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December 6, 2013

Via Email
Original via Mail

Canadian Office and Professional Employees Union Local 378
c/o Jim Quail, Barrister & Solicitor
2nd Floor, 4595 Canada Way
Burnaby, B.C.
V5G 1J9

Attention: Mr. Jim Quail

Dear Mr. Quail

**Re: FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (collectively the Companies)
Applications for Approval of a Multi-Year Performance Based Ratemaking Plan
for 2014 through 2018 (the Applications)
Response to the Canadian Office and Professional Employees Union Local 378
(COPE) Information Request (IR) No. 2 on PBR Methodology
Filed as Response to FEI-FBC COPE IR No. 3**

On June 10 and July 5, 2013, FEI and FBC, respectively, filed the Applications as referenced above.

While the COPE questions were grouped to FEI and FBC separately, some of the questions were actually directly applicable to the other utility, and therefore to make it clear which utility was responding and to avoid confusion with duplicate numbering between the grouped questions, the Companies have identified the IRs with a preceding "E" for electric for FBC and "G" for gas for FEI.

In an effort to differentiate the IR responses relating to the PBR Methodology which are the subject of the oral portion of the hearing jointly for the Companies from those IR responses

which relate to other matters for the written portion of the hearing individually for each of FEI and FBC, the Companies will mark these IR responses as FEI-FBC COPE IR No. 3.

The Companies respectfully submit the attached response to FEI-FBC COPE IR No. 3 responses related to the PBR Methodology.

If further information is required, please contact the undersigned.

Sincerely,

**FORTISBC ENERGY INC. and
FORTISBC INC.**

Original signed:

Diane Roy and Dennis Swanson

Attachment

cc: Commission Secretary
Registered Parties (e-mail only)



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1 G8. Does the Company operate a single call center operation for both gas and electric
2 customer service calls? If so, please explain whether the call center performance
3 information (TSF) tracks or identifies gas and electric customer calls separately. If not,
4 confirm that the calculations for the TSF and proposed SQI indicator standard for both
5 gas and electric service will be the same.

6
7 **Response:**

8 No. The Company does not currently operate a single call center operation for both gas and
9 electric customer service calls. Gas customer service calls are answered in Burnaby, Prince
10 George or Surrey. Electric customer service calls are answered in Trail. It is confirmed that the
11 calculations and the proposed targets are the same for gas and electric with the exception of
12 gas emergency calls that will have a target of 95%.

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16 G9. Does the Company agree that its proposed Telephone Service Factor and First Call
17 Resolution indicators reflects both gas and electric customer performance? If not,
18 please confirm that these proposed service quality indicators for electric and gas
19 company PBRs are separately calculated and intended to reflect a different or separately
20 calculated performance standard.

21
22 **Response:**

23 It is confirmed that the TSF and FCR measurements are tracked and reported independently for
24 gas and electric operations.

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28 G10. With regard to the calculation of the Telephone Service Factor, provide a copy of the
29 internal data and calculations and workpapers to document the resulting monthly TSF for
30 each month in 2013 to date.

31
32 **Response:**

33 Telephone service factor is a standard industry metric which is included in the Company's
34 workforce planning software as an automated calculation. As such, there are no internal
35 calculations or work papers used to calculate the TSF. The monthly TSF scores for 2013 YTD
36 are as follows:



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| | Jan-13 | Feb-13 | Mar-13 | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 |
|--|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Telephone Service Factor (Emergency) | 96.3% | 96.5% | 95.7% | 95.5% | 95.9% | 91.3% | 97.3% | 96.3% | 95.8% |
| Telephone Service Factor (Non-Emergency) | 64.6% | 63.8% | 72.5% | 75.4% | 75.7% | 71.6% | 79.5% | 76.8% | 69.9% |

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G11. Re BCUC 1-120.2 and attachments, does the Company have any explanation for the 70% call center performance results that appears to be repeated on an annual basis? Does the Company take action to avoid a higher call center performance than 70%? If so, explain those actions and provide examples of when those actions occurred.

