2005 Revenue Requirements

10. Regulatory Policy

10.2 Performance Standards

1. System Reliability

It is common practice in the electric utility to measure the reliability of the electric system by, among others, the four measures described below.

1.1 System Reliability Indicators

System Average Interruption Duration Index (SAIDI)

This is the amount of time the average customer's power is off per year (the total amount of time the average customer's clock would lose during a year) calculated as follows:

$$\textbf{SAIDI} = \frac{\text{Total Customer Hours of Interruption}}{\text{Total Number of Customers Served}}$$

System Average Interruption Frequency Index (SAIFI)

This is the average number of interruptions per customer served per year (the number of times the average customer would have to reset their clock during the year) calculated as follows:

$$\text{SAIFI} = \frac{\text{Total Number of Customer Interruptions}}{\text{Total Number of Customers Served}}$$

Reported outages included in these measures must be of one minute duration or longer, which is consistent with the Canadian Electrical Association ("CEA") standard for reporting.

Customer Average Interruption Duration Index (CAIDI)

This index is defined as the average duration of interruptions for customers interrupted during the year.

$$\textbf{CAIDI} = \frac{\text{Total Hours of Interruption}}{\text{Total Number of Customer Interruptions}}$$

Index of Reliability

This index is defined as the percentage of annual customer hours that service is available.

$$\textbf{Index of Reliability} = 1 - \left\{ \frac{\text{Total Customer Hours of Interruption}}{\text{Total Customer Hours Available}} \right.$$

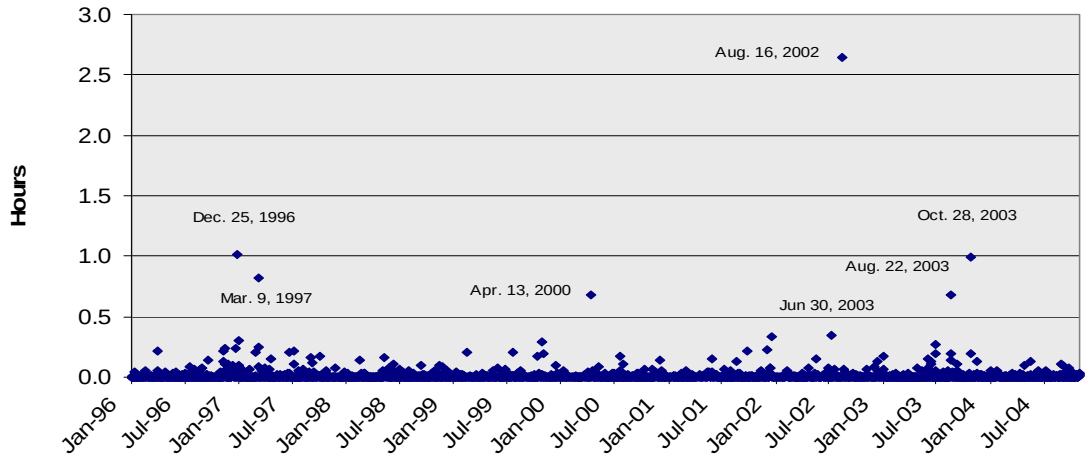
1.2 Statistical Normalization

In past consultations with stakeholders, the Company has proposed, and stakeholders have agreed, that reliability measures should be adjusted for extreme events. As a result, FortisBC is proposing to use the Institute of Electrical and Electronics Engineers ("IEEE") method of normalizing reliability statistics by excluding "major events" [(1)]. Major events are identified as those that cause outages exceeding a threshold number of customer-interruptions or customer-hours. Threshold values are calculated by applying a statistical method called 2.5 Beta to historical reliability data. Any single outage event that exceeds the threshold value is excluded from the reliability data. Major event days in the FortisBC service territory have been caused by mudslides, windstorms and wildfires.

Major event normalization resulted in adjustments to the raw reliability data in 2000, 2002 and 2003. No normalization has been required so far in 2004 since there have been no system events that have exceeded the 2.5 Beta threshold. A graphical depiction of major event days which have been normalized is shown below. The raw, non-normalized statistics are included at the end of this section for reference, and continue to apply in 2004 as agreed to in the 2004 Revenue Requirement Negotiated Settlement.

(1) the IEEE white paper can be viewed at http://grouper.ieee.org/groups/td/dist/sd/doc/2002-08-WhitePaperMajorEvent.pdf

Major Event Days
FortisBC Daily SAIDI 1996 - 2004



1.3 Overall Reliability Trends

As part of the Performance Based Regulated mechanism, the Company has been reporting reliability statistics by comparing actual (single-year) results to prior years' three year rolling averages. In this discussion, reliability statistics are actual (single-year) results. A comparison of 2004 results to three year rolling averages is provided at the end of this discussion.

The single-year reliability statistics since 2000 show an upward trend in SAIDI and CAIDI indicating worsening reliability, SAIFI has been steadily improving since 2000, except for a worsening in 2004.

The upward trend in SAIDI and the single-year increase in SAIFI is attributed largely to a degradation in distribution system performance. No single cause for the distribution degradation is clear although an increase in distribution-related adverse weather outages was a significant factor. A similar degradation was not seen in the transmission statistics, which we attribute to two factors:

1. The transmission system has become more resistant to weather-related outages due to capital upgrading. In particular, we have realized several benefits from the new Kootenay 230 kV system:

   - One April 27 all four lines from Waneta to TeckCominco's Trail operations were lost. No additional elements were lost and there were no customer-hours of outage due to this event.
   - On September 1, 2004 we had two severe lightning storms in the Castlegar area resulting in about a dozen transmission line outages that separated the system and also broke a major tie with the British Columbia Transmission Corporation system. In each case the system was strong enough to prevent any cascading outages and all of the lines reclosed as designed. There were some momentary customer outages but no reportable customer-hours due to these events.
   - In 2002, the last year the old 63 kV system was intact, there were approximately 20 pole fires on the Kootenay River Lines. Beyond the work required to repair the damage from the fires, five of these pole fires directly caused customer outages (the worst being in excess of 1,400 customers without power for two hours). This year, there were no pole fires.

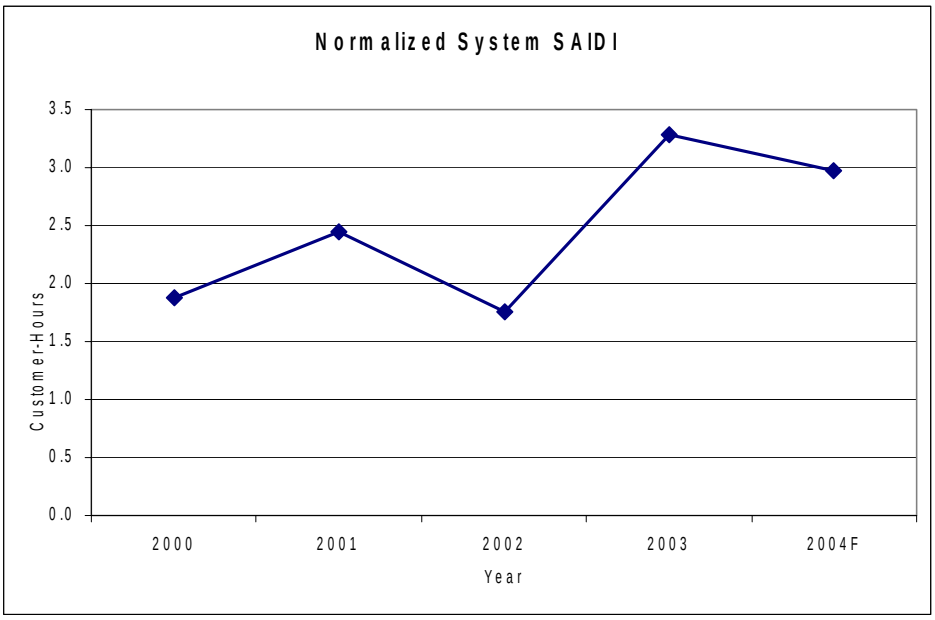
2. Distribution outages are reported more accurately than in the past due to a distribution outage system that has been deployed throughout field operations. The system provides the following enhancements:

   - Outages can now be reported electronically by Powerline Technicians in the field.
   - Customer counts for distribution outages are now performed electronically based on actual customers connected instead of being estimated by the Powerline Technicians.
   - Distribution outage data is audited monthly to ensure the outage report is accurate.

