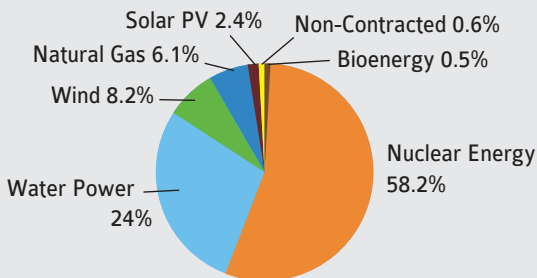




## System-Wide ELECTRICITY Supply Mix (2019)



Ontario has a diverse power supply mix. Its generation fleet continues to evolve, using greener forms of supply to safely and reliably meet the province's changing electricity needs.

The IESO oversees Ontario's electricity system. It forecasts daily demand for electricity and operates in real time to ensure an adequate supply is always available. This includes managing the diverse characteristics of Ontario's generation fleet, making sure power generating units or other sources of supply are ready to ramp up and down production as needed.



Ontario's Long-Term Energy Plan outlines how the province's energy needs will be met over the coming years. It is based on the principles of cost effectiveness, reliability, clean energy, community engagement, and an emphasis on conservation and demand management before building new generation.

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**SCORECARD**  
**ESSEX POWERLINES CORPORATION**

Essex Powerlines is required by the Ontario Energy Board to publish a performance scorecard that includes a selection of performance indices that tells the consumer how Essex is performing according to the standards set by the Ontario Energy Board. Essex Powerlines Corporation's Scorecard and Management Discussion and Analysis is available on our website: [www.essexpowerlines.ca](http://www.essexpowerlines.ca) or on the Ontario Energy Board website: [www.ontarioenergyboard.ca/html/performance](http://www.ontarioenergyboard.ca/html/performance) and select Essex Powerlines.

Performance Outcomes		Performance Categories	Measures	2015	2016	2017	2018	2019	Trend	Industry	Distributor
<b>Customer Focus</b> Services are provided in a manner that responds to identified customer preferences.	<b>Service Quality</b>	New Residential/Small Business Services Connected on Time		92.30%	90.50%	90.35%	91.18%	94.78%	↑	90.00%	
		Scheduled Appointments Met On Time		94.80%	90.80%	93.12%	94.79%	93.15%	↑	90.00%	
		Telephone Calls Answered On Time		79.20%	73.60%	79.47%	87.67%	82.62%	↑	65.00%	
	<b>Customer Satisfaction</b>	First Contact Resolution		99.28%	98.25%	97.42%	98.52%	98.99%			
		Billing Accuracy		98.05%	99.90%	99.91%	98.26%	99.96%	↑	98.00%	
		Customer Satisfaction Survey Results		81%	81%	81%	83%	83%			
<b>Operational Effectiveness</b> Continuous improvement in productivity and cost performance is achieved; and distributors deliver on system reliability and quality objectives.	<b>Safety</b>	Level of Public awareness		83.00%	83.00%	83.00%	83.00%	83.00%			
		Level of Compliance with Ontario Regulation 22/04 <sup>1</sup>		C	NI	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
	<b>System Reliability</b>	Average Number of Hours that Power to a Customer is Interrupted <sup>2</sup>		1.34	0.63	0.83	1.82	1.27	↓		1.24
		Average Number of Times that Power to a Customer is Interrupted <sup>2</sup>		0.83	0.50	0.57	1.29	0.84	↓		0.74
	<b>Asset Management</b>	Distribution System Plan Implementation Progress		107.00%	94.16%	98%	18.80%	37.5%			
	<b>Cost Control</b>	Efficiency Assessment		2	2	2	2	2			
		Total Cost per Customer <sup>3</sup>		\$538	\$541	\$538	\$578	\$580			
		Total Cost per Km of Line <sup>3</sup>		\$34,680	\$35,323	\$35,211	\$37,960	\$10,907			
<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).	<b>Conservation &amp; Demand Management</b>	Net Cumulative Energy Savings <sup>4</sup>		12.15%	40.09%	107.09%	120.00%	130.00%			31.43 GWh
	<b>Connection of Renewable Generation</b>	Renewable Generation Connection Impact Assessments Completed On Time		100.00%	100.00%	100.00%					
		New Micro-embedded Generation Facilities Connected On Time		100.00%	94.74%	100.00%	100.00%	100.00%	↑	90%	
<b>Financial Performance</b> Financial viability is maintained; and savings from operational effectiveness are sustainable.	<b>Financial Ratios</b>	Liquidity: Current Ratio (Current Assets/Current Liabilities)		0.85	0.70	0.65	0.67	0.57			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio		0.95	0.91	0.95	1.10	1.31			
		Profitability: Regulatory	Deemed (included in rates)	9.85%	9.85%	9.85%	9.00%	9.00%			
		Return on Equity	Achieved	11.70%	7.25%	3.37%	8.11%	7.30%			

**Legend:**  
 ↑ up   ↓ down   → flat  
 ● target met   ● target not met

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 fixed 5-year average 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.