Response:

The premise of this question is incorrect. As indicated in the response to FEI BCUC IR 1.120.2 (Exhibit B-11) call center performance (Non-emergency speed of answer) has consistently remained above 70% and no identical result has been achieved in any of the years (the result ranges from 73.8% to 77.2%). If the question is referring to Electric TSF results, then please refer to the response to FEI-FBC COPE PBR IR 3.E14.a.

G12. Re response to BCPSO 1-26.5, how does the Company distinguish between “emergency” and “non-emergency” calls? In your response, please explain whether these calls refer to gas or electric service or both.

Response:

The distinction between emergency and non-emergency calls is made only in relation to gas customer service calls. Emergency calls are primarily from customers that smell gas. These customers are directed to call FortisBC’s 24 hour emergency line for immediate assistance.

G13. Provide a copy of the automated menu presented to customers when the customer reaches the voice response menu (IVR).



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Response:

FortisBC’s voice response menu for gas customers is as follows:

The customer first hears “Hello and welcome to FortisBC’s Customer Service Department, proud to serve you from our offices in Burnaby and Prince George. If you smell gas, press 1 to be transferred to emergency services or dial 1-800-663-9911. That number again is 1-800-663-0011.”

The system then prompts information needed from the customer “Are you calling about the FortisBC account linked with the telephone number you are dialing from? If yes, press 1, If no, press 2. “

If the customer presses one for yes, the following menu is presented:

- If you are moving, please press 1. If you have your account number available and would like to use our automated system, press 2. If you would like to speak to construction services regarding home building, renovation, or construction inquiries, press 3. To locate an existing gas line, press 4. If you wish to speak with a representative regarding any other inquiries, please press 0.

If the customer presses two for no, the following menu is presented:

- If you are moving, please press 1. For all account inquiries including your current balance, bill payment and meter reading, press 2. For construction related inquiries, to find the location of your gas line, or for natural gas installations, press 3. To speak with a representative, please press 0. To repeat this options, press *. To use our online self-serve options please visit fortisbc.com.

E14. Please provide the chart showing the SQI results for 2007 through 2013 to date provided in response to BCUC 1-70.1 in electronic format as a separate attachment and update the results for 2013 where available.

Response:

Please refer to Attachment E14.

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2 G15. Provide the “raw” or underlying data and the work papers or calculations used to
3 calculate the AIFR for 2004-2013 to date.
4

5 **Response:**

6 Medical Treatment and Lost Time Injuries are included in the AIFR calculations. Since 2008, all
7 calculations have been aligned with the most recent methodology utilized by industry
8 benchmarking with Canadian Gas Association peer companies. FEI has not provided data from
9 2004 to 2007 since it would not be comparable.

10 “Raw” data utilized in these calculations is included in the following table:

| Year | Quarter | Lost Time | Medical Treatments | Total Recordable Injuries | Recordable Injuries Frequency |
|------|---------|-----------|--------------------|---------------------------|-------------------------------|
| 2008 | 1 | 3 | 1 | 4 | 1.48 |
| 2008 | 2 | 7 | 6 | 13 | 2.33 |
| 2008 | 3 | 7 | 9 | 16 | 1.94 |
| 2008 | 4 | 10 | 10 | 20 | 1.8 |
| 2009 | 1 | 0 | 2 | 2 | 0.71 |
| 2009 | 2 | 1 | 6 | 7 | 1.21 |
| 2009 | 3 | 8 | 16 | 24 | 2.83 |
| 2009 | 4 | 12 | 16 | 28 | 2.49 |
| 2010 | 1 | 2 | 3 | 5 | 1.73 |
| 2010 | 2 | 4 | 8 | 12 | 2.04 |
| 2010 | 3 | 10 | 11 | 21 | 2.37 |
| 2010 | 4 | 16 | 16 | 32 | 2.66 |
| 2011 | 1 | 2 | 5 | 7 | 2.07 |
| 2011 | 2 | 2 | 10 | 12 | 1.76 |
| 2011 | 3 | 6 | 12 | 18 | 1.79 |
| 2011 | 4 | 9 | 14 | 23 | 1.67 |
| 2012 | 1 | 3 | 5 | 8 | 1.96 |
| 2012 | 2 | 7 | 9 | 16 | 2 |
| 2012 | 3 | 11 | 10 | 21 | 1.83 |
| 2012 | 4 | 15 | 14 | 29 | 1.91 |
| 2013 | 1 | 7 | 8 | 14 | 4.02 |
| 2013 | 2 | 11 | 12 | 23 | 3.02 |
| 2013 | 3 | 17 | 17 | 34 | 2.96 |