SAIDI

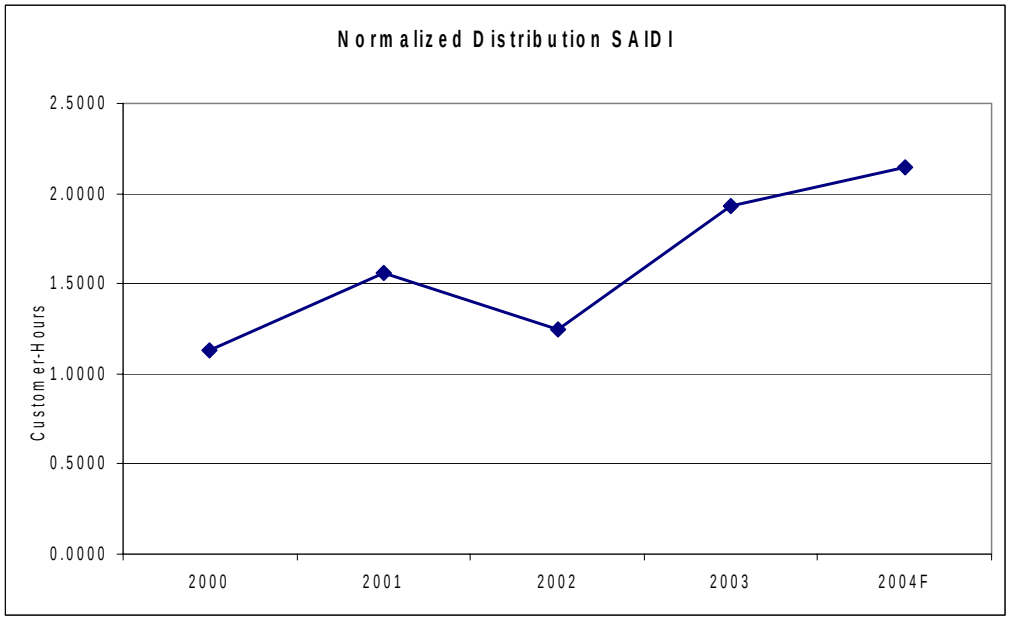
System SAIDI

The single-year SAIDI statistic for the combined transmission and distribution system has exhibited an upward trend since 2000, although performance did improve between 2003 and 2004. The trend is best explained by examining the distribution and transmission statistics separately.

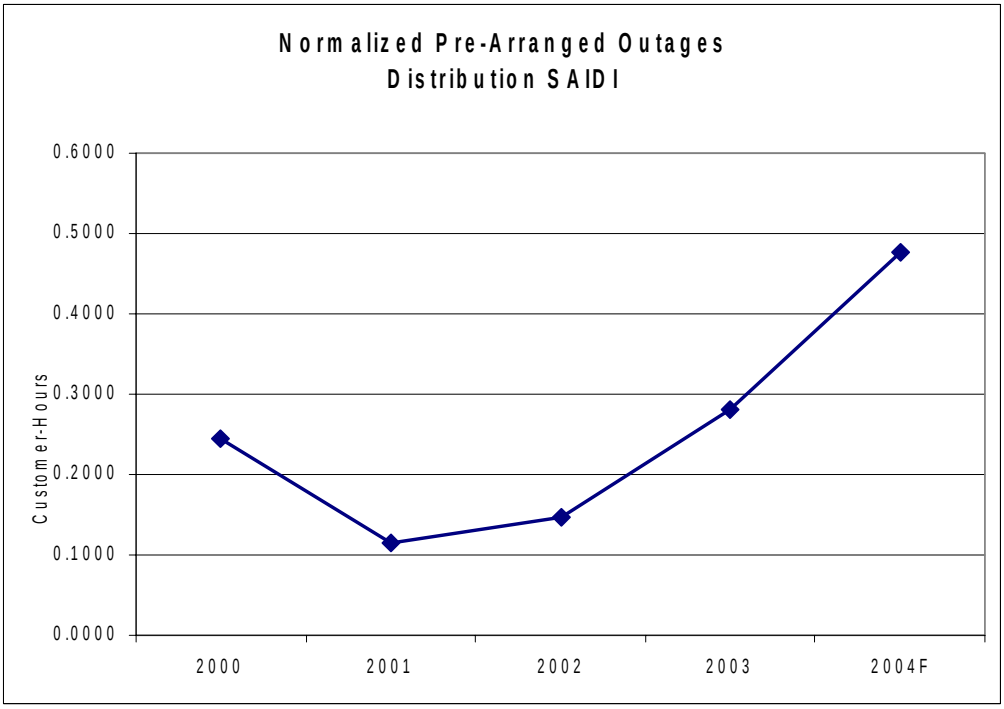


Distribution SAIDI

The Distribution SAIDI graph shows an upward trend similar to the System SAIDI graph. The rise in Distribution SAIDI (approximately 1 hour since 2000) can be attributed primarily to a rise in pre-planned outages (0.25 hours). The balance of the increase is spread among a variety of causes and is attributed to the aged infrastructure and improved distribution outage reporting.

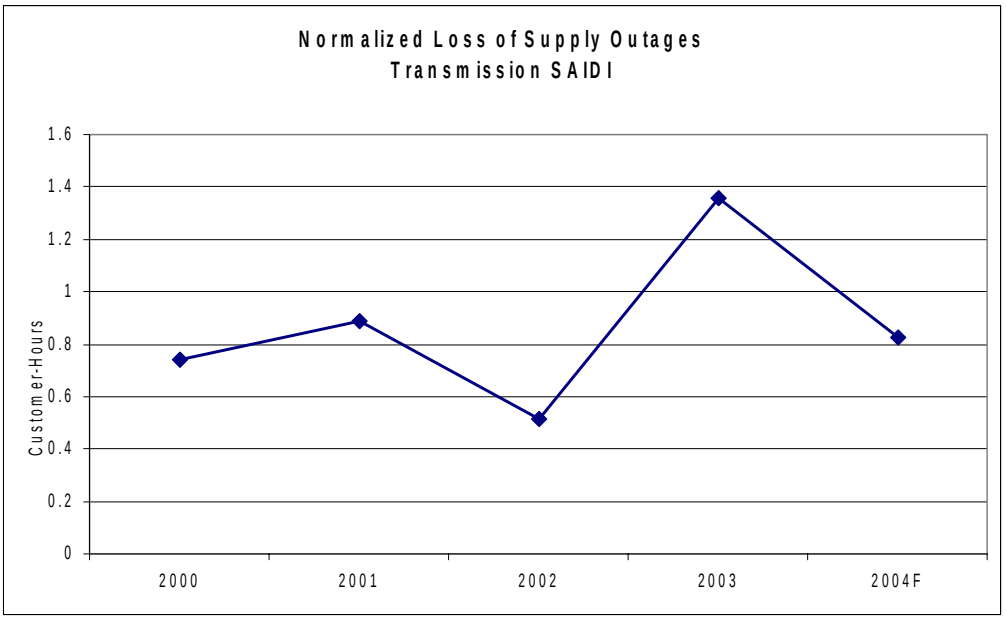


The increase in pre-arranged outages is due to the significant capital program that has been underway in the past two years that have required outages.



