

Customer Service Performance Benchmarks Survey

This survey is being conducted to assist the Ontario Energy Board in the establishment of measurable performance benchmarks for electric utilities. Such benchmarks will be used in the future Performance Based Regulation (PBR) environment.

The survey asks your opinions on several performance benchmarks that are under consideration. If adopted, these benchmarks would be based on a twelve-month reporting interval. This will serve to dampen the impact of extraordinary events.

When assessing the costs of compliance for these benchmarks, please note that it will be necessary to maintain transaction records for the purpose of OEB audits.

Utility Name: _____ **Contact person:** _____
(Optional) (Optional)

No. of customers: _____ **Phone No.:** _____

Fax No.: _____ **E-mail address:** _____

1. PERFORMANCE BENCHMARK #1 - EMERGENCY RESPONSE

Emergency trouble calls (i.e. fire, ambulance, police, etc.) will be responded to within 120 minutes in rural areas and 60 minutes in urban areas, 80% of the time.

- a) Is this performance measure clearly defined? Yes No

If not, please explain why: _____

- b) Do you think this is a reasonable standard? If not, why and what would be reasonable?

c) Could you measure your utility's performance under this benchmark using existing staff and equipment?

Yes No

If not, what is your best estimate of the costs to do so?

- Start up / initial costs \$_____
- Annual cost of measurement after startup \$_____

If your utility can currently measure this performance benchmark what is the annual cost of doing so?

\$_____

2. PERFORMANCE BENCHMARK #2 - CONNECTION OF NEW SERVICES

After all conditions of service are satisfied, including an electrical safety inspection, low voltage services will be connected within 5 working days and high voltage services within 10 working days, 90% of time.

a) Is this performance measure clearly defined? Yes No

If not, please explain why: _____

b) Do you think this is a reasonable standard? If not, why and what would be reasonable?

c) Could you measure your utility's performance under this benchmark using existing staff and equipment?

Yes No

If not, what is your best estimate of the costs to do so?

- Start up / initial costs \$_____
- Annual cost of measurement after startup \$_____

If your utility can currently measure this performance benchmark what is the annual cost of doing so?

\$_____

3. PERFORMANCE BENCHMARK #3 - UNDERGROUND CABLE LOCATES

Underground cable locates will be completed within 5 working days of the customer's request, 90% of the time.

- a) Is this performance measure clearly defined? Yes No

If not, please explain why: _____

- b) Do you think this is a reasonable standard? If not, why and what would be reasonable?

- c) Could you measure your utility's performance under this benchmark using existing staff and equipment?

Yes No

If not, what is your best estimate of the costs to do so?

- Start up / initial costs \$_____
- Annual cost of measurement after startup \$_____

If your utility can currently measure this performance benchmark what is the annual cost of doing so?

\$ _____

4. PERFORMANCE BENCHMARK #4 - TELEPHONE ACCESSIBILITY

During normal office hours, incoming telephone calls will be answered within 30 seconds, 65% of the time.

- a) Is this performance measure clearly defined? Yes No

If not, please explain why: _____

- b) Do you think this is a reasonable standard? If not, why and what would be reasonable?

- c) Could you measure your utility's performance under this benchmark using existing staff and equipment?

Yes No

If not, what is your best estimate of the costs to do so?

- Start up / initial costs \$ _____
- Annual cost of measurement after startup \$ _____

If your utility can currently measure this performance benchmark what is the annual cost of doing so?

\$ _____

5. PERFORMANCE BENCHMARK #5 - SERVICE DISCONNECT/RECONNECT

Requests for service disconnects will be accommodated within 3 days within the date requested by the customer, 90% of time, and

Requests for service reconnects will be accommodated within 24 hours of the date requested by the customer, 90% of the time.

- a) Is this performance measure clearly defined? Yes No

If not, please explain why: _____

- b) Do you think this is a reasonable standard? If not, why and what would be reasonable?

- c) Could you measure your utility's performance under this benchmark using existing staff and equipment?

Yes No

If not, what is your best estimate of the costs to do so?

- Start up / initial costs \$_____
- Annual cost of measurement after startup \$_____

If your utility can currently measure this performance benchmark what is the annual cost of doing so?

\$_____

6. PERFORMANCE BENCHMARK #6 - NOTICE OF SUPPLY INTERRUPTION

Residential: For scheduled power interruptions of 5 minutes in duration or longer, all affected customers will receive telephone or written notice 1 day in advance, 90% of the time.

Commercial/Industrial: For all scheduled power interruptions, regardless of duration, all affected customers will receive telephone or written notice 3 days in advance, 90% of the time.

- a) Is this performance measure clearly defined? Yes No

If not, please explain why: _____

- b) Do you think this is a reasonable standard? If not, why and what would be reasonable?

- c) Could you measure your utility's performance under this benchmark using existing staff and equipment?

Yes No

If not, what is your best estimate of the costs to do so?

- Start up / initial costs \$ _____
- Annual cost of measurement after startup \$ _____

If your utility can currently measure this performance benchmark what is the annual cost of doing so?

\$ _____

7. PERFORMANCE BENCHMARK #7 – WRITTEN RESPONSE TO INQUIRIES

Requests for information requiring a written response (i.e. lawyer's title searches, historical account information, etc.) will be responded to within 10 working days after receipt, 80% of the time.

- a) Is this performance measure clearly defined? Yes No

If not, please explain why: _____

- b) Do you think this is a reasonable standard? If not, why and what would be reasonable?

- c) Could you measure your utility's performance under this benchmark using existing staff and equipment?

Yes No

If not, what is your best estimate of the costs to do so?

- Start up / initial costs \$_____
- Annual cost of measurement after startup \$_____

If your utility can currently measure this performance benchmark what is the annual cost of doing so?

\$_____

8. PERFORMANCE BENCHMARK #8 – APPOINTMENTS

Customers must be offered a minimum of morning or afternoon appointments and appointments must be honoured 90% of the time.

a) Is this performance measure clearly defined? Yes No

If not, please explain why: _____

b) Do you think this is a reasonable standard? If not, why and what would be reasonable?

c) Could you measure your utility's performance under this benchmark using existing staff and equipment?

Yes No

If not, what is your best estimate of the costs to do so?

▪ Start up / initial costs \$_____

▪ Annual cost of measurement after startup \$_____

If your utility can currently measure this performance benchmark what is the annual cost of doing so?

\$_____

9. GENERAL

Do you have any general comments on the performance benchmarks under consideration?