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Lost Days:

When an injured employee is unable to or incapable of performing work duties beyond the day of injury, counted as full calendar days during which the injured employee was or would have been unable to work, regardless of whether or not the employee was scheduled to work on those days. Does not include part days lost or days on which an injured employee is accommodated on modified duties. (With no 180 day cap in the year of injury; lost time incurred in the year following the year of injury will be counted against the year of injury to a maximum of 180 calendar days; regarding a fatality, refer to the definition provided for "Fatalities")

Lost Time Injury (LTI):

The term lost time case means a nonfatal traumatic injury that causes any loss of time from work beyond the day or shift it occurred; or a nonfatal non-traumatic illness/disease that causes disability at any time.

Severity Rate:

The number of Lost Days per two hundred thousand hours worked, calculated as follows:

$$\# \text{Lost Days} \times 200,000 \text{ Hours} / \text{Person Hours Work}$$

Medical Treatment (MT):

"Medical treatment" means the management and care of a patient to combat disease or disorder. Medical treatment does not include:

- (A) Visits to a physician or other licensed health care professional solely for observation or counseling;
- (B) The conduct of diagnostic procedures, such as x-rays and blood tests, including the administration of prescription medications used solely for diagnostic purposes (e.g., eye drops to dilate pupils); or
- (C) "First aid"

Total Injuries: LTI + MT

All Injury Frequency Rate of Total Injuries: 'AIFR'

The total injuries, (medical treatments plus lost time injuries) per two hundred thousand hours worked, calculated as follows:

$$\text{Total Injuries} \times 200,000 \text{ Hours/Person Hours Worked}$$

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2 The final AIFR result for the year (cumulative number of injuries and total hours worked) would
3 be recorded as the AIFR for the year.

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7 G16. With regard to the response to BCPSO 1-26.6, define how FEI determines that a
8 customer contact represents a "complaint" for both internal and external (to BCUC)
9 complaints. In your response provide the written training materials or instructions for



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1 customer service representatives to determine whether a customer contact should be
2 considered a “complaint.”

3
4 **Response:**

5 Please refer to the response to FEI-FBC COPE PBR IR 3.G21.

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9 G17. With reference to your responses to BCPSO 1-26.6, how does Fortis BC categorize a
10 contact with a customer who is refused a payment plan, who disagrees with the payment
11 plan offered, who disputes a disconnection of service, or who disputes the terms for
12 reconnection of service? Provide the written training materials or instructions for call
13 center personnel or customer service representatives with respect to the categorization
14 of such contacts.

15
16 **Response:**

17 FEI assumes that this question relates to the calculation of the first contact resolution metric. As
18 discussed in Appendix D-7, section 3.2.2 of the Application, FEI believes that the simplest and
19 most effective way to evaluate FCR is to ask the customer their opinion as to whether or not
20 their issue was resolved on the first contact. This is done through a post-call survey through a
21 third party provider. Customer service representatives have no influence into the
22 “categorization of contacts” as resolved or unresolved. Therefore, FEI does not categorize a
23 contact with a customer on the individual basis as described in the question.