Transmission SAIDI

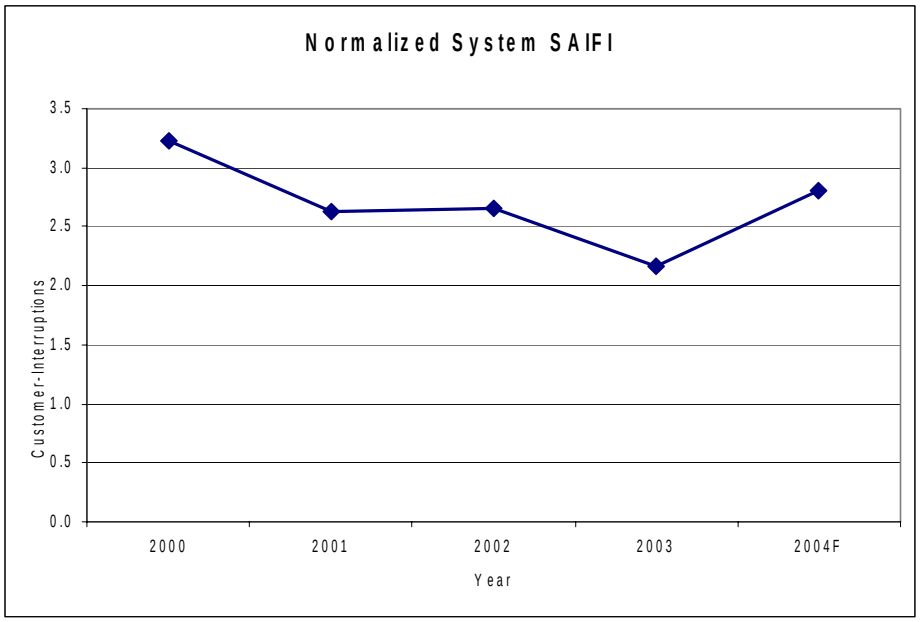
Transmission SAIDI has exhibited no clear trend since 2000, although the performance in 2004 is similar to 2000 and 2001. Unlike the distribution system, the transmission infrastructure has benefited from significant capital investments. Transmission outages are reported by field instrumentation to System Control where they are centrally recorded and analyzed.



SAIFI

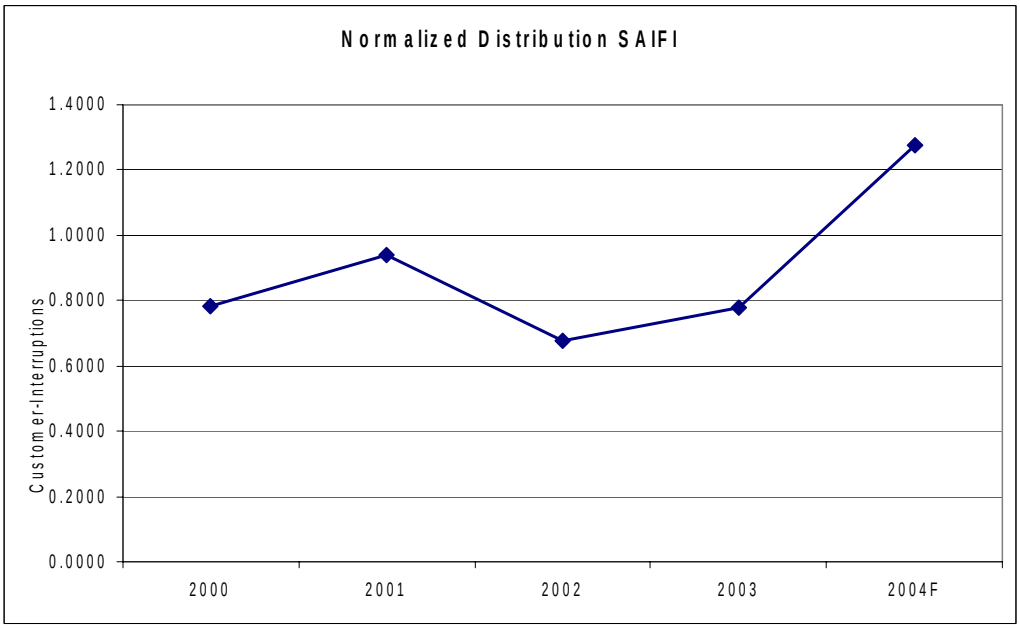
System SAIFI

The SAIFI statistic for the combined transmission and distribution system was exhibiting a downward trend until a forecast increase in 2004. The increase in 2004 is attributed to the performance of the distribution system.



Distribution SAIFI

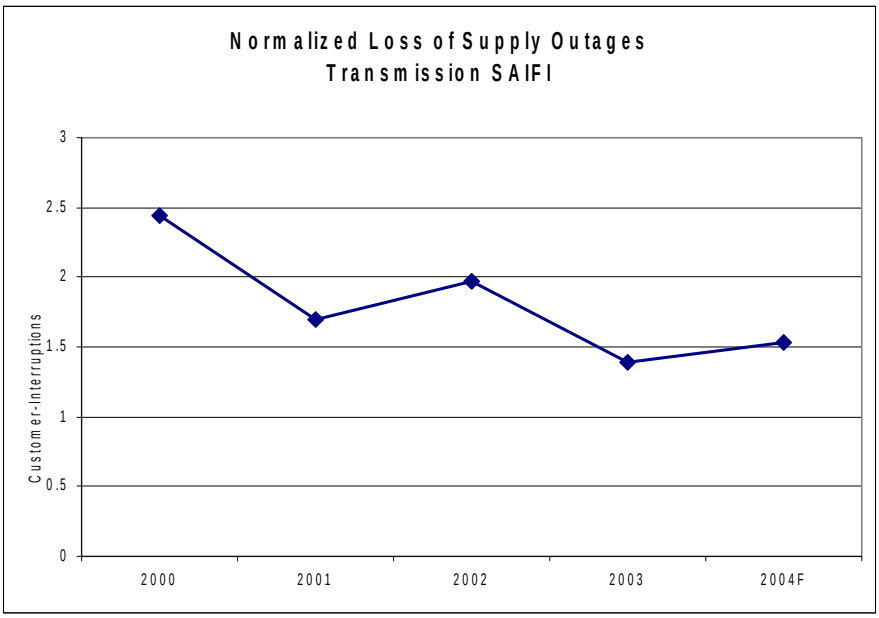
The Distribution SAIFI graph shows an upward trend similar to the System SAIFI graph. Compared to 2000, Distribution SAIFI has risen by almost 0.5 interruptions. The increase occurred entirely in 2004 and is responsible for the increase in System SAIFI. In 2004, we saw increases in most cause categories, with the single largest (0.15 interruptions) being in adverse weather outages.



Like SAIDI, the balance of the forecast increase in Distribution SAIFI is attributed to a number of factors including an aged infrastructure and improved distribution outage reporting.

