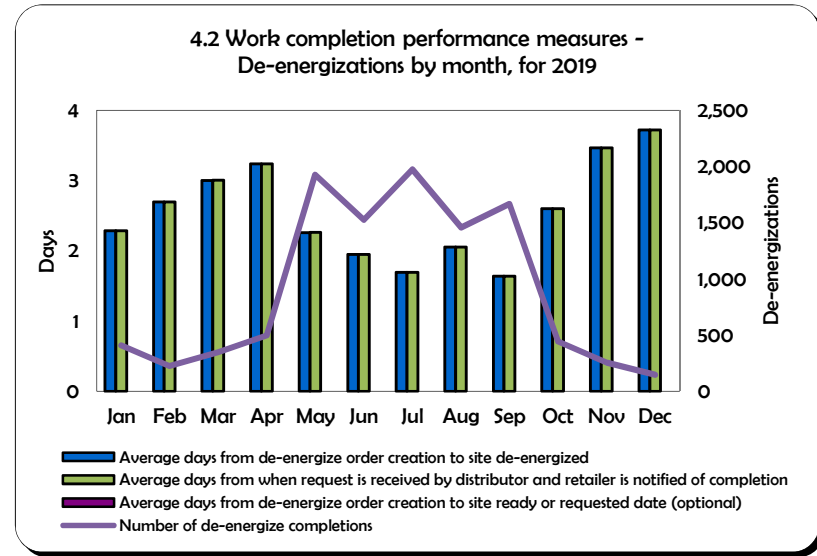
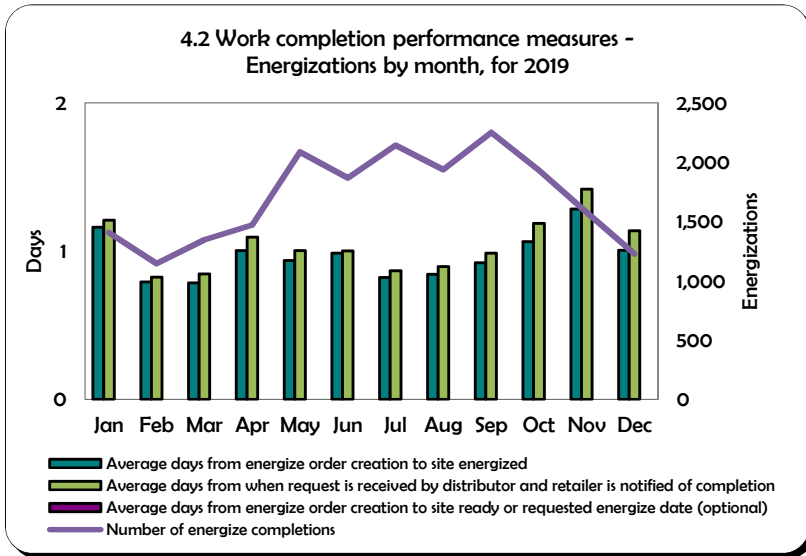
Annual report for the year ending 2019



**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
for Owners of Electric Distribution Systems**

FortisAlberta Inc.

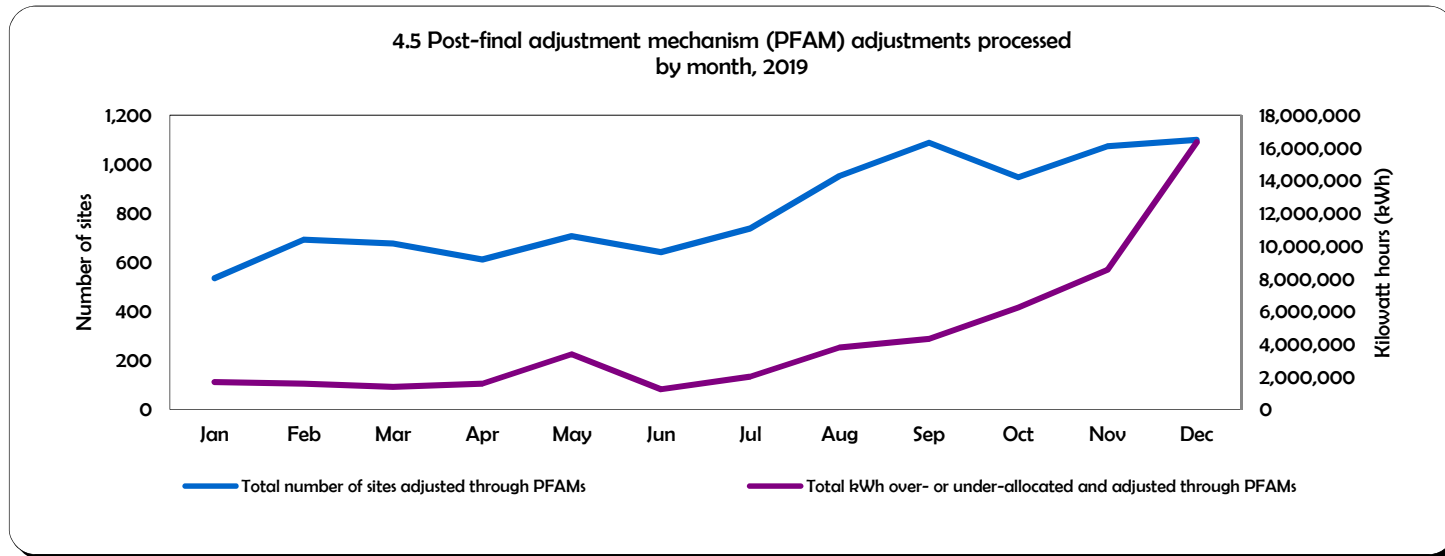
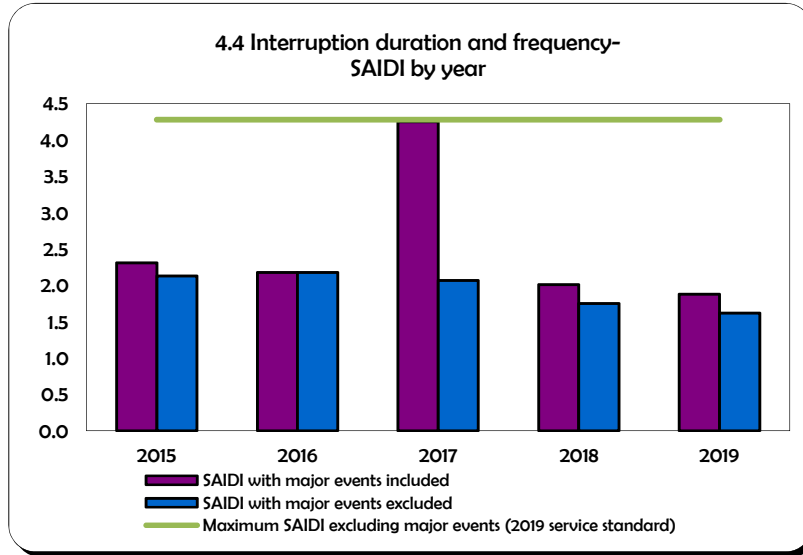
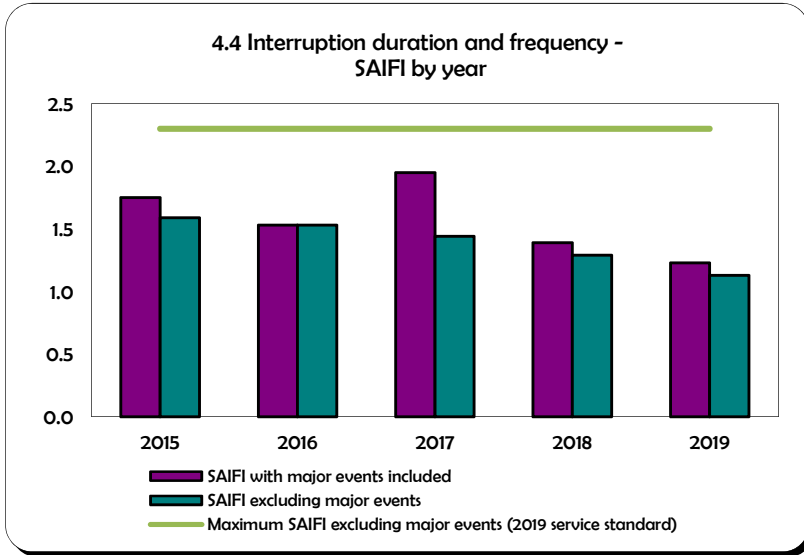
Annual report for the year ending 2019



**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
for Owners of Electric Distribution Systems**

FortisAlberta Inc.

