		Customer Focus									Operational	Effectiveness	Public Policy Responsiveness	Financial Performance							
		Customer Focus Services provided in a manner that responds to customer preferences.							ovement in produ	uctivity and cost p	Operational I erformance is ach		Deliverables on obligations mandated by Ministerial directives to the Board.	Financial viability is maintained; and savings from operational effectiveness are sustainable.							
		Service Quality	2	Customer Satisfaction		Safety				System Reliability		Asset Management		Cost Control		Connection of Renewable Generation ²	Financial Ratios				
	New Residential / Small Business Services Connected on Time	Scheduled Appointments Met On Time	Telephone Calls Answered On Time		First Contact Resolution ³	Customer Satisfaction Survey Results ³	Level of Public Awareness	Level of Compliance with Ontario Regulation 22/04 ⁴		Rate per 10, 100, 1000 km of line	Avg. Number of Times that Power to a Customer is Interrupted	Avg. Number of Hours that Power to a Customer is Interrupted	Distribution System Plan Implementation Progress ³	Efficiency Assessment	Total Cost per Customer	Total Cost per Km of Line	New Micro-embedded Generation Facilities Connected on Time	Liquidity: Current Ratio (Current Assets / Current Liabilities)	Leverage: Total Debt (short-term & long- term) to Equity Ratio	Regulator Deemed (included in rates)	Achieved
т.	arget: 90%	90%	65%	98%	No Target	No Target	No Target	Compliant (C)	Distributor Specific	Distributor Specific	Distributor Specific	Distributor Specific	No Target	No Target	No Target	No Target	90%	No Target	No Target	No Target	No Target
1 Alectra Utilities Corporation	90.62%	98.98%	53.35%	99.60%	79.86%	94.00%	83.00%	С	30	0.591	1.06	0.83	100.42%	3	\$ 871	\$ 18,459	98%	0.51	1.24	8.95%	7.55%
2 Algoma Power Inc.	100.00%	100.00%	78.32%	99.95%	99.91%	90%	82.00%	С	0	0	2.28	5.28	Completed	5	\$ 2,804	\$ 16,501	N/A	0.20	1.39	8.52%	10.54%
3 Atikokan Hydro Inc.	100.00%	100.00%	100.00%	100.00%	99%	90%	87.00%	С	0	0	0.12	0.28	On Target	3	\$ 1,166	\$ 20,502	N/A	2.54	0.02	8.78%	19.16%
4 Bluewater Power Distribution Corporation	99.22%	100.00%	90.69%	99.98%	99.99%	80.2%	91.00%	С	0	0	0.95	1.03	Completed	3	\$ 861	\$ 26,424	100%	1.02	0.71	9.36%	10.29%
5 Burlington Hydro Inc.	100.00%	100.00%	77.39%	99.98%	80%	90%	85.00%	С	0	0	1.52	1.97	112%	2	\$ 854	\$ 38,968	100%	1.45	0.68	8.34%	8.11%
6 Canadian Niagara Power Inc.	95.80%	100.00%	83.84%	99.95%	99.54%	89%	82.00%	С	0	0	2.62	2.25	Completed	4	\$ 1,134	\$ 21,458	N/A	0.21	2.35	8.66%	7.90%
7 Centre Wellington Hydro Ltd.	100.00%	100.00%	96.12%	99.83%	99.31%	79%	83.90%	С	0	0	0.08	0.07	88%	2	\$ 779	\$ 36,511	N/A	1.57	0.73	9.00%	11.42%
8 Chapleau Public Utilities Corporation	100.00%	100.00%	100.00%	99.99%	100	93	78.00%	С	0	0	3.09	13.71	On Target	3	\$ 1,003	\$ 22,742	N/A	3.89	0.00	8.98%	-3.61%