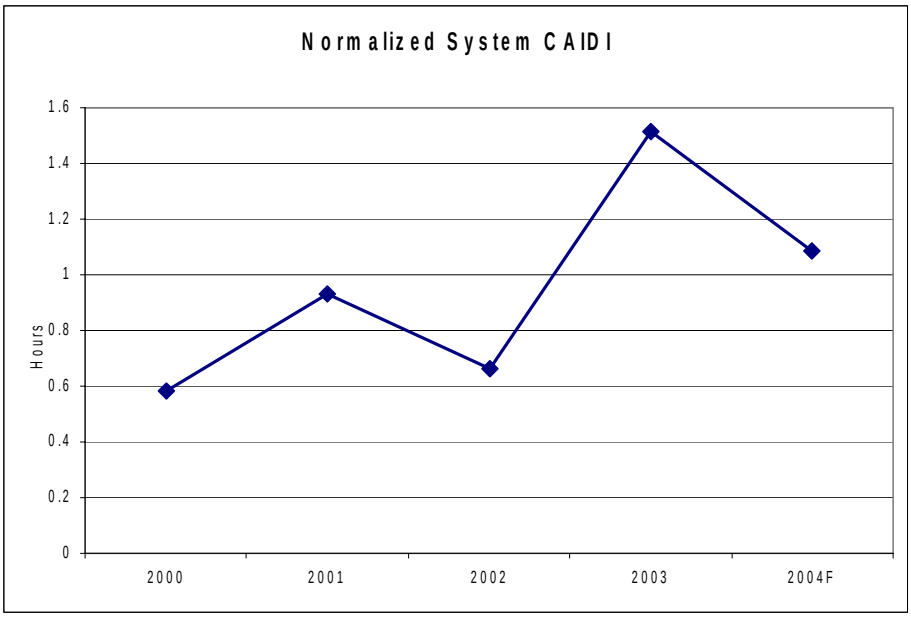
Transmission SAIFI

The transmission SAIFI statistic has exhibited an improving trend since 2000, as can be seen from the following graph. Customers will experience almost one full transmission outage less in 2004 than they were in 2000. The improvement is attributed to the significant transmission system capital investments.



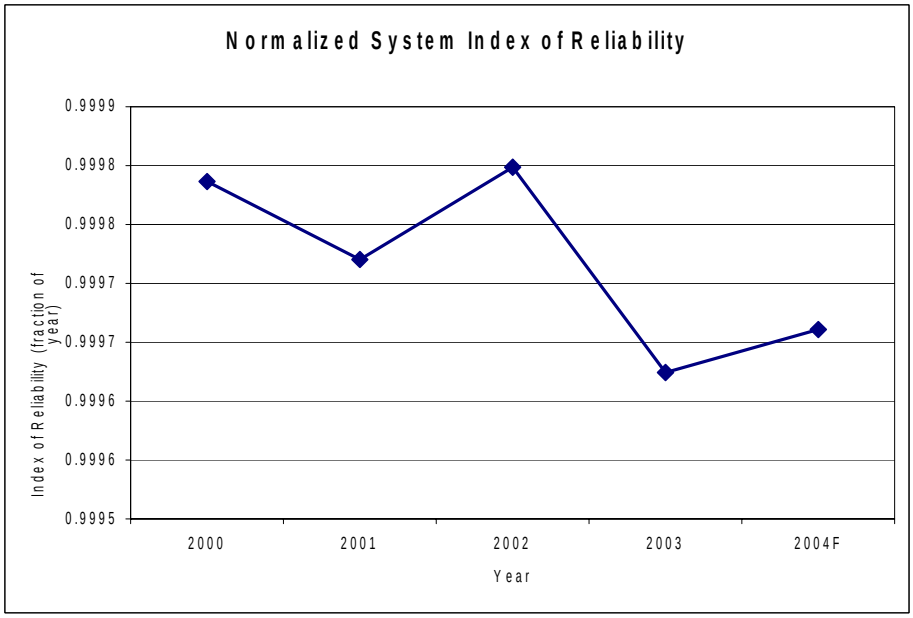
CAIDI

CAIDI measures the average length of outages. The single-year CAIDI statistic is forecast to improve considerably in 2004 as compared to 2003, although the multi-year trend is upward. We expect this trend to stabilize as investments in the distribution system begin to drive down the length of outages.



Index of Reliability

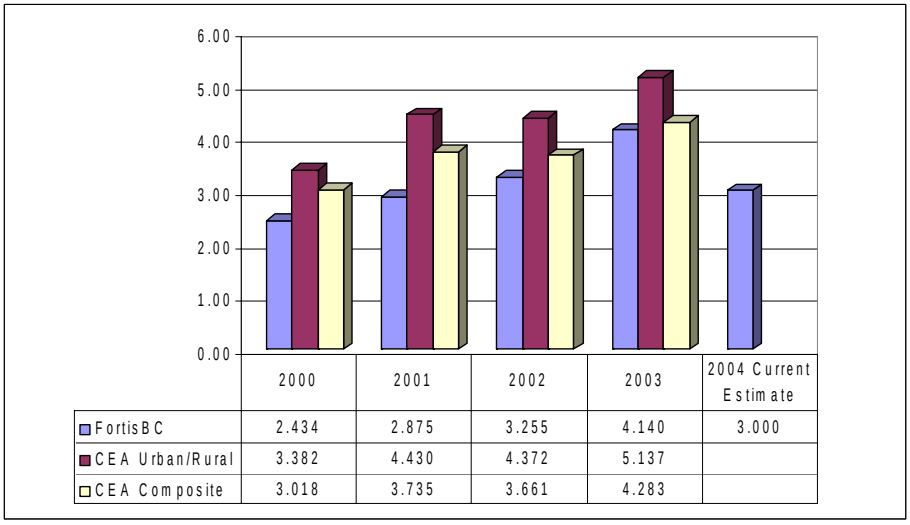
The Index of Reliability measures the percentage of the year that power is available to the average customer in a given year. In 2004, the power is forecast to be on 99.966 percent of the time. Since this metric is essentially the mathematical opposite of SAIDI, it has declined for the same reasons and by the same amount.



Non-Normalized Statistics

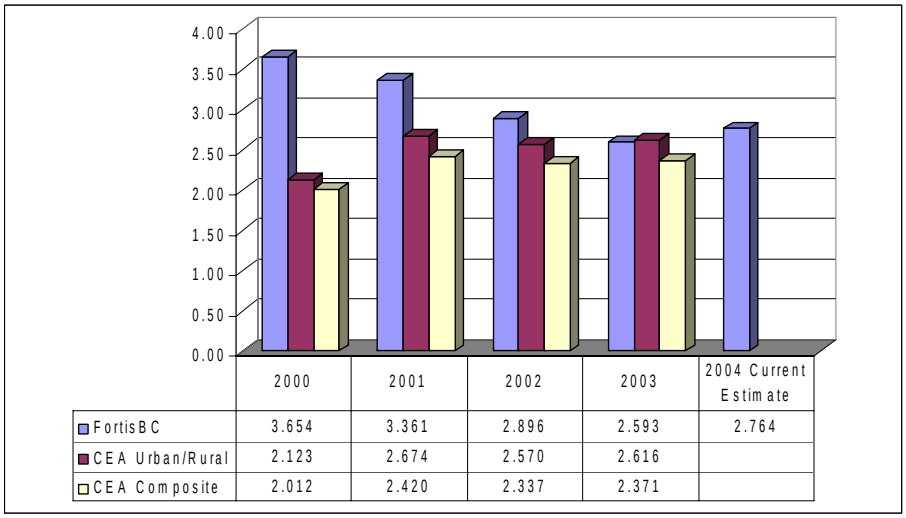
This section contains the non-normalized statistics as provided for in the 2004 Negotiated Settlement as displayed. These graphs compare the current year's forecast experience to three year rolling averages. In what follows the Canadian Electrical Association Composite and Urban/Rural data included Canadian participants. The Canadian Electrical Association data from 1998 excludes the ice storm in eastern Canada and data from 2003 excludes the August 14th Blackout and Hurricane Juan. The FortisBC Current Estimate includes January - October 2004 actuals with a forecast for the last two months. As the graphs show, FortisBC exceeded performance standards for all metrics except SAIFI in 2004.

