

- 1 Q. **Exhibit 3**
- 2 Schedule 1 – Provide the evaluation measures for each KPI in the dashboard.
- 3
- 4
- 5 A. The evaluation measure for each Key Performance Indicator (KPI) in the dashboard
- 6 is provided in Table 1.

Table 1 Customer Service KPI and Related Evaluation Measure

KPI	KPI Evaluation Measure
Calls Abandoned	Is less than or equal to 9% monthly/annually
Call Handle Time	Is less than or equal to 3 minutes monthly/annually
Average Speed to Answer	Is less than or equal to 30 seconds monthly/annually
Grade of Service	80% of calls answered within 25 seconds – monthly/annually
First Contact Resolution	85% of calls are resolved on initial contact – monthly/annually
Customer Satisfaction (Transactional)	Survey results are equal to or greater than 80% monthly/annually
eBill Subscription	Increase number of customers subscribing to eBill by 8% annually
Subscription to Pre-Authorized Payment	Increase number of customers subscribing to Pre-Authorized Payment by 5% annually
Bills Cancelled and Re-Billed	Number of bills cancelled and rebilled not to exceed monthly average of 333
CIAC's Processed on Time	Requests processed within 30 days
Meter Reading Estimates	Estimated number of readings for manual meter routes be less than or equal to 10%
Meters Read on Time	90% of manual meter reading routes be read per schedule
Customer Assessments	Requests completed within 30 days
Damage Claims Processed on Time	Customer claims processed within 10 days
Government Retest Orders Completed - (WO - 212)	Complete 100% of Measurement Canada retest orders for domestic service meters
Government Retest Orders Completed - (WO - 215)	Complete 100% of Measurement Canada retest orders for general service meters
Government Retest Orders Completed - (WO - 220)	Complete 100% of compliance sample groups
Safety Inspections Completed	Complete one safety inspection per month within the Customer Service office area
Cost per contact	Annual Contact Center costs measured against total annual calls

Collections \$ Outstanding	Average collections outstanding from April to December to be less than \$300,000
CS Budget Variance within 2.5 % of Target	Annual operating budget is managed to within 2.5% of allocation
Industrial Billing Complete On Time	Industrial billing process completed within 5 business days
Employee Satisfaction	CS Department employee satisfaction survey results equal to or greater than 80%
Employee Engagement	Corporate employee engagement survey results equal to or greater than 80% for Customer Service Department - biennial
Field Visits Completed	Total field visits by Customer Service management staff is equal to or greater than 6 visits per year
SWOPs Created	Customer Service Department to submit a minimum of 15 Safety Observations per month