

# Scorecard - Grimsby Power Incorporated

Performance Outcomes	Performance Categories	Measures	2016	2017	2018	2019	2020	Trend	Target		
									Industry	Distributor	
<b>Customer Focus</b> Services are provided in a manner that responds to identified customer preferences.	Service Quality	New Residential/Small Business Services Connected on Time	98.60%	98.02%	96.71%	100.00%	100.00%	↑	90.00%		
		Scheduled Appointments Met On Time	100.00%	100.00%	99.53%	100.00%	100.00%	→	90.00%		
		Telephone Calls Answered On Time	70.00%	75.37%	88.54%	90.24%	89.38%	↑	65.00%		
	Customer Satisfaction	First Contact Resolution	99.94%	99.97%	99.93%	99.86%	99.89%				
		Billing Accuracy	99.98%	99.96%	99.87%	99.98%	99.99%	↓	98.00%		
		Customer Satisfaction Survey Results	75.4%	75.40	78.8%	78.8%	79%				
<b>Operational Effectiveness</b> 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%	82.60%	82.60%	82.90%	82.90%				
		Level of Compliance with Ontario Regulation 22/04 <sup>1</sup>	C	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 <sup>2</sup>	0.55	1.20	1.73	5.00	0.64	↑		1.36	
		Average Number of Times that Power to a Customer is Interrupted <sup>2</sup>	0.69	0.99	1.17	3.44	0.92	↑		1.07	
	Asset Management	Distribution System Plan Implementation Progress	88.73%	64.83	86.64%	86.23%	67.6%				
	Cost Control	Efficiency Assessment	2	2	2	1	1				
		Total Cost per Customer <sup>3</sup>	\$611	\$559	\$584	\$594	\$598				
		Total Cost per Km of Line <sup>3</sup>	\$27,753	\$9,383	\$9,793	\$10,029	\$10,121				
<b>Public Policy Responsiveness</b> Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements imposed further to Ministerial directives to the Board).	Connection of Renewable Generation	Renewable Generation Connection Impact Assessments Completed On Time		100.00%							
		New Micro-embedded Generation Facilities Connected On Time	100.00%	100.00%	100.00%	100.00%		→	90.00%		
<b>Financial Performance</b> Financial viability is maintained; and savings from operational effectiveness are sustainable.	Financial Ratios	Liquidity: Current Ratio (Current Assets/Current Liabilities)	0.60	1.07	1.09	1.03	0.99				
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	1.60	1.44	1.46	1.26	1.27				
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	9.19%	9.19%	9.19%	9.19%	9.19%			
			Achieved	2.39%	10.92%	8.45%	10.39%	8.12%			

1. Compliance with Ontario Regulation 22/04 assessed: Compliant (C); Needs Improvement (NI); or Non-Compliant (NC).  
 2. 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.

**Legend:**

5-year trend  
 ↑ up   ↓ down   → flat

Current year  
 ● target met   ● target not met

## 2020 Scorecard Management Discussion and Analysis (“2020 Scorecard MD&A”)

The link below provides a document titled “Scorecard - Performance Measure Descriptions” that has the technical definition, plain language description and how the measure may be compared for each of the Scorecard’s measures in the 2016 Scorecard MD&A:

[http://www.ontarioenergyboard.ca/OEB/ Documents/scorecard/Scorecard Performance Measure Descriptions.pdf](http://www.ontarioenergyboard.ca/OEB/Documents/scorecard/Scorecard%20Performance%20Measure%20Descriptions.pdf)

### Scorecard MD&A - General Overview

Grimsby Power Incorporated (“Grimsby Power”) is committed to providing the residents and businesses of Grimsby with a safe and reliable supply of electricity while operating effectively and efficiently at an equitable cost. Grimsby Power continues to strive to exceed customer and Ontario Energy Board (OEB) expectations and targets in customer focus, operational effectiveness, safety, public policy responsiveness and financial performance.

#### Service Quality

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

In 2020, Grimsby Power added 52 eligible low-voltage residential or small business customers (those utilizing connections under 750 volts) to its distribution system. Low-voltage customers must be connected within a five-day timeline prescribed by the Ontario Energy Board. Grimsby Power connected 100% of customers within the prescribed period. Grimsby Power contributes the continued high rating in this category due to an emphasis on customer service.

- **Scheduled Appointments Met On Time**

In 2020 there were 46 instances where an appointment, with the customer present, was required. Grimsby Power met 100% of its scheduled appointments on time in 2020. The appointments included cut and reconnects (upgrades to customer owned equipment) and any other related work requested by customers or their representative. Grimsby Power continues to consistently exceed the industry target of 90%.