System Average Interruption Duration Index
(3-year Rolling Average except 2004 Current Estimates)



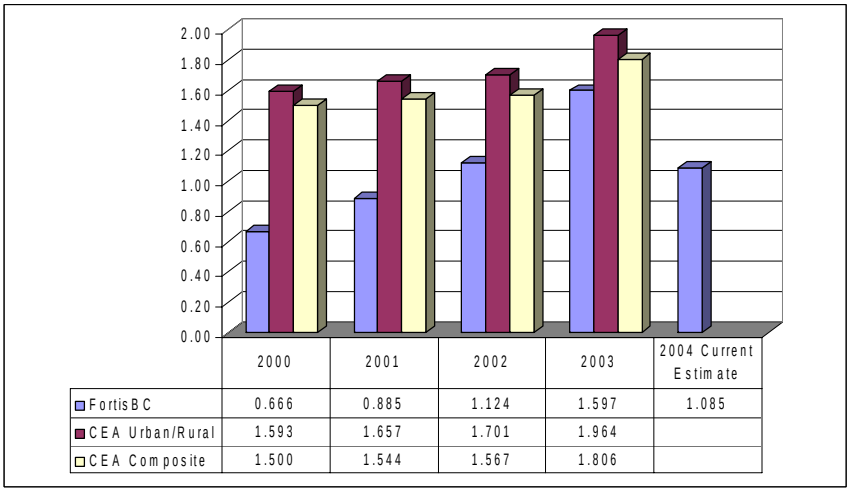
	2000	2001	2002	2003	2004 Current Estimate
FortisBC	2.434	2.875	3.255	4.140	3.000
CEA Urban/Rural	3.382	4.430	4.372	5.137	
CEA Composite	3.018	3.735	3.661	4.283	

System Average Interruption Frequency Index
(3-year Rolling Average except 2004 Current Estimates)



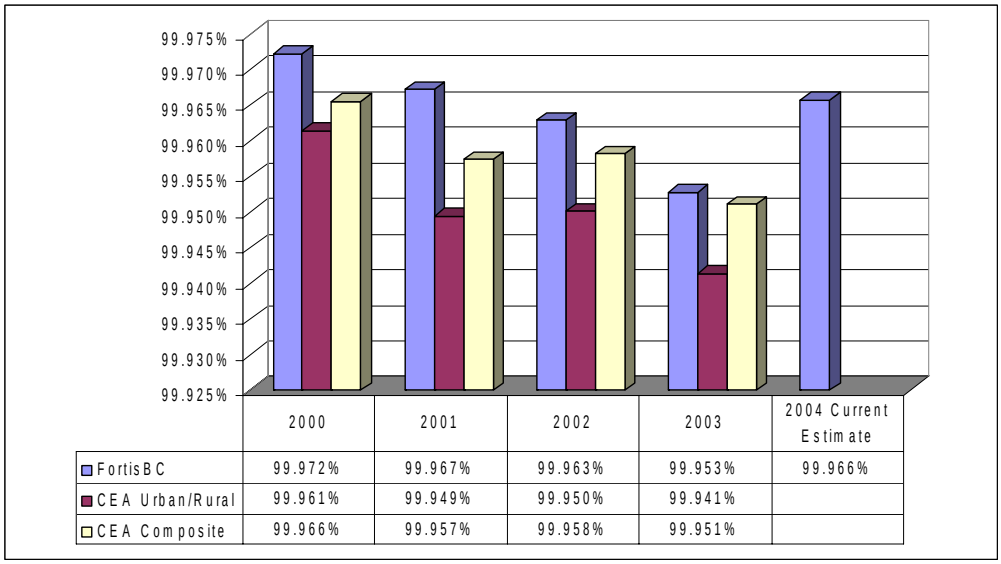
	2000	2001	2002	2003	2004 Current Estimate
FortisBC	3.654	3.361	2.896	2.593	2.764
CEA Urban/Rural	2.123	2.674	2.570	2.616	
CEA Composite	2.012	2.420	2.337	2.371	

Customer Average Interruption Duration Index
(3-year Rolling Average except 2004 Current Estimates)



	2000	2001	2002	2003	2004 Current Estimate
FortisBC	0.666	0.885	1.124	1.597	1.085
CEA Urban/Rural	1.593	1.657	1.701	1.964	
CEA Composite	1.500	1.544	1.567	1.806	

Index of Reliability
(3-year Rolling Average except 2004 Current Estimates)



	2000	2001	2002	2003	2004 Current Estimate
FortisBC	99.972%	99.967%	99.963%	99.953%	99.966%
CEA Urban/Rural	99.961%	99.949%	99.950%	99.941%	
CEA Composite	99.966%	99.957%	99.958%	99.951%	

2. Safety and Health

2.1 Safety and Health Indicators

FortisBC's annual forecast for 2004 safety and health indicators will be compared to the FortisBC three year rolling average for the period 2001-2003 for the performance standards related to the 2004 Negotiated Settlement.

The three indicators will also be compared to:

- FortisBC historic performance (three year rolling averages for periods ending 2000-2003)
- Canadian Electricity Association Group 3 performance (reporting utilities with less than 500 employees) for the same time period
- Canadian Electricity Association composite performance (all utilities regardless of size) for the same time period

The following safety and health indicators are used for benchmarking:

1. Injury Severity Rate

Injury Severity Rate = Days lost per 200,000 hours (100 person years) worked

2. Disabling Injury Frequency Rate

Injury Frequency Rate = Lost time injuries per 200,000 hours (100 person years) worked

3. Vehicle Collision Frequency Rate

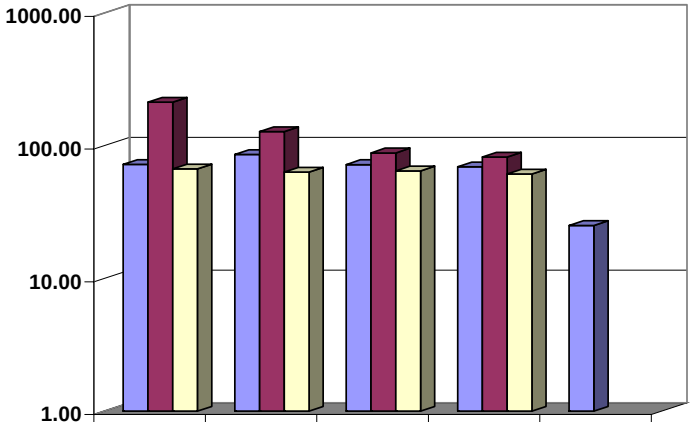
Vehicle Accident Frequency Rate = Canadian Electricity Association reportable incidents per 1,000,000 kilometers driven

2.2 Heath and Safety Performance

FortisBC has maintained generally positive performance in the area of health and safety in comparison to our Canadian Electricity Association peer group. Although FortisBC's lost time injury frequency has decreased slightly, the severity of these incidents continues to be controlled and reduced by FortisBC's Management System, as discussed in Section 2.3. There has been an increased focus on the processes associated with hazard control, prioritization of Environment, Health and Safety ("EH&S") issues and on-site observations in response to our recent experience. Safety committee membership and structure provides a clearer understanding of roles and responsibilities of the members. An incident review committee, comprised of operational and EH&S resources, facilitates and leverages the learnings presented by our incident experience. This has allowed for more timely communication of recommendations attributed to the causes of the incidents.