9 Cooperative Hydro Embrun Inc.	100.00%	100.00%	96.35%	99.87%	97.38	90.41	85.00%	С	0	0	0.00	0.01	Completed	1	\$ 554	\$ 37,166	100%	2.23	0.00	8.66%	10.68%
10 E.L.K. Energy Inc.	100.00%	100.00%	91.02%	99.32%	88%	92.1% Satis	88.00%	С	0	0	0.29	0.71	In Progress	1	\$ 593	\$ 43,176	N/A	4.24	0.13	8.66%	-22.33%
11 Elexicon Energy Inc.	98.57%	99.12%	72.35%	99.87%	88.97	90.00	89.00%	С	0	0	0.97	1.37	116.67	3	\$ 794	\$ 34,985	100%	0.83	1.46	9.43%	5.15%
12 Enova Power Corp.	96.44%	100.00%	69.77%	99.97%	98.66%	А	88.00%	С	0	0	0.74	0.66	On Target	3	\$ 794	\$ 34,893	N/A	1.18	0.51	8.43%	7.32%
13 Entegrus Powerlines Inc.	97.48%	99.96%	83.75%	99.95%	75	94	79.00%	С	0	0.00	0.93	1.31	61.9	1	\$ 713	\$ 13,731	100%	1.08	1.39	9.19%	8.79%
14 ENWIN Utilities Ltd.	100.00%	100.00%	78.74%	99.93%	99.16%	83%	82.00%	С	0	0	1.60	0.94	109.4%	1	\$ 817	\$ 15,817	100%	1.92	0.55	8.52%	9.75%
15 EPCOR Electricity Distribution Ontario Inc.	96.25%	100.00%	92.28%	99.98%	99.80%	74.0%	82.90%	С	0	0	0.30	0.44	93.39%	2	\$ 687	\$ 33,377	100%	1.16	1.42	9.36%	3.95%
16 ERTH Power Corporation	95.76%	99.18%	93.49%	99.69%	99.66	76	83.90%	С	0	0	0.38	1.31	100.7	3	\$ 813	\$ 44,313	100%	0.52	0.83	9.00%	9.32%
17 Essex Powerlines Corporation	91.02%	97.06%	81.05%	99.90%	99.4%	87%	85.00%	С	0	0	1.07	2.48	99.84%	1	\$ 714	\$ 13,231	100%	1.03	1.21	9.00%	4.50%
18 Festival Hydro Inc.	93.26%	97.70%	96.94%	99.97%	100	93	77.00%	С	0	0	0.81	1.09	106	3	\$ 760	\$ 58,354	100%	0.53	0.99	9.30%	8.62%
19 Fort Frances Power Corporation	100.00%	100.00%	94.25%	99.67%	98	99.7	83.90%	С	0	10	0.07	0.15	145.3	2	\$ 822	\$ 37,170	N/A	4.54	0.00	0.00%	0.19%
20 GrandBridge Energy Inc.	88.28%	100.00%	69.18%	99.97%	99.9%	А	84.00%	С	0	0	1.97	1.11	83.7%	2	\$ 754	\$ 40,626	100%	1.05	0.57	8.86%	11.20%
21 Greater Sudbury Hydro Inc.	99.30%	99.81%	71.16%	99.95%	93.12%	92.83%	89.00%	С	0	0	1.49	1.49	79.31%	3	\$ 805	\$ 15,170	100%	1.27	1.09	8.52%	8.24%
22 Grimsby Power Incorporated	93.75%	92.44%	94.12%	99.99%	99.86%	77%	83.80%	С	0	0	1.31	1.69	85.5%	1	\$ 735	\$ 12,547	100%	0.92	1.09	8.66%	6.63%
23 Halton Hills Hydro Inc.	100.00%	100.00%	97.10%	99.92%	99.98%	90%	81.15%	С	2	1.176	0.96	0.58	97.91%	1	\$ 994	\$ 13,485	N/A	0.92	1.56	8.34%	8.71%
24 Hearst Power Distribution Company Limited	100.00%	100.00%	92.09%	99.92%	99.84%	98.4% Good	78.54%	С	0	0	1.67	6.87	Implemented	1	\$ 669	\$ 18,479	N/A	2.11	0.21	8.34%	8.12%
25 Hydro 2000 Inc.	100.00%	100.00%	97.53%	99.74%	95.22%	94.4%	92.00%	С	0	0	0.23	0.01	100%	2	\$ 698	\$ 42,450	100%	0.90	0.00	8.52%	-11.09%
26 Hydro Hawkesbury Inc.	100.00%	98.57%	99.90%	99.94%	82	84	89.80%	С	0	0	2.08	1.49	0	1	\$ 395	\$ 30,494	N/A	1.66	0.60	9.00%	0.64%
27 Hydro One Networks Inc.	99.97%	100.00%	78.24%	99.04%	74%	82.1%	81.00%	С	48	0.385	2.82	7.50	101.17%	4	\$ 1,369	\$ 15,970	90%	0.45	1.84	9.36%	10.88%
28 Hydro One Remote Communities Inc.	100.00%	N/A	100.00%	94.83%	100%	95%	73.70%	С	0	0	3.15	8.96	94%				N/A	0.37	-39.75		4.38%