- **Telephone Calls Answered On Time**

The number of calls answered on time continues to be a customer service focus for Grimsby Power. In 2020 customer service representatives received 7,044 phone calls from customers. A representative answered the call within 30 seconds just over 89% of the time. This result surpasses the Ontario Energy Board target of 65% for timely call response but is a slight decrease in from the 2019 performance of 90%. Of the 7,044 calls received 80% were answered within the first 10 seconds.

There were 864 fewer calls in 2020 compared to 2019. The decrease in calls mainly occurred at the beginning of 2020 with fewer calls coming in during the first half of 2020 compared to 2019.

Communication by phone remains a consistent means for responding to complex enquires related to bill inquiries, energy use, e billing, conservation and low-income programs. In particular in 2020 Grimsby Power saw an increase in call duration due to the Customer Choice initiative where customers

called in to learn about the difference between Time-of-use and Tiered pricing.

## Customer Satisfaction

Specific customer satisfaction measurements have not been defined across the industry. The Ontario Energy Board (OEB) had instructed all electricity distributors to review and develop measurements in these areas and begin tracking by July 1, 2014. The OEB plans to review information provided by electricity distributors over the next few years and implement a commonly defined measure for these areas in the future. As a result, each electricity distributor may have different measurements of performance until the OEB provides specific direction regarding a commonly defined measure.

- **First Contact Resolution**

First Contact Resolution can be measured in a variety of ways and further regulatory guidance is necessary in order to achieve meaningful comparable information across electricity distributors.

For Grimsby Power, the First Contact Resolution measure is determined by taking the number of calls escalated to management over the total number of calls received by customer service representatives for the period January 1, 2020 to December 31, 2020. From January 1 to December 31, Grimsby Power received just over 7,044 phone calls and only eight of those calls required the attention of management. This means that 99.89% of the time our customer service representative can answer customer inquiries and resolve customer issues. Continued focus on customer service and continued awareness of customer needs through customer satisfaction surveys empowers our human resources to have continued success in first contact resolution.

- **Billing Accuracy**

Until July 2014 a specific measurement of billing accuracy had not been previously defined across the industry. After consultation with some electricity distributors, the Ontario Energy Board (OEB) has prescribed a measurement of billing accuracy that must be used by all electricity distributors effective October 1, 2014. The measurement for bill accuracy takes the total bills issues less the number of inaccurate bills and divides that by the total number of bills issued.

For the period from January 1, 2020 – December 31, 2020 Grimsby Power issued 141,831 bills and achieved a billing accuracy of 99.99%. This compares favorably to the prescribed OEB target of 98%.

Grimsby Power continues to strive for excellence in billing accuracy results and continues its ongoing effort to recognize any issues that may arise and identify opportunities for improvement.

- **Customer Satisfaction Survey Results**

The Ontario Energy Board (OEB) introduced the Customer Satisfaction Survey Results measure beginning in 2013. At a minimum, electricity distributors are required to measure and report a customer satisfaction result at least every other year. In 2016 Grimsby Power began utilizing standard questions and methodologies developed by the Innovative Research Group.

In 2020, Grimsby Power engaged a third party to conduct a customer satisfaction survey. This customer satisfaction survey provided information that

supports discussions around improving customer service within all departments and levels at Grimsby Power. The survey asks customers questions on a wide range of topics, including: overall satisfaction with Grimsby Power, reliability and power quality, customer service, and billing and payment. The result of the survey was an overall customer satisfaction index of 79%.

This year's survey results showed a small improvement from the previous survey.

While customer satisfaction result remained relatively unchanged, the survey took place at the beginning of the pandemic and the cost of electricity and keeping rates flat was an area of concern. The other areas are number of outages, communication during outages and social media presence. Grimsby Power continues to invest in capital projects that reduce the number and duration of outages. Grimsby Power renewed its website with better power outage information, added a feature to our phone system that relays power outage information and we have a presence on Twitter.

## Safety

- **Public Safety**

The Ontario Energy Board (OEB) introduced this Safety measure in 2015. This measure looks at safety from a customers' point of view as safety of the distribution system is a high priority. The Safety measure is generated by the Electrical Safety Authority (ESA) and includes three components: Public Awareness of Electrical Safety, Compliance with Ontario Regulation 22/04, and the Serious Electrical Incident Index.