Vehicle incidents continue to occur with a higher frequency at FortisBC than the Canadian Electricity Association average. The vehicle incident severity remains low and ten of the twelve vehicle incidents occurred while parking or reversing at low speed. The vehicle incidents have no injuries associated with them due to the low speed nature of the collisions. Further work remains to be done with driver training, awareness and assessment. A driver assessment phase is scheduled for implementation in 2005 and is expected to give feedback and opportunity for improved driver performance.

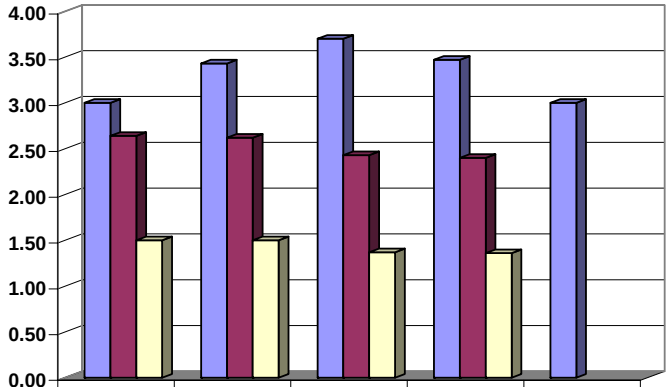
Severity Rate



	2000	2001	2002	2003	2004 Current Estimate
FortisBC	72.1	85.7	71.9	69.2	25.0
CEA, <500 Employees	212.0	127.3	88.0	82.0	
CEA, Composite	66.7	63.2	64.4	61.1	

Severity Rate - Number of Lost Days per 200,000 Work Hours
(3-year Rolling Average except 2004 current estimate)

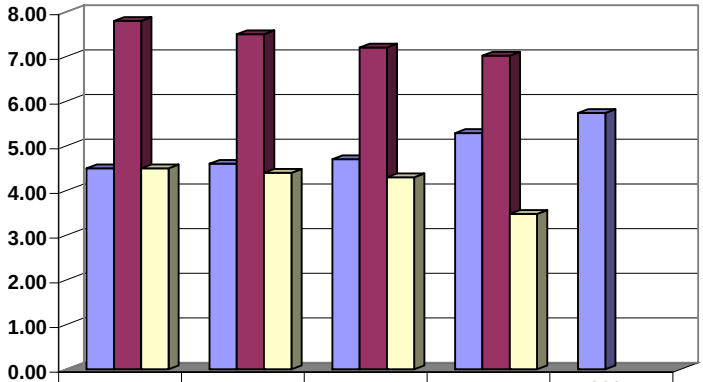
Disability Injury Frequency Rate



	2000	2001	2002	2003	2004 Current Estimate
FortisBC	3.00	3.43	3.70	3.47	3.00
CEA, <500 Employees	2.64	2.62	2.43	2.40	
CEA, Composite	1.50	1.50	1.37	1.36	

Disabling Frequency Rate = Number of Lost Time Incidents per 200,000 Work Hours
(3-year Rolling Average except 2004 current estimate)

Vehicle Incident Frequency Rate



	2000	2001	2002	2003	2004 Current Estimate
FortisBC	4.5	4.6	4.7	5.3	5.7
CEA, <500 Employees	7.8	7.5	7.2	7.0	
CEA, Composite	4.5	4.4	4.3	3.5	

Vehicle Incident Frequency Rate = Number of recordable vehicle incidents per 1,000,000 kilometers traveled
(3-year Rolling Average except 2004 current estimate)

2.3 Heath and Safety Initiatives

The Health and Safety program is considered as a "continuous improvement process" for FortisBC. The health and safety program is a dynamic function, focused on controlling and managing risks by responding to injuries and losses with an increased focus on proactive intervention. FortisBC's existing system continues to improve through regularly scheduled and activity-driven program and process improvements. Planned initiatives and continuous improvement activities proposed for 2005 include:

1. **Environment, Health and Safety ("EH&S") Management System** - FortisBC has developed, and is in the process of implementing, an EH&S Management System. In the development has focused on those elements related to governance of the system. Initiatives are related to document management, planned review and revision of standards, program and procedures as well as clearly defining responsibilities and effective system measurements. The EH&S Management System provides the structure to support proactive programs and procedures in an environment of constant change.

2. **Incident Review** - The premise behind FortisBC's Incident Management Process is the ability to prevent recurrence of similar incidents. The development of effective recommendations relative to incidents and the communication to other areas allows issues to be identified before injuries or losses occur. A review committee of operations and EH&S management meets regularly to ensure suitable and effective recommendations are developed and communicated throughout FortisBC. The review committee has been successful at reducing the time it takes to have recommendations communicated to other areas of the organization

3. **Hazard Control and Reporting Program -** FortisBC's EH&S management system is focused on minimizing risks and controlling hazard to a level that eliminates injury and minimizes damage. An important aspect of this approach is the recognition, assessment, and control of hazards. Safe work planning is an important element in the process of preventing injuries. FortisBC's Safe Work Planning Program focuses hazard recognition and control at all steps of the work process from planning and design to the actual operation of our system. Feedback from staff has increased the efficacy of the system and included total risk management assessments.

4. **Safety Observation Process** – FortisBC has implemented an observation process to be used by all staff. The process has been designed and is intended to formalize observations of work activities and provide an effective field tool to recognize positive or compliant work processes, and allow for on-site coaching and feedback. Health and Safety coordinators complete weekly observations and the records are reviewed for trending purposes and recognition of needed management system improvements. Supervisors and workers are empowered to use the safety observation system on a regular basis.

3. Generator Reliability

FortisBC's annual forecast for 2004 generator reliability will be compared to the FortisBC three-year rolling averages for the period 2001-2003 for the performance standards related to the 2004 Negotiated Settlement. For informational purposes, FortisBC's three year averages are also compared to the CEA three year averages.

3.1 Generator Reliability Indicators

The two components of FortisBC's total generator reliability are Forced Outages and Incapability Factor which are defined as follows:

Forced Outages

Forced Outage ("FO") means the occurrence of a component failure or other condition which requires that the generating unit be removed from service immediately. Forced Outage Rate ("FOR %") is the ratio of the total FO to FO plus total operating time multiplied by 100.

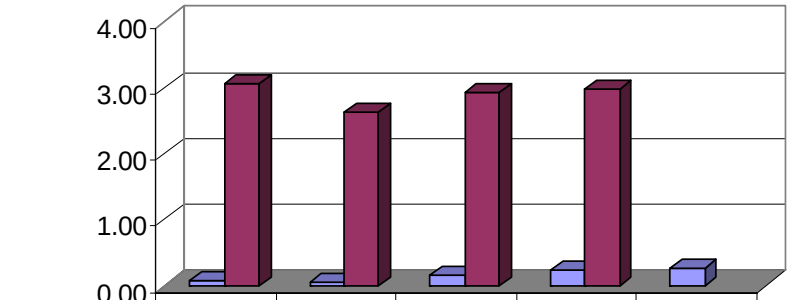
Incapability Factor

Incapability Factor ("ICbF%") is the ratio of Total Equivalent Outage Time, the number of hours when a unit is classified as being out of service, to the number of Unit Hours multiplied by 100. This ratio establishes the percentage of time during the year when the units are not available for production.