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27 G18. Do the attachments provided in response to BCPSO 1-26.6 reflect complaints related to
28 gas service customers only?

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30 **Response:**

31 Correct.

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1 G19. Does the Company's proposed Customer Satisfaction survey in the SQI indicators
2 reflect both gas and electric customers? If so, can the Company provide results
3 separately for gas and electric customers?
4

5 **Response:**

6 Gas and electric surveys are conducted separately. Results can be rolled up or utility
7 performance can be presented separately. The table below highlights the scores for the electric
8 and gas business over the last two years. Please note that the survey was not conducted in Q1,
9 2012 for the gas business.

| Category | Q4 2011 | Q1 2012 | Q2 2012 | Q3 2012 | Q4 2012 | Q1 2013 | Q2 2013 | Q3 2013 |
|---------------------|------------|------------|------------|------------|------------|------------|------------|------------|
| Electric. CSI Score | 8.6 | 8.5 | 8.4 | 8.4 | 8.4 | 8.1 | 7.9 | 8.2 |
| Gas CSI Score | 8.3 | N/A | 8.2 | 8.3 | 8.4 | 8.1 | 8.4 | 8.3 |

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13 E20. With regard to your response to CEC 1-16 (September 30, 2013) which provided a chart
14 showing the components of the CSI results (2005 through Q 3 2013), please provide this
15 chart in electronic format as an attachment. In addition, please update the chart with the
16 most recent 2013 results.
17

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18 **Response:**

19 Please refer to Attachment E20 for a copy of the requested chart in electronic format.

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23 G21. How does the Company inform customers of their right to dispute or complain about the
24 results of the customer's inquiry or complaint? Provide the written training materials or
25 instructions to customer service representatives concerning how they are to solicit the
26 customer's satisfaction with the Company's response and inform customers of their
27 options if not satisfied?
28

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29 **Response:**

30 Customer service representatives are encouraged to refer customers to management if the
31 customer is not satisfied with the outcome of their enquiry. The different levels of management
32 within the contact center are used to ensure that a customer's enquiry is fully researched and



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1 that the customer understands the reasons for the decision. If the customer requests
2 information on the British Columbia Utilities Commission, or remains unsatisfied, the
3 representative will explain the process and provide the contact information, although it should
4 be noted that this situation is extremely rare. There are no written training materials or
5 instructions on handling customer complaints. Instead, FortisBC encourages representatives to
6 listen to the needs of the customer and flex their approach based on the customers' need.

7 In addition to the escalation process described above, FortisBC also receives feedback via an
8 after call survey conducted by SQM. If the customer flags that they were unsatisfied with the
9 outcome of the call during that survey, the case is immediately referred to a manager for
10 investigation and resolution.

11 For the purposes of a BCUC complaint, FEI defines complaints received through the BCUC as
12 those sent to the Company on official BCUC letterhead. As described above, FEI does not
13 have written training materials or instructions for handling BCUC complaints but instead flexes
14 its approach based on the customers' need expressed in the complaint.

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18 G22. Please update the chart for FEI's 2013 results with respect to the service quality
19 indicators provided in response to CEC 51.1.
20

21 **Response:**

22 FEI's results to September 2013 for the proposed suite of SQIs are provided in the table below.

| Performance Measure | Indicator | Benchmark | September 2013 YTD |
|--|---|-----------|--------------------|
| Emergency response time | Percent of calls responded to within one hour | 95% | 97.5% |
| Meter exchange appointment | Percent of appointments met for meter exchanges | 95% | 96.9% |
| Telephone service factor (Emergency) | Percent of emergency calls answered within 30 seconds or less | 95% | 95.5% |
| Telephone service factor (Non Emergency) | Percent of non-emergency calls answered within 30 seconds or less | 70% | 71.9% |
| First contact resolution | Percent of customers who achieved call resolution in one call | 78% | 81% |