29 Hydro Ottawa Limited	100.00%	95.32%	86.99%	99.88%	85.65%	91.00%	72.00%	С	0	0	0.63	1.03	75.00%	4	\$ 935	\$ 54,210	100%	0.94	1.94%	8.34%	6.15%
30 InnPower Corporation	99.42%	100.00%	79.26%	99.93%	99.9	B+	83.00%	С	2	1.366	0.87	1.29	90.6%	3		\$ 13,986	N/A	0.48	1.20	8.78%	10.04%
31 Kingston Hydro Corporation	100.00%	100.00%	80.89%	99.85%	97.49%	"A"	82.00%	С	0	0	0.74	1.17	On track	2		\$ 27,431	100%	1.72	1.00	9.36%	7.92%
32 Lakefront Utilities Inc.	92.66%	96.30%	98.76%	99.98%	99.94%	77.00%	83.90%	С	0	0	2.02	2.80	81.25%			\$ 29,514	100%	0.72	1.01	8.66%	4.27%
33 Lakeland Power Distribution Ltd.	100.00%	100.00%	93.38%	99.92%	99.93%	75%	82.60%	С	0	0	0.66	1.30	In Progress	2		\$ 33,833	N/A	0.72	1.33	8.98%	11.02%
34 London Hydro Inc.	98.01%	100.00%	74.84%	99.85%	99.43%	A	83.00%	С	7	2.258	0.96	0.76	Above Budget			\$ 37,717	N/A	1.52	1.04	8.66%	7.05%
35 Milton Hydro Distribution Inc.	100.00%	100.00%	85.92%	99.91%	97.95	А	80.00%	С	0	0.348	0.62	0.42	On Track	1	\$ 816	\$ 12,314	100%	1.38	1.19	8.66%	10.66%
36 Newmarket-Tay Power Distribution Ltd.	97.45%	96.85%	77.03%	99.94%	100	86	77.00%	С	0	0	0.88	1.39	174.44	2	\$ 783	\$ 34,829	100%	0.96	1.23	9.51%	7.60%
37 Niagara Peninsula Energy Inc.	90.98%	100.00%	88.11%	99.97%	98.48%	91%	83.00%	С	0	0	1.17	1.45	108.22%	2	\$ 909	\$ 11,664	100%	1.23	0.90	8.34%	9.81%
38 Niagara-on-the-Lake Hydro Inc.	100.00%	100.00%	98.33%	99.99%	9	79	80.90%	С	0	0	0.95	0.98	112			\$ 28,047	100%	0.40	0.64	8.98%	7.80%
39 North Bay Hydro Distribution Limited	100.00%	100.00%	80.09%	91.71%	4	88%	87.00%	С	0	0	0.68	1.13	67%	3	\$ 864	\$ 35,368	N/A	1.31	1.06	8.34%	11.05%
40 Northern Ontario Wires Inc.	100.00%	100.00%	100.00%	99.96%	100%	88%	82.06%	С	0	0	2.19	8.06	Excellent	1	\$ 847	\$ 13,645	N/A	1.21	0.90	8.78%	4.44%
41 Oakville Hydro Electricity Distribution Inc.	96.00%	99.62%	79.21%	99.67%	94.5%	91%	84.00%	С	0	0	0.63	0.23	On Track	3		\$ 32,686	100%	1.10	0.71	9.36%	9.90%
42 Orangeville Hydro Limited	99.24%	99.24%	99.43%	99.79%	99.67%	76	83.70%	С	0	0	0.24	0.29	110%	1		\$ 38,970	N/A	1.03	1.18	9.36%	8.25%
43 Oshawa PUC Networks Inc.	99.77%	100.00%	95.98%	99.95%	175	89.2%	82.00%	С	0	0	0.80	0.79	118.5%	2		\$ 18,514	N/A	1.21	1.37	8.34%	9.50%
44 Ottawa River Power Corporation	100.00%	100.00%	97.24%	99.79%	97%	79%	84.20%	С	0	0	1.09	1.49	In Progress			\$ 15,370	N/A	1.37	0.70	8.66%	3.84%
45 PUC Distribution Inc.	100.00%	100.00%	74.79%	99.96%	99.75	85	84.00%	С	1	0.135	1.92	2.06	23	3	\$ 980	\$ 45,088	N/A	0.86	2.33	9.36%	7.96%
46 Renfrew Hydro Inc.	98.67%	100.00%	97.59%	99.95%	100%	85%	86.50%	С	0	0	0.13	0.28	62.5%	3	\$ 734		N/A	1.22	0.97	8.78%	5.75%
47 Rideau St. Lawrence Distribution Inc.	100.00%	100.00%	76.29%	99.47%	99.9	В	84.30%	С	0	0	0.44	1.77	116%	2	\$ 720		N/A	0.73	0.81	8.66%	4.88%
47 Rideau St. Lawrence Distribution inc.	100.00%	100.00%	76.29%	99.47%	99.9	Ь	04.30%		0	0	0.44	1.77	110%		\$ 720	\$ 30,000	IN/A	0.73	0.01	0.00%	4.00%