3.2 Generator Reliability Performance

The Forced Outage statistic and Incapability Factor for 2004 are both marginally higher than historic levels. The most significant Forced Outage occurred in January as a result of a bus fault when a bolted connection failed forcing all four plants out of service, which impacted both statistics. While there has been a minor worsening in the statistics, FortisBC continues to compare very favourably to the CEA average.

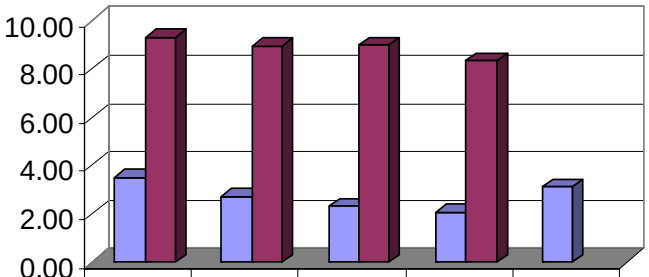
Forced Outages



	2000	2001	2002	2003	2004 est.
FortisBC	0.09	0.05	0.16	0.23	0.27
CEA Avg.	3.06	2.64	2.94	2.97	

Forced Outage = % total Forced Outages/forced Outages plus total operating time.
(3-year Rolling Average except 2004 current estimate)
FortisBC 2004 Current Estimate is September YTD

Incapability Factor



	2000	2001	2002	2003	2004 est.
FortisBC (Up)	3.53	2.70	2.30	2.06	3.12
CEA Avg.	9.31	8.94	9.00	8.34	

Incapability Factor = % hours out of service/total number of unit hours
(3-year Rolling Average except 2004 current estimate)
FortisBC 2004 Current Estimate is September YTD

3.3 Generator Reliability Initiatives

There are three main initiatives currently being implemented that will enable FortisBC to maintain or improve our ICbF% numbers and FOR% numbers.

a) **Life Extension Program:** FortisBC's Generating Plants, most components of which have been in service for over 50 years, are undergoing a major life extension program to ensure continued long-term reliable performance. The new program completion date is December 2010. Of the 15 units at the four plants, 11 of them have been selected for a Life Extension and each unit is evaluated individually for the benefit of an Upgrade. The remaining four units will be addressed in the Upper Bonnington Alternative review. To date three units have been completed as Upgrade Life Extension and one unit as a Life Extension. The second unit Life Extension is on schedule to be completed December 10, 2004 bringing the completed total to five. The total Life Extension Program schedule has been re-worked due to the impacts of negotiating a go forward agreement with BC Hydro. This agreement is discussed in more detail in the Power Purchase tab.

b) **Upper Bonnington Alternative Review:** The objective of the "Re-Powering Study" is to determine the best alternative for the four aging units in the Upper Bonnington "old" Plant. The study's scheduled completion is 2005. It will be focused on how to maintain reliability of the units now and until the best alternative can be implemented. The study takes into consideration the work completed in 2002/03 with the condition assessment and builds on the work currently being done around the Kootenay River optimization options.

c) **Switchyard Upgrades:** As part of the Kootenay 230 kV System Development Project, all of the switchyard upgrades at FortisBC's generating plants are nearing completion. The switchyard upgrades will further reduce any externally caused forced outages, thereby improving FOR% and IcbF% numbers.

4. Customer Satisfaction

4.1 2004 Customer Satisfaction Rating

In the past, the Company's approach to measuring customer service performance has been to survey customers and create a report card which is provided to the Commission and stakeholders.

The Customer Satisfaction Index consists of five primary components:

1. Reliability of electrical service
2. Speed of service restoration
3. Friendly, knowledgeable employees (point of contact)
4. Helping customers conserve energy
5. Price of electricity

To accurately measure customer service it is necessary to examine the customer's experience from two distinct points of view:

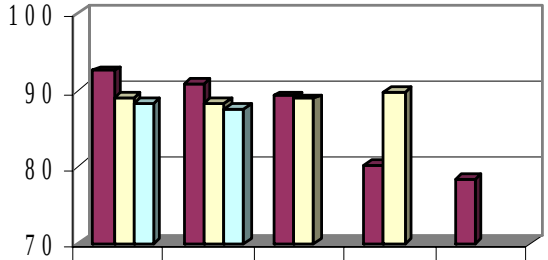
1. The material level which is impacted by costs, reliability and changes in service,
2. The abstract level which is impacted by customer perception – these tend to be outside of the company's control such as media coverage, macro industry issues, and past experience with other providers.

Taking this information into account, customer satisfaction as a complete experience is in fact a combination of both material experiences with the company and awareness shaped through external factors.

Customer satisfaction levels have declined substantially in the last two years as is shown in the following table. Partially in response to this observation, plans are already underway to transition the customer service function from Calgary to Kelowna, as well as establish a separate call centre in Trail that will be used to provide service exclusively to BC customers. FortisBC believes that reconnecting with its customers will lead to higher satisfaction ratings.

In 2004 two surveys were conducted. The resulting Customer Satisfaction Index was calculated on the same basis as in 2003.

Customer Satisfaction Index



	2000	2001	2002	2003	2004
FortisBC	92.5	90.7	89.2	80.2	78.4
CEA	89.1	88.3	88.8	89.8	
Service Area	88.2	87.4			

(3-year Rolling Average except 2004)

4.2 Factors Affecting the 2004 CSI Rating

The Customer Service Index for 2004 is 78.4 percent, down slightly from a three-year rolling average of 80.2 percent in 2003.

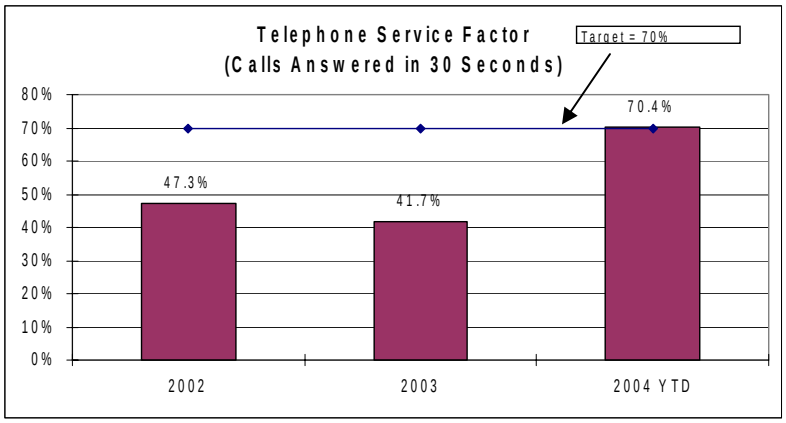
Customer Satisfaction Index Components

		2003	2004
1	Reliability of Electric Service	89.0 %	87.0 %
2	Speed of Service Restoration	89.0 %	88.0 %
3	Quality of Service Contact	76.0 %	77.5 %
4	Helping Customers Conserve Energy	80.0 %	74.0 %
5	Price	67.0 %	65.6 %
6	Average	80.2 %	78.4 %

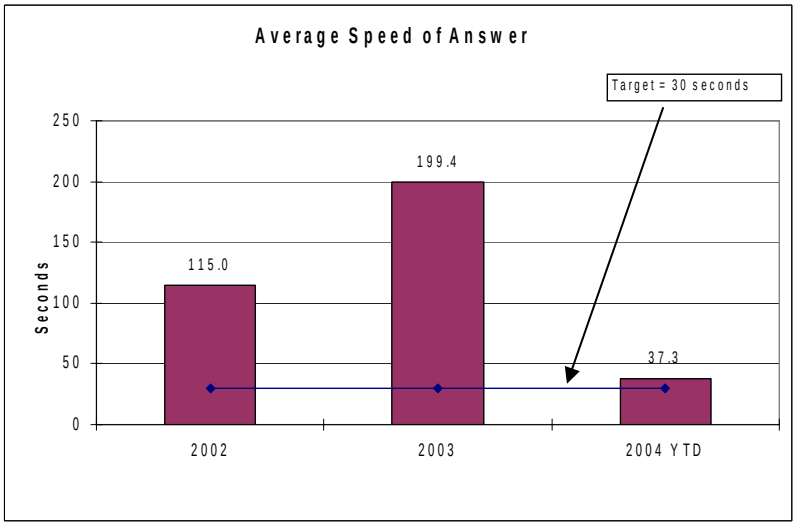
As shown above, most components of the Customer Satisfaction Index have shown only small changes with the exception of the energy conservation question. The reduction in satisfaction in this area may represent the high saturation of the high profile residential conservation programs, and hence their lowered uptake in recent years.

Call Centre Performance

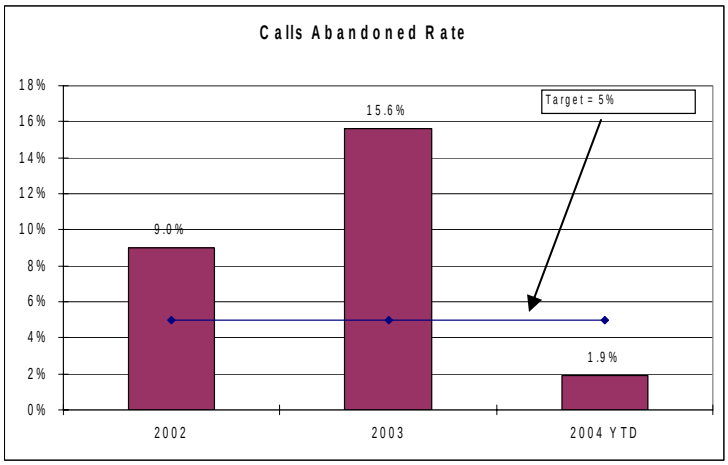
While not forming part of the Customer Satisfaction Index, call centre performance has been reported previously. Current metrics show improvement over previous years in all categories.



(Telephone Service Factor (TSF) is calculated as a number of calls answered within 30 seconds divided by the total number of calls answered by an agent.)



(Average Speed of Answer (ASA) is calculated as the cumulative speed of answer divided by the total number of calls answered.)



(The Calls Abandoned Rate is calculated as the total number of calls abandoned divided by the total number of calls answered plus calls abandoned.)

4.3 Changes to Customer Satisfaction Metrics

As part of the Negotiated Settlement related to the 2004 Revenue Requirement, FortisBC and its stakeholders agreed to consider changes to the Customer Satisfaction Index in the 2005 public hearing. This section describes possible changes to the Customer Survey and other metrics that may more accurately describe customer satisfaction.

The current survey asks the customers to rank the following attributes on a scale of 1 to 10:

An average of the responses in the range from 5 to 10 is then calculated and expressed as a percentage.

The current Customer Satisfaction survey is designed to measure FortisBC's performance on visibility, reputation and performance. While this has provided a good starting point there are clearly areas for improvement, especially when attempting to attach a statistical measure to overall customer experience.

For some time it has been understood that to more accurately compile a statistical measurement of a customer's "quality of experience", the questions used in the survey should be revised. To

this end, it may not make sense to measure factors considered indirect to the overall experience by the customer. For example, asking customers in a telephone survey to rate the value of the price paid for electricity will likely be impacted by the customer's most recent interaction with the Company. If it were a positive experience then likely customers would feel the price of electricity to be fair. If it were a negative experience then the opposite may be true.

In general it seems more reasonable to directly measure things that are readily quantifiable, such as reliability, rather than measure them through qualitative questions in the survey.

Going forward, it is intended that the customer survey tool be used to more accurately measure the quality and convenience of the customer's day-to-day interactions with the Company, and employ other metrics for strictly objective facets of customer service.

The existing questionnaire will be revised and the questions designated to measure the customer's most recent customer service experience.

The questionnaire is being shortened and will ultimately consist of twenty-five to thirty questions, specifically focused on issues important to the customer such as:

Knowledgeable employees

Once your call is answered did you deal with a knowledgeable and professional employee? Today this is tracked in the call centre through the quality call measurement program, where random calls are selected each month for all agents and scored based on quality measures. By asking customers to share their experience with us through questions added to the survey, this measurement will be made more comprehensive.

First call resolution

Was your call resolved on the first contact, or did you have to call back? Although this is currently not tracked or measured, because it is an important piece of the satisfaction equation the survey will need to have specific questions geared towards measuring this.

Commitment to follow-up

If your call required follow up, was the commitment delivered in the time promised? Today this is not tracked or measured, but is an important piece of the overall satisfaction equation. Questions will be added to the survey to measure how customers see us in this category.

In addition to revising the survey questionnaire there are also plans to establish metrics and key performance indicators for all departments for the purpose of linking departmental productivity levels in all areas to customer service. Same indicators FortisBC believes are important to customers are described below.

Billing Accuracy

A timely and accurate bill is a key part of good customer service. The billing system currently used by FortisBC is equipped with quality control measures used in the production of all customer bills. Once the bills are produced, there are a series of exception standards that benchmark the bill's accuracy against historical data using consumption, dollar and meter read values over a twelve month period.

Emergency response times

This indicator is the average length of time after a notification for a qualified Company representative to arrive at the site of the emergency at any location in the FortisBC system.

First call resolution

This performance measure will be used to capture the number of customer calls where resolution or completion is provided on the first contact. Improving levels of first call resolution for customers builds up the tolerance level of the customer to endure longer wait times and removes the need for customers to call back, which in essence is rework.

Commitment to follow-up

A key piece of the customer service equation is delivering on promises made to the customers at all levels in the Company. If we are unable to provide first call resolution then it is critical that we meet out commitment to follow up whenever this is required.

Tracking completion time for new service requests

As with call centre volume, start to finish tracking is required to measure productivity levels for new services calls. Currently there are few measures that link the call centre request to the design department where handoff problems can occur.

Meter reading accuracy

This service quality indicator tracks the percentage of meters receiving actual reads compared to those scheduled for a read. The link to customer service for this KPI is the higher level of reads is directly linked to higher percentages of accurate bills.

Field service complaints

Complaints and escalations are tracked in two ways. First, customer complaints in to the call centre are assigned to a General Tracking System (GTS) and assigned to individual departments for resolution. Second, complaints to the BC Utilities Commission are managed by Customer Service. Merging the coordination of field service complaints with the existing escalations process provides consistent practice and streamlines the complaint process

There are plans already in motion to improve the tools used in the measurement of customer's satisfaction with both the quality and reliability of service and convenience of day-to-day interactions with FortisBC. The intention will be to not only answer calls promptly, but to also improve the effectiveness of the response. This new focus will allow us to improve the quality of the overall experience for all customers.