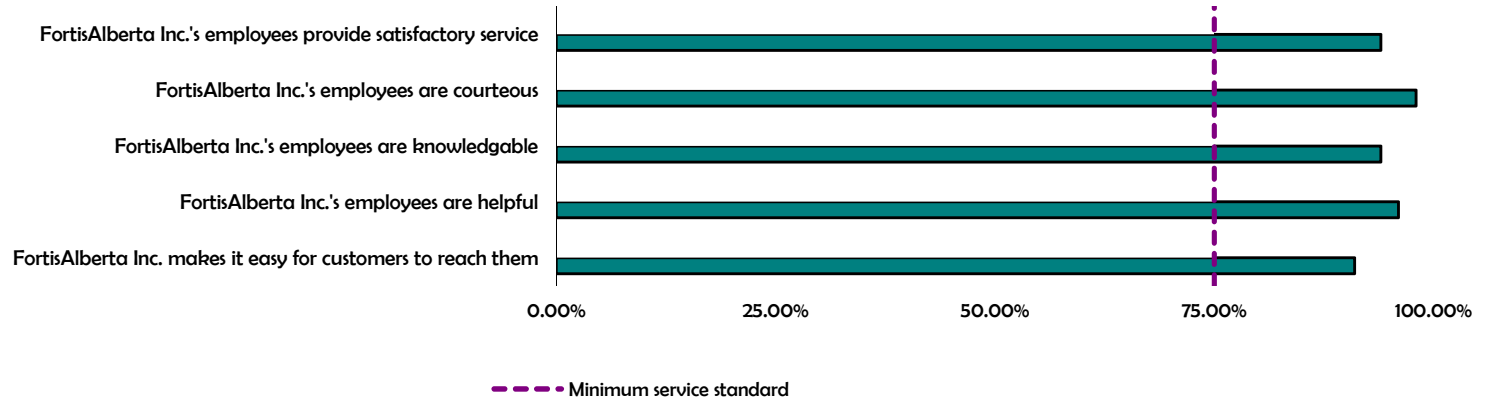
Annual report for the year ending 2019



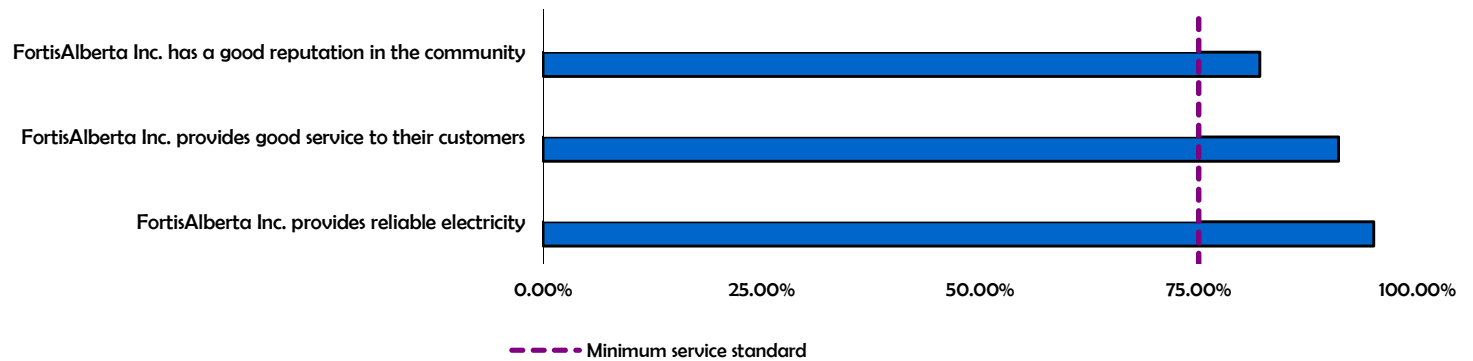
**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
for Owners of Electric Distribution Systems**

**FortisAlberta Inc.
Annual report for the year ending 2019**

4.6 Customer satisfaction measures
4.6.1 Customer satisfaction following customer-initiated contact with the owner
2019



4.6 Customer satisfaction measures
4.6.2 Overall customer satisfaction measures
2019



**Rule 002 - Service Quality and Reliability Performance Monitoring and Reporting
for Owners of Electric Distribution Systems**

FortisAlberta Inc.

Annual report for the year ending 2019

