

Scorecard - Atikokan Hydro Inc.

Performance Outcomes	Performance Categories	Measures	2013	2014	2015	2016	2017	Trend	Target		
									Industry	Distributor	
Customer Focus Services are provided in a manner that responds to identified customer preferences.	Service Quality	New Residential/Small Business Services Connected on Time			100.00%	100.00%	100.00%	➡	90.00%		
		Scheduled Appointments Met On Time	100.00%	100.00%	100.00%				90.00%		
		Telephone Calls Answered On Time	100.00%	100.00%	100.00%	100.00%	100.00%	➡	65.00%		
	Customer Satisfaction	First Contact Resolution			95%	100	100	100%			
		Billing Accuracy			100.00%	99.98%	99.98%	99.99%	➡	98.00%	
		Customer Satisfaction Survey Results			Favourable	Favorable	Favourable	100%			
Operational Effectiveness Continuous improvement in productivity and cost performance is achieved; and distributors deliver on system reliability and quality objectives.	Safety	Level of Public Awareness			82.00%	82.00%	85.00%				
		Level of Compliance with Ontario Regulation 22/04 ¹	NI	C	C	C	C	➡		C	
		Serious Electrical Incident Index	Number of General Public Incidents	0	0	0	0	0	➡		0
	Rate per 10, 100, 1000 km of line		0.000	0.000	0.000	0.000	0.000	➡		0.000	
	System Reliability	Average Number of Hours that Power to a Customer is Interrupted ²	3.43	0.37	0.13	1.01	2.74	⬆️		1.05	
		Average Number of Times that Power to a Customer is Interrupted ²	1.12	0.09	0.03	0.22	2.39	⬆️		0.39	
	Asset Management	Distribution System Plan Implementation Progress		On Track	on Target	Completed	On Target				
	Cost Control	Efficiency Assessment	4	4	3	3	4				
		Total Cost per Customer ³	\$908	\$800	\$936	\$974	\$1,002				
Total Cost per Km of Line ³		\$16,430	\$14,459	\$16,810	\$17,357	\$17,829					
Public Policy Responsiveness Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements imposed further to Ministerial directives to the Board).	Conservation & Demand Management	Net Cumulative Energy Savings ⁴			9.63%	26.45%	61.45%			1.14 GWh	
	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time									
		New Micro-embedded Generation Facilities Connected On Time								90.00%	
Financial Performance Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)	1.39	1.35	1.41	1.69	1.55				
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	0.38	0.32	0.25	0.20	0.14				
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	9.12%	9.12%	9.12%	9.12%	8.78%			
			Achieved	11.28%	28.33%	13.14%	2.73%	9.46%			

1. Compliance with Ontario Regulation 22/04 assessed: Compliant (C); Needs Improvement (NI); or Non-Compliant (NC).
 2. The trend's arrow direction is based on the comparison of the current 5-year rolling average to the distributor-specific target on the right. An upward arrow indicates decreasing reliability while downward indicates improving reliability.
 3. A benchmarking analysis determines the total cost figures from the distributor's reported information.
 4. The CDM measure is based on the new 2015-2020 Conservation First Framework.

Legend:

5-year trend
 ⬆️ up ⬇️ down ➡ flat

Current year
 ● target met ● target not met