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

In 2019, Grimsby Power engaged a third party to launch the public awareness survey among a representative sample of the Town's population. The survey gauges the awareness level of key electrical safety concepts related to distribution assets and was based on a template survey provided by the Electrical Safety Authority (ESA). Grimsby Power's Public Safety Awareness Score in 2019 was 82.9%. This is a slight increase from the 2017 survey result of 82.6%.

A key component of the increase was an increased awareness of what to do in hazardous situations involving distribution equipment. During 2019, Grimsby Power focused portions of its community engagement on how to stay safe around distribution equipment and what to do in emergency situations.

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

Since 2010 Grimsby Power was found to be compliant with Ontario Regulation 22/04 (Electrical Distribution Safety) with the exception of 2015 when Grimsby Power received a "Needs Improvement" rating. During 2020 Grimsby Power had zero 'Non Compliances' and zero 'Needs Improvements' items.

This was achieved by our strong commitment to safety that includes adherence to design standards and GPI's construction verification program that ensures that the construction work matches the design standards. Ontario Regulation 22/04 - *Electrical Distribution Safety* establishes objective based electrical safety requirements for the design, construction, and maintenance of electrical distribution systems owned by licensed distributors. Grimsby Power remains committed to safety and compliance with all applicable regulations. In 2020, Grimsby Power again received a rating of "Compliant" (C).

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

This index measures the number of serious electrical incidents involving the general public. A serious electrical incident has the following meaning:

- a) any electrical contact that caused death or critical injury to a person,
- b) any inadvertent contact with any part of a distribution system operating at 750 volts or above or with a meter, if the contact caused or had the potential to cause death or critical injury to a person, but not if the contact was caused by force majeure, or
- c) any fire or explosion in any part of a distribution system operating at 750 volts or above or in a meter, if the fire or explosion, as the case may be, caused or had the potential to cause death or critical injury to a person, but not if it was caused by force majeure.

Through adherence to rules and regulations and customer engagement about safety around distribution equipment Grimsby Power has not had any serious electrical incidents involving the general public.

That mentality has carried forward through to our workplace. As of December 31, 2020 Grimsby Power staff had worked 403,120 hours without a lost time incident. All staff members contributed to this achievement through their dedication to safety.

## **System Reliability**

On average Grimsby Power customers had their power interrupted .92 times for total of .64 hours in 2020. This is a drastic decrease compared to 2019 where power was interrupted 3.44 times on average for a total of 5 hours. The main cause of the decrease was fewer adverse weather events including high winds, snow and ice storms. In 2019 adverse weather caused 20 power outages and 3.61 hours of interruption per customer, in 2020 adverse weather caused 4 power outages and .36 hours of interruption.

Grimsby Power continues to invest in capital projects with the intention of reliability improvement. Those projects include voltage conversions, installation of reclosers that help sectionalize feeders to limit outages to smaller areas, SCADA connected equipment and removing off road sections of primary feeders to provide faster response time to outages.

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

This measure represents the average number of hours a Grimsby Power customer had interrupted power. Grimsby Power's current five year target for the average number of hours of power interruption is 1.36. The target is based on an average of scores from 2011 to 2015. The average number of hours that power was interrupted was 0.64 in 2020 down from 5.00 in 2019.

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

This measure represents the average number of times that power to a customer was interrupted. Grimsby Power's current five year target for the average number of times power was interrupted is 1.07. The target is based on an average of scores from 2011 to 2015. The average number of

times power was interrupted was 0.92 in 2020 down from 3.44 in 2019.

## Asset Management

- **Distribution System Plan Implementation Progress**

Grimsby Power submitted a Distribution System Plan (DSP) with its 2016 Cost of Service Application. The consolidated five year Distribution System Plan (DSP) submitted with the application began in 2016. The DSP serves to outline how Grimsby Power will develop, manage and maintain its distribution system equipment to provide a safe, reliable, efficient and cost effective distribution system. The completion progress of Grimsby Power's 2016 distribution system plan was 67.6%. This percentage was determined using a weighted completion percentage.

The distribution plan progress was low in comparison to other years due to a large project being delayed to 2021. The project involved the addition of a third feeder from the Niagara West MTS, which is outside of our service territory, and was a large portion of the budget. The project was delayed and pushed into 2021 to allow for changes in design in collaboration with a neighboring utility. Grimsby Power was able to supplement the 2021 capital work with other projects including voltage conversions, SCADA projects, a rear lot conversion and primary overhead conductor reinforcement in lieu of the third feeder project.

## Cost Control

- **Efficiency Assessment**

The relative efficiency of LDC's is evaluated annually by the Pacific Economics Group LLC (PEG) for the OEB. This evaluation is part of the OEB's rate setting parameters and benchmarking under the renewed regulatory framework for Ontario's electricity distributors. Each LDC is ranked and placed into one of five groups that reflects the potential for incremental productivity gains in each LDC.

In 2020, Grimsby Power is again in Group 1. A Group 1 distributor is defined as a distributor with actual costs more that 25 percent below predicted costs on average over three years. On average from 2018 to 2020 Grimsby Power was 31.31% below average.

A Group 1 utility is considered the most efficient and Grimsby Power is one of only nine LDC's placed in Group 1. Grimsby Power's continued focus on reasonable costs has made the LDC more cost effective year over year. In 2015, Grimsby Power's actual costs were 17% below predicted. In 2020, Grimsby Power's actual costs were 34.5% below predicted. This is a 17.5% gain in efficiency in 6 years.

- **Total Cost per Customer**

Total cost per customer is calculated as the sum of Grimsby Power's capital and operating costs and dividing this cost by the total number of customers that Grimsby Power serves. The cost performance result for 2020 is \$598/customer. This is a \$23 increase since 2015 and a \$4 increase from 2019. In 2019, Grimsby Power's capital and operating costs were slightly higher than the previous year by 1.2%.

Grimsby Power has remained consistent in providing an equitable cost per customer over the past five years. Grimsby Power will continue to replace distribution assets proactively and in conjunction with its Distribution System Plan in a manner that evaluates risks and impacts on customer rates.

- **Total Cost per Km of Line**

This measure uses the same total cost that is used in the Cost per Customer calculation above, the total cost is divided by the kilometers of line that Grimsby Power operates to serve its customers. Grimsby Power's 2020 rate is \$10,121 per Km of line. This is a slight increase compared to 2019.

Grimsby Power continues to see low growth in its total kilometers and slight increases in total cost. Typically developments within Grimsby “lie along” existing distribution lines and this keeps the total kilometers of line low but the density of the customers along the lines increases slightly along with costs.

## Connection of Renewable Generation

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

Electricity distributors are required to conduct Connection Impact Assessments (CIAs) within 60 days of the receipt of the application if there is no distribution system reinforcement or expansion required and within 90 days if there is distribution system reinforcement or expansion required. Grimsby Power did not complete any CIA's for renewable generation in 2020.

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

In 2020, Grimsby Power did not connect any micro-embedded generation facilities (microFIT projects of less than 10 kW).

## Financial Ratios

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

As an indicator of financial health, a current ratio that is greater than 1 is considered good as it indicates that the company can pay its short term debts and financial obligations. Companies with a ratio of greater than 1 are often referred to as being “liquid”. The higher the number, the more “liquid” and the larger the margin of safety to cover the company's short-term debts and financial obligations.

Grimsby Power's current ratio went down slightly from the 2019 ratio of 1.03 to 0.99. The slight decrease in the liquidity ratio was due to an increase in current liabilities. A ratio of .99 is still indicative of a financially healthy organization and Grimsby Power intends on remaining within a healthy range.

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

The OEB 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 1.5 (60/40). A debt to equity ratio of more than 1.5 indicates that a distributor is more highly levered than the deemed capital structure and could have difficulty generating sufficient cash flows to make its debt payments. A debt to equity ratio of less than 1.5 indicates that the distributor is less levered than the deemed capital structure. A low debt-to-equity ratio may indicate that an electricity distributor is not taking advantage of the increased profits that financial leverage may bring.

In 2020, Grimsby Power moved away slightly away from the 60/40 split with a total debt to equity ratio from 1.27 from 1.26 in 2019. The current 1.27 debt to equity ratio represents approximately 55% debt and 45% equity.

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

Grimsby Power's current distribution rates were approved by the OEB and include an expected or deemed regulatory return on equity of 9.19%. This deemed rate was determined through the rate application process in 2016 (EB-2015-0072). The OEB monitors the achieved regulatory return on equity and if an LDC achieves +/- 3% of their deemed regulatory return on equity the OEB may make further inquiries with distributors.

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

Grimsby Power's achieved regulated return in 2019 was 8.12%, which is within the OEB range of +/-3% of 9.19%. The achieved regulatory return is lower than the deemed ROE due to a lower net income in 2020.

## Note to Readers of 2020 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 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.