

CUSTOMER COMMITMENT SCORECARD



1. We will provide you with a bill you can trust and understand.

2015 AVG

Q3 2016

Bill Accuracy

The percentage of bills that arrive on time to our customers, and are based on actual meter readings (for customers that are on Time-of-Use billing), or scheduled meter readings (for customers on Two-Tier pricing).

97.8%

98.9%



1.1%

Bill Satisfaction

The percent of customers who say they are satisfied or very satisfied with the amount of information on our bill.

82%

81%



1%

We continue to work on issuing bills on time with actual reads and our success in this measure is better than at any other time in the history of the company. Regarding our customers' satisfaction with the bill, we are currently working on an improved new layout and design that incorporates customer input.



2. We will provide you with a reliable supply of electricity.

2015

Q3 2016

Frequency of Annual Power Outages 2016 Target is 2.6

The average number of times per year the power is out per customer. Excludes Loss of Supply and *Force Majeure* events.

3

2.1



within target

Estimated Time of Restoration Accuracy

The percentage of time we restore the power between 60 minutes before, and 30 minutes after, the estimated restoration time we give you.

79%

76%



3%

We strive to deliver a reliable supply of electricity, and accurate outage restoration times. We were hampered by severe storms at the end of March and again in July. These two events (with longer outage durations and a more complicated recovery) impacted our ability to provide accurate restoration times to our customers. We continue to work on reducing the time to restore power by reallocating staff as required during these storm events.



3. We will make it easy to do business with us.

2015 AVG

Q3 2016

Average wait time

The average number of seconds customers wait to speak to one of the customer service representatives at our call centre.

43

54



11 seconds

MyAccount Satisfaction

The percentage of our customers that are satisfied or very satisfied with our self-serve website.

78%

79%



1%

Our call centre was very busy during the summer months this year, but we still managed to answer most calls in under a minute. We continue to listen to feedback and make changes to our myAccount self-service website, which is improving our satisfaction levels.



4. We will courteously and promptly work to resolve any issues you may have.

2015

Q3 2016

Staff Courtesy

The percentage of customers who say they are satisfied with the courtesy of call centre and field business centre staff.

96%

96%

no change



First Call Resolution

The percentage of our customers who say that we resolved their issue on the first call.

82%

82%

no change



We continue to invest time and training with our call centre and field staff to make sure that we are courteous and prompt. Our first call resolution results are going up as we make sure that we are taking the time to make sure all issues are addressed by the end of each call.



5. We will help you manage your electricity use.

2015

Q3 2016

Electricity Saved

2020 Target is 1,177.87 gigawatt-hours (GWh)

The number of gigawatt-hours of electricity saved as a result of our conservation programs.

201.6 GWh

356.6 GWh



ahead of target

Electricity Conservation Information

The percentage of MyAccount users who say we provide information on our website that helps them manage their electricity use and costs.

76%

77%



1%

Our customers continue to demonstrate that they are ready and willing to save power, as we continue to see reductions in power consumed. We launched improvements to our My Account and Time-of-Use website that better shows how much power is being used and how to save more.