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| Performance Measure | Indicator | Benchmark | September 2013 YTD |
|-------------------------------|---|-----------|--------------------|
| Emergency response time | Percent of calls responded to within one hour | 95% | 97.5% |
| Billing index | Measure of customer bills produced meeting performance criteria | 5 | 1.64 |
| Meter reading accuracy | Number of scheduled meters that were read | 95% | 91% |
| All injury frequency rate | Informational indicator – 3 year rolling average of lost time injuries plus medical treatment injuries per 200,000 hours worked | | 3.03 |
| Public contact with pipelines | Informational indicator – 3 year rolling average of number of line damages per 1,000 BC One Calls received | | 11 |
| Customer satisfaction index | Informational indicator | | 8.3 |

1 * All injury frequency rate and public contact with pipelines updated 3 year rolling average will be
 2 available in the following year. The September year-to-date numbers for the all injury frequency rate
 3 and public contact with pipelines measures are for the current year.

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7 G23. In the list of deferral accounts provided in response to CEC 7.1, provide a detailed
 8 description of the “Customer Service Variances”, the “2010-2001 Customer Service
 9 O&M and COS,” and the “BC OneCall Project.” In your response, identify the dollars
 10 deferred and how and when they have been or will be recovered or reflected in customer
 11 rates.

12

13 **Response:**

14 This IR has been identified as relating to Non-PBR Methodology and will be submitted under
 15 separate cover as the responses to COPE IR2a.

16

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18 G24. In your Table C3-2 (as updated in response to BCPSO 51.1), define each of the column
 19 headings and describe how they were calculated or derived using the row entitled
 20 “Customer Service” as an example.



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Response:

This IR has been identified as relating to Non-PBR Methodology and will be submitted under separate cover as the responses to COPE IR2a.

G25. Provide a calculation and workpapers showing 1% of the Company's retail natural gas service revenues for 2012.

Response:

This IR has been identified as relating to Non-PBR Methodology and will be submitted under separate cover as the responses to COPE IR2a.

E10. Please update your response to COPE Supplemental IR 1-9.1 and associated attachment with the most recent monthly performance data.

Response:

Please refer to Attachment E10. Updated information for certain SQIs is not available due to the current labour disruption.

E11. Does the Company operate a single call center operation for both gas and electric customer service calls? If so, please explain whether the call center performance information is internally tracked separately for gas and electric customer calls.

Response:

Please refer to the response to FEI-FBC COPE PBR IR 3.G8.



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E12. Does the Company agree that its proposed Telephone Service Factor and First Call Resolution indicators would reflect both gas and electric customer performance? If not, please confirm that the proposed service quality indicators for electric and gas company PBRs are separately calculated and intended to operate independently of each other.

Response:

Please refer to the response to FEI-FBC COPE PBR IR 3.G9.

E13. Re COPE Supplemental IR 1-9.3 with regard to the calculation of the Telephone Service Factor, provide a copy of the internal data and calculations and workpapers to document the resulting monthly TSF for each month in 2013 to date.

Response:

Telephone service factor is a standard industry metric which is included in the Company's workforce planning software as an automated calculation. As such, there are no internal calculations or work papers used to calculate the TSF. The monthly TSF scores for 2013 YTD are included in Attachment E10 provided in response to FEI-FBC COPE PBR IR 3.E10.

E14a. Re COPE Supplemental IR 1-9.1, does the Company have any explanation for the 70% call center performance results that appears to be repeated on an annual basis?

Response:

FBC actively manages staffing levels in its contact center on an hourly and daily basis according to forecast call volumes. This allows the Company to closely match the desired average telephone service factor of 70 percent on a monthly and annual basis.