	Customer Focus Services provided in a manner that responds to customer preferences.							Operational Effectiveness Continuous improvement in productivity and cost performance is achieved; distributors deliver on system reliability and quality objectives.											Financial Performance Financial viability is maintained; and savings from operational effectiveness are sustainable.			
	Service Quality ² Customer Satisfa						Safety				System Reliability		Asset Management		Cost Control			Connection of Renewable Generation ²	Financial Ratios			
	New Residential / Small Business Services Connected on Time			Billing Accuracy	First Contact Resolution ³	Customer Satisfaction Survey Results ³	Level of Public Awareness	Level of Compliance with Ontario Regulation 22/04 ⁴	Serious Electrical Incident Index		Avg. Number of Avg. Number of		Distribution							Regulato		y ROE
		Scheduled Appointments Met On Time	Telephone Calls Answered On Time						Number of General Public Incidents	Rate per 10, 100, 1000 km of line	Times that Power to a Customer is Interrupted Hours that Power to a Customer is Interrupted	System Plan Implementation Progress ³	Efficiency Assessment	Total Cost per Customer		Total Cost per Km of Line	New Micro-embedded Generation Facilities Connected on Time	(Current Assets / Current Liabilities)	c Leverage: Total Debt (short-term & long- term) to Equity Ratio	Deemed (included in rates)	Achieved	
Target:	90%	90%	65%	98%	No Target	No Target	No Target	Compliant (C)	Distributor Specific	Distributor Specific	Distributor Specific	Distributor Specific	No Target	No Target	No Targ	get	No Target	90%	No Target	No Target	No Target	No Target
48 Sioux Lookout Hydro Inc.	100.00%	100.00%	100.00%	99.99%	А	79.22	84.00%	С	0	0	0.16	0.35	128%	1	\$	920	\$ 3,797	N/A	0.62	0.51	9.00%	11.45%
49 Synergy North Corporation	100.00%	100.00%	89.70%	99.93%	A+	А	87.00%	С	0	0	1.73	1.15	N/A	3	\$	829	\$ 37,275	100%	1.60	0.86	8.85%	4.74%
50 Tillsonburg Hydro Inc.	100.00%	98.60%	99.29%	99.85%	96.9%	Satisfied	86.00%	С	0	0	0.26	0.21	In-progress	2	\$	762	\$ 43,880	N/A	1.66	0.63	8.98%	3.52%
51 Toronto Hydro-Electric System Limited	99.91%	99.94%	77.84%	99.20%	92%	94%	64.00%	С	43	1.475	1.24	0.79	81%	5	\$ 1	,525	\$ 41,267	98%	1.07	1.19	8.52%	6.80%
52 Wasaga Distribution Inc.	100.00%	100.00%	99.66%	99.99%	99.9	81	84.10%	С	0	0	0.73	0.66	Completed	1	\$	579	\$ 29,265	N/A	1.34	0.67	9.19%	8.20%
53 Welland Hydro-Electric System Corp.	95.53%	94.88%	76.33%	99.97%	99.70%	98%	83.00%	С	0	0	1.08	1.33	Completed	1	\$	561	\$ 29,198	N/A	1.41	0.92	8.78%	12.97%
54 Wellington North Power Inc.	100.00%	97.40%	99.38%	99.57%	99.52%	79%	84.10%	С	0	0	0.10	0.10	87%	3	\$ 1	,006	\$ 18,238	100%	1.06	1.08	8.34%	10.32%
55 Westario Power Inc.	100.00%	99.89%	87.42%	99.54%	99.01%	93%	84.00%	С	0	0	0.56	1.82	Completed	2	\$	717	\$ 29,292	100%	1.22	0.77	9.00%	11.24%

Legend

Target Met
Target Not Met
No Target

Note 1: For information on the scorecard's measures, technical definitions, plain language description, and how a measure may be compared, please refer to the Scorecard - Performance Measure Descriptions document.

Note 2: For the Service Quality and Connection of Renewable Generation performance categories, a blank field or 'N/A' figure shown for any of the related measures indicates that no services were required to be performed by the distributor.

Note 3: The OEB has been less prescriptive with First Contact Resolution, Customer Satisfaction Survey Results, and Distribution System Plan Implementation Progress measures, allowing distributors discretion on definition and implementation until the OEB establishes uniform definitions for these measures.

Note 4: Compliance with Ontario Regulation 22/04 assessed as Compliant (C); Needs Improvement (NI); or Non-Compliant (NC).