

# Productivity Metrics

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Distributors are to:

- ▶ Identify specific outcomes valued by customers
- ▶ Explain how its plans and expenditures deliver those outcomes
- ▶ Link the outcomes to performance metrics to demonstrate that the outcomes have been achieved.

Where appropriate, the metrics provided in the Electricity Distributor Scorecard are to be used, however it is expected that additional metrics will be proposed.

# Productivity Metrics



## OEB Key Considerations:

- Focus on strategy and results; not activities
- Demonstration of continuous improvement
- Outcomes that are demonstrated to be of value to customers
- Metrics accurately measure whether outcomes are being achieved and include stretch goals to demonstrate enhanced effectiveness and continuous improvement

# Productivity - Outcomes



The OEB has set four categories of customer outcomes:

- Customer Focus
- Operational Effectiveness
- Public Policy Responsiveness
- Financial Performance

Hydro One will be providing additional metrics related to Customer Focus and Operational Effectiveness.

# Customer Focus



Hydro One is proposing to report the following metrics, in addition to the metrics reported on the Electricity Distributor Scorecard:

1. Handling of Unplanned Outages Satisfaction\*
2. Call Centre Customer Satisfaction
3. My Account Customer Satisfaction

\*Currently reported as a result of the 2015-2017 Distribution Application

# Operational Effectiveness – Cost Control



4. Pole Replacement – Cost per Pole
5. Vegetation Management – Cost per Cyclical KM
6. Station Refurbishment – Cost per MVA
7. OM&A per Customer
8. OM&A per km of Line

# Operational Effectiveness – System Reliability



- 9. Line Equipment Caused Interruptions\*
- 10. Vegetation Caused Interruptions\*
- 11. Substation Caused Interruptions\*
- 12. SAIDI – Rural
- 13. SAIDI – Urban
- 14. SAIFI – Rural
- 15. SAIFI – Urban
- 16. Large Customer Interruption Frequency

\*Currently reported as a result of the 2015-2017  
Distribution Application

# Previous Additional Reporting Metrics



In the last distribution application (EB-2013-0416) eight (8) metrics were proposed and accepted for additional reporting.

Hydro One is proposing that four (4) of these metrics continue:

1. Vegetation Caused Interruptions
2. Substation Caused Interruptions
3. Distribution Line Equipment Caused Interruptions
4. Handling of Unplanned Outages Satisfaction

These metrics align with outcomes that are important to outcomes customers value and accurately measure whether these outcomes are achieved.



# Previous Additional Reporting Metrics



Hydro One is proposing to cease reporting of the other four (4) metrics from the previous application.

1. Number of Replaced Poles
  2. Number of Pole Top Transformers with PCB Oil
  3. Residential and Small Business Satisfaction
  4. Estimated Bills Issued as % of Total Issued
- The first two metrics report activities, which does not meet the intent of the RRF.
  - The last two metrics have significant overlap with the metrics already reported on the Electricity Distributor's Scorecard.