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1 E14a.1 Does the Company take action to avoid a higher call center performance than
2 70%? If so, explain those actions and provide examples of when those actions
3 occurred.
4

5 **Response:**

6 Please refer to the response to FEI-FBC COPE PBR IR 3.E14a.
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10 E15. Re COPE Supplemental IR 1-9.11, how does the Company distinguish between
11 “emergency” and “non-emergency” calls? In your response, please explain whether
12 these calls refer to gas or electric service or both.
13

14 **Response:**

15 The distinction between emergency and non-emergency calls is made only in relation to gas
16 customer service calls. Please refer to the response to FEI-FBC COPE PBR IR 3.G12.
17
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20 E16. Provide a copy of the automated menu presented to customers when the customer
21 reaches the voice response menu (IVR).
22

23 **Response:**

24 FortisBC’s voice response menu for electric customers is as follows:

25 Customer dials 1-866-436-7847:

- 26 • The customer first hears “Welcome to FortisBC. If you are calling about an electricity
27 inquiry, please press 1. If you are calling about a gas inquiry, please call 1-888-224-
28 2710, or press 2”. If the customer doesn’t press anything it automatically goes to the
29 electric contact center;
- 30 • The customer then hears a message about the call possibly being recorded for privacy
31 and training purposes;

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- 1 • The customer is then asked to select one for power outages, two for moves and billing,
2 three for construction and meter installs, and four for all other inquiries. If the customer
3 does not select an option, they are automatically routed to option one.

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- 7 E17. With regard to your response to IR BCUC 1-68.5, provide the stacked bar graph
8 provided for SAIDI and the equivalent new stacked bar graph for SAIFI in separate
9 electronically formatted attachments.

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11 **Response:**

12 Please refer to Attachment E17 which contains separate tabs for SAIDI and SAIFI.

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- 16 E18. With regard to the CEA comparison data for SAIDI, SAIFI and AIFR provided in
17 response to BCUC 1-61.1, please provide the derivation, source, workpapers and
18 calculations to present the CEA Composite (normalized) in each chart. Provide the
19 charts in electronic format in separate attachments.

20

21 **Response:**

22 The source for the CEA comparison data for SAIDI, SAIFI and AIFR was taken from the Annual
23 CEA Reports for Electrical Utilities. FBC is not able to provide the workpapers and calculations
24 used by the CEA to calculate the Composite in each chart as that data is confidential, as stated
25 in the following disclaimer of confidentiality on the CEA Report:

26 *“Individual company data is confidential. It is provided to the participants for their internal*
27 *use only and it is not to be disclosed to other parties. Similarly reference to any other*
28 *participants’ data without their prior written permission is not permitted. However,*
29 *reference to composite information is permitted provided appropriate reference to the*
30 *report and the CEA is made.”*

31 Please refer to the response to FEI-FBC COPE PBR IR 3.E17 for the SAIDI and SAIFI charts.
32 The AIFR chart is provided in Attachment E18.

33

34

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| FortisBC Energy Inc. (FEI) and FortisBC Inc. (FBC) (collectively the Companies) Applications for Approval of a Multi-Year Performance Based Ratemaking Plan for 2014 through 2018 (the Applications) | Submission Date: December 6, 2013 |
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1
2 E19. Provide the “raw” or underlying data and the workpapers or calculations used to
3 calculate the AIFR for 2004-2013 to date.
4

5 **Response:**

6 Medical Treatment and Lost Time Injuries are included in the AIFR calculations. Data included
7 reflects results tracked for the years 2008-2013. During this time, all calculation methodologies
8 between the two utility divisions were aligned, to ensure consistency in all reporting. FBC has
9 not provided data from 2004 to 2007 since it would not be comparable.

10 “Raw” data utilized in these calculations is included in the following table. Calculation formulae
11 are included in the table below.

| Year | Quarter | Lost Time | Medical Treatments | Total Recordable Injuries | Recordable Injuries Frequency |
|------|---------|-----------|--------------------|---------------------------|-------------------------------|
| 2008 | 1 | 2 | 0 | 2 | 1.7 |
| 2008 | 2 | 4 | 2 | 6 | 3.5 |
| 2008 | 3 | 1 | 2 | 3 | 2.7 |
| 2008 | 4 | 2 | 0 | 2 | 1.79 |
| 2009 | 1 | 2 | 0 | 2 | 1.8 |
| 2009 | 2 | 0 | 0 | 0 | 0 |
| 2009 | 3 | 0 | 2 | 2 | 1.96 |
| 2009 | 4 | 2 | 0 | 2 | 1.93 |
| 2010 | 1 | 1 | 3 | 4 | 3.39 |
| 2010 | 2 | 0 | 1 | 1 | 0.79 |
| 2010 | 3 | 1 | 1 | 2 | 1.78 |
| 2010 | 4 | 1 | 0 | 1 | 0.88 |
| 2011 | 1 | 2 | 1 | 3 | 2.43 |
| 2011 | 2 | 0 | 0 | 0 | 0 |
| 2011 | 3 | 0 | 0 | 0 | 0 |
| 2011 | 4 | 4 | 0 | 4 | 3.56 |
| 2012 | 1 | 0 | 0 | 0 | 0 |
| 2012 | 2 | 2 | 3 | 5 | 4.15 |
| 2012 | 3 | 1 | 0 | 1 | 0.9 |
| 2012 | 4 | 1 | 1 | 2 | 1.79 |
| 2013 | 1 | 5 | 1 | 6 | 5.09 |
| 2013 | 2 | 0 | 4 | 4 | 3.46 |
| 2013 | 3 | 1 | 0 | 1 | 1.24 |



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| <p>Lost Days:</p> <p>When an injured employee is unable to or incapable of performing work duties beyond the day of injury, counted as full calendar days during which the injured employee was or would have been unable to work, regardless of whether or not the employee was scheduled to work on those days. Does not include part days lost or days on which an injured employee is accommodated on modified duties. (With no 180 day cap in the year of injury; lost time incurred in the year following the year of injury will be counted against the year of injury to a maximum of 180 calendar days; regarding a fatality, refer to the definition provided for "Fatalities")</p> |
| <p>Lost Time Injury (LTI):</p> <p>The term lost time case means a nonfatal traumatic injury that causes any loss of time from work beyond the day or shift it occurred; or a nonfatal non-traumatic illness/disease that causes disability at any time.</p> |
| <p>Severity Rate:</p> <p>The number of Lost Days per two hundred thousand hours worked, calculated as follows: #Lost Days x 200,000 Hours / Person Hours Worked</p> |
| <p>Medical Treatment (MT):</p> <p>"Medical treatment" means the management and care of a patient to combat disease or disorder. Medical treatment does not include: (A) Visits to a physician or other licensed health care professional solely for observation or counseling; (B) The conduct of diagnostic procedures, such as x-rays and blood tests, including the administration of prescription medications used solely for diagnostic purposes (e.g., eye drops to dilate pupils); or (C) "First aid"</p> |
| <p>Total Injuries: LTI + MT</p> |
| <p>All Injury Frequency Rate of Total Injuries: 'AIFR'</p> <p>The total injuries, (medical treatments plus lost time injuries) per two hundred thousand hours worked, calculated as follows: Total Injuries x 200,000 Hours/Person Hours Worked</p> |

2

3 The final annual AIFR for each year in the above table would take into consideration all
4 recordable injuries (cumulative) and the total number of hours worked in a year.

5

6

7

8 E20a. With regard to the response to COPE 1-9.6 and 9.7, define how Fortis BC determines
9 that a customer contact represents a "complaint" for both internal and external (to
10 BCUC) complaints. In your response provide the written training materials or
11 instructions for customer service representatives to determine whether a customer
12 contact is categorized as a "complaint."

13



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1 **Response:**

2 FBC does not have an official definition of what type of customer contact would represent a
3 complaint for internal inquiries. Customer service representatives are encouraged to refer
4 customers to management if the customer is not satisfied with the outcome of their enquiry.
5 The different levels of management within the contact center are used to ensure that a
6 customer's enquiry is fully researched and that the customer understands the reasons for the
7 decision. If the customer requests information on the BC Utilities Commission, or remains
8 unsatisfied, the representative will explain the process and provide the contact information,
9 although it should be noted that this situation is extremely rare. There are no written training
10 materials or instructions on categorizing customer complaints. FortisBC encourages
11 representatives to listen to the needs of the customer and flex their approach based on the
12 customers' need.

13 In addition to the escalation process described above, FortisBC also receives feedback via an
14 after call survey conducted by SQM. If the customer flags that they were unsatisfied with the
15 outcome of the call during that survey, the case is immediately referred to a manager for
16 investigation and resolution.

17 For the purposes of a BCUC complaint, FBC defines complaints received through the BCUC as
18 those sent to the Company on official BCUC letterhead. As described above, FBC does not
19 have written training materials or instructions for handling BCUC complaints but instead flexes
20 its approach based on the customers' need expressed in the complaint.

21
22

23

24 E21. With reference to your responses to COPE 1-9.6 and 9.7, how does Fortis BC
25 categorize a contact with a customer who is refused a payment plan, who disagrees with
26 the payment plan offered, who disputes a disconnection of service, or who disputes the
27 terms for reconnection of service? Provide the written training materials or instructions
28 to call center personnel or customer service representatives with respect to the
29 categorization of such contacts.

30

31 **Response:**

32 FBC assumes that this question relates to the calculation of the first contact resolution metric.
33 As discussed in Appendix D-6, section 3.2.2 of the Application, FBC believes that the simplest
34 and most effective way to evaluate FCR is to ask the customer their opinion as to whether or not
35 their issue was resolved on the first contact. This is done through a post-call survey through a
36 third party provider. Customer service representatives have no influence into the



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1 “categorization of contacts” as resolved or unresolved. Therefore, FBC does not categorize a
2 contact with a customer on the individual basis as described in the question.

3
4

5
6 E22. Please confirm that the attachments provided in response to COPE Supplemental 1-9.6
7 and 9.7 reflect complaints related to electric service customers only. If this information
8 reflects gas service customers, please provide the separate data for gas and electric
9 customers.

10

11 **Response:**

12 Confirmed.

13

14

15

16 E23. With regard to your response to COPE 1-9.19, when and where will the test zone
17 installation for AMI occur?

18

19 **Response:**

20 The test zone will be set up within Region 1.

21 The final regional deployment schedule – including final definition of the regions – will not be
22 confirmed until 2Q 2014.

23

24

25

26 E24. With regard to your response to COPE 1-9.19, please provide the current deployment
27 schedule for installation of AMI in the Company’s service territory showing the estimated
28 volume of meters to be installed on a quarterly basis during the installation period.

29

30 **Response:**

31 Please refer to the response to FEI-FBC COPE PBR IR 3.E23.

32

33



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1
2 E25. Provide a calculation and workpapers showing 1% of the Company's retail electric
3 service revenues for 2012.

4
5 **Response:**

6 This IR has been identified as relating to Non-PBR Methodology and will be submitted under
7 separate cover as the responses to COPE IR2a.

8

Attachment E10

REFER TO LIVE SPREADSHEET MODEL

Provided in electronic format only

(accessible by opening the Attachments Tab in Adobe)

Attachment E14

REFER TO LIVE SPREADSHEET MODEL

Provided in electronic format only

(accessible by opening the Attachments Tab in Adobe)

Attachment E17

REFER TO LIVE SPREADSHEET MODELS

Provided in electronic format only

(accessible by opening the Attachments Tab in Adobe)

Attachment E18

REFER TO LIVE SPREADSHEET MODEL

Provided in electronic format only

(accessible by opening the Attachments Tab in Adobe)

Attachment E20

REFER TO LIVE SPREADSHEET MODEