

Scorecard - Hydro Hawkesbury Inc.

Performance Outcomes	Performance Categories	Measures	2015	2016	2017	2018	2019	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%	94.44%	91.30%		90.00%	
		Scheduled Appointments Met On Time	100.00%	95.20%	97.59%	96.61%	98.86%		90.00%	
		Telephone Calls Answered On Time	99.90%	100.00%	99.99%	99.99%	99.97%		65.00%	
	Customer Satisfaction	First Contact Resolution	94%	94%	84%	96.13%	96.13%			
		Billing Accuracy	99.99%	99.99%	99.94%	99.98%	99.98%		98.00%	
		Customer Satisfaction Survey Results	92%	92%	92%	87.20%	87.2			
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	78.00%	78.00%	76.00%	78.00%	76.00%			
		Level of Compliance with Ontario Regulation 22/04 ¹	C	C	NI	C	C			C
		Serious Electrical Incident Index	Number of General Public Incidents	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	0.28	1.39	4.13	2.92	1.01			1.41
		Average Number of Times that Power to a Customer is Interrupted ²	0.13	0.60	1.53	1.92	0.68			0.60
	Asset Management	Distribution System Plan Implementation Progress	In progress	In progress	DONE 2017	Complete	complete			
	Cost Control	Efficiency Assessment	1	1	1	1	1			
		Total Cost per Customer ³	\$261	\$271	\$300	\$313	\$289			
Total Cost per Km of Line ³		\$21,120	\$21,694	\$24,066	\$24,783	\$22,613				
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	14.68%	31.92%	60.22%	77.00%	86.00%			7.92 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)	1.00	0.90	1.14	2.04	1.77			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	0.35	0.47	0.62	0.85	0.77			
		Profitability: Regulatory Deemed (included in rates)	9.36%	9.36%	9.36%	9.00%	9.00%			
		Return on Equity Achieved	19.72%	17.63%	7.45%	-4.10%	16.54%			

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 now discontinued 2015-2020 Conservation First Framework. 2019 results include savings reported to the IESO up until the end of February 2020.

Legend:

5-year trend up down flat

Current year target met target not met

Hydro Hawkesbury Inc.

2019 Scorecard Management Discussion and Analysis (“2019 Scorecard MD&A”)

Scorecard MD&A - General Overview

In 2019, Hydro Hawkesbury Inc. (“HHI”) met or exceeded all but one performance targets. HHI fell marginally under the System Reliability measure. HHI continues to seek new control measures leading to improvements in all categories. HHI’s ranking is the most efficient group in the province – this since 2006. Going forward, the utility continued to seek cost saving solution and promoting cost sharing with neighboring utilities.

Service Quality

- **New Residential/Small Business Services Connected on Time**

In 2019 HHI connected 21 services of which 91.30% were connected to its system within the five-day timeline prescribed by the Ontario Energy Board (OEB). Where possible, HHI also coordinates connection activities with local municipalities and other agencies, to further enhance the coordination between municipal and electrical distribution construction activities.

- **Scheduled Appointments Met On Time**

In 2019, HHI scheduled 169 appointments with its customers to complete work requested by customers, read meters, reconnect, or otherwise necessary to perform. The utility met 97.63% of these appointments on time, which significantly exceeds the industry target of 90%. With respect to appointments met, HHI scheduled 87 appointments with customer service, 87 of which were met resulting in a result of 98.86% completion rate.

- **Telephone Calls Answered On Time**

In 2019 HHI customer service received 6340 calls from its customers. Agents answered calls in 30 seconds or less in all except two calls resulting in a achievement rate of 99.97%. This result significantly exceeds the OEB-mandated 65% target for timely call response.

Customer Satisfaction

- **First Contact Resolution**

HHI tracks its "First Contact Resolution" metric using its customer satisfaction survey. To comply with this requirement, the utility used an average of the following survey questions below.

Customer Service Representative

- 1) During the past 12 months, have you contacted the utility's customer service for any information or assistance?
- 2) Thinking about your most recent contact with Hydro Hawkesbury Inc., did the customer care representative provide you with the
- 3) If not, what information did you need that the customer care representative did not provide?
- 4) Overall, how would you rate the customer care representative's performance in handling your request for information?

The utility reported results of 96.13%.

HHI notes that it is scheduled to reissue a new survey in the spring of 2021.

- **Billing Accuracy**

Billing accuracy represents the number of customer invoices within the utility's control that were created without errors. For 2019 HHI issued more than 67,362 bills and achieved a billing accuracy of 99.98% with only 15 one bill which was erroneous. This compares favourably to the prescribed OEB target of 98%.

HHI continues to monitor its billing accuracy results and processes to identify opportunities for improvement.

- **Customer Satisfaction Survey Results**

HHI conducted a customer satisfaction survey in March and April 2019. The survey's objectives included measuring:

- Utility's overall performance.
- Reliability.

- Billing and Payment Options
- Quality of service provided by customer care.
- Quality of service provided by field employees.
- Customer awareness and usage of the department's online services.
- Customer support for greater use of renewable energy.
- Customer opinions regarding how aggressively sustainable practices should be pursued.
- Cost of Electricity
- Overall Performance

The utility used Survey Monkey to publish its survey and posted it on its website. A bill insert communicating the survey and prize was included in all bills. The utility established that the desired sampling margin of error (confidence interval) was to be no greater than (+/-) 5 percentage points at a 95% confidence level. The margin of error is a measure of the precision of a sample estimate of the population value. It uses probability to demonstrate the precision of a sample estimate by providing a range of values in which a sample value would be expected to fall. In general, the margin of error provides a 95% confidence interval. The utility received 473 responses. Therefore, the survey is representative of the public opinion.

The survey yielded a customer satisfaction ranking of 87.20%.

HHI notes that it is scheduled to reissue a new survey in the spring of 2021.

The utility intends on continuing surveying its customers on a bi-annual basis in an effort to monitor and assess residential and commercial customer knowledge, perceptions and satisfaction regarding utility services.

Safety

- **Component A – Public Awareness of Electrical Safety**

The intent of the Public Awareness of Electrical Safety component of the public safety measure is to measure the level of awareness of key electrical safety precautions among public within the electricity distributor's service territory. It measures the degree of effectiveness for distributors' activities on preventing electrical accidents. The utility conducted an online survey between December to January 2019. The results of the survey indicated a 76% score on Public Awareness. Going forward, the utility plans on improving its results by communicating safety measures to its customers

- **Component B – Compliance with Ontario Regulation 22/04**

As a licensed distributor, HHI must comply with Ontario Regulation 22/04 Electrical Distribution Safety and compliance with this regulation is subject to annual Audits and Declarations of Compliance. HHI has established practices and procedures that comply with Ontario Regulation 22/04 and has reported satisfactory Audits. HHI is also required to submit an annual Declaration of Compliance for certain

sections of the regulation; these have also indicated compliance. ESA also undertakes a series of Due Diligence Inspections with all distributors. No significant items raised from these inspections.

- **Component C – Serious Electrical Incident Index**

HHI did not have any serious electrical incident to report in 2019.

System Reliability

- **Average Number of Hours that Power to a Customer is Interrupted**

HHI experienced a decrease in the average number of hours that power to a customer was interrupted during 2019 in comparison to previous years. In all 6447 customers were affected with a total of 21,804 hours. Factors which affect the distribution system performance involved the isolation of our distribution system for the safety of the lines. Ex: change insulators and lightning arresters. Pole replacements also required transfers of the primary conductor under planned outages, Maintenance on our 44KV station. HHI experience some wind storm on November 1 and December 15 that accounted for a total of 2385 customers affected for 6810 customer hrs of interruption.

HHI continues to view reliability of electricity service as a high priority the utility continues to monitor its distribution assets on a regular basis.

- **Average Number of Times that Power to a Customer is Interrupted**

HHI experienced an reduction in the average number of interruptions during 2019 for the reasons listed above. The results reported show that the interruptions increase from 1.53 in 2017 to 1.92 in 2018 and 1.01 in 2019.

Asset Management

- **Distribution System Plan Implementation Progress**

HHI filed a Distribution System Plan (“DSP”) in its 2018 Cost of Service application

Cost Control

- **Efficiency Assessment**

The total costs for Ontario local electricity distribution companies are evaluated by the Pacific Economics Group LLC on behalf of the OEB to produce a single efficiency ranking. HHI has been placed in group I which represents the most efficient group. This also represents no change from 2018. The utility has been ranked number one since 2006.

- **Total Cost per Customer**

Total cost per customer is calculated as the sum of HHI's capital and operating costs and dividing this cost figure by the total number of customers who HHI serves. The cost performance result for 2019 is \$289 down from \$313 /customer in 2018.

HHI will continue to replace distribution assets proactively along a carefully managed timeframe in a manner that balances system risks and customer rate impacts as demonstrated in its 2018 Cost of Service application, HHI will continue to implement productivity and improvement initiatives to help offset some of the costs associated with future system improvement and enhancements. Customer engagement initiatives will continue in order to ensure customers have an opportunity to share their viewpoint on HHI's capital spending plans.

- **Total Cost per Km of Line RRR (2.1.5 utility characteristics)**

HHI's 2019 rate per km of the line is \$22,613 represents a decrease of \$2,170 over 2018. HHI experienced a low level of growth in its total kilometers of lines because HHI does not see much growth in its service area. Regardless of the lack of growth, HHI continues to seek innovative solutions to help ensure the cost/km of line remains competitive and within acceptable limits to its customers.

Conservation & Demand Management

- **Net Annual Peak Demand Savings (Percent of target achieved) & Net Cumulative Energy Savings (Percent of target achieved)**

As a result of the Minister of Energy, Northern Development and Mines' directive on March 20, 2019, the IESO's Conservation First Framework (CFF) was revoked. All electricity CDM activity for 2019 and 2020 will be centralized and administered by the IESO.

As distributors are no longer working towards the former 2015-2020 CDM targets, the results are reported in 2018 with persisting effects up until April of 2020 are still accurate.

In 2018 HHI saw energy savings of approximately 1,900 MWh. These estimated results will bring HHI's four-year savings to approximately 6,600 MWh, and to approximately 85% of the 2015-2020 CFF target.

Until the shutdown of utility specific CDM activities, HHI was on track to achieve approximately 140% of the 2018 target.

The majority of the savings in 2018 came from the Retrofit program (52%, including the role-over projects from 2017). The residential HVAC program had a significant contribution to the savings as well (23%), however due to low cost effectiveness we have decided it would be best to remove this program from the most recent CDM Plan we submitted to the IESO.

Actual 2018 Savings were generated from projects that had final applications approved by the IESO.

Connection of Renewable Generation

- **Renewable Generation Connection Impact Assessments Completed on Time**

HHI does not have any Fit projects in 2019 and as such did not need Connection Impact Assessments

- **New Micro-embedded Generation Facilities Connected On Time**

HHI did not connect MicroFit projects in 2019.

Financial Ratios

- **Liquidity: Current Ratio (Current Assets/Current Liabilities)**

HHI's current liquidity rating of 1.77 which decreased slightly from 2.04 in 2018 which is close to the indicator of good financial health.

- **Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio**

In accordance with Board policy, the utility uses a deemed capital structure of 60% debt, 40% equity for electricity distributors when establishing rates. This deemed capital mix is equal to a debt to equity ratio of 0.77 (60/40).

- **Profitability: Regulatory Return on Equity – Deemed (included in rates)**

HHI's 2019 distribution rates were rebased and approved by the OEB in 2018 and included an expected (deemed) regulatory return on equity of 9.36%. The OEB allows a distributor to earn within +/- 3% of the expected return on equity.

- **Profitability: Regulatory Return on Equity – Achieved**

HHI's current return is 16.54% which fell outside the +/- 3% range. The main reason for the variance is the Cost of Power used for approved rates were overstated in comparison to the actual Cost of Power. HHI has also put in place financial tools and spreadsheets which insure that its capital and operational spending are in line with its revenues.

The reason of the over earning is mostly related to maintenance related accounts. 2019 was the first year of HHI not having any linesmen and working with a 3-party provider which proved to be more efficient. 2019 was also account for "unplanned work", which HHI saw less of in 2019. The amount of unplanned work varies from year to year depending on weather and other factors beyond the utility's control. In addition to the underspend of 95K in OM&A, the utility also saw a change in other revenues in the amount of 115K as a result of CDM activities due to the change in direction from the government.

Note to Readers of 2019 Scorecard MD&A

The information provided by distributors on their future performance (or what can be construed as forward-looking information) may be subject to a number of risks, uncertainties and other factors that may cause actual events, conditions or results to differ materially from historical results or those contemplated by the distributor regarding their future performance. Some of the factors that could cause such differences to include legislative or regulatory developments, financial market conditions, general economic conditions, and the weather. For these reasons, the information on future performance is intended to be management's best judgment on the reporting date of the performance scorecard and could be markedly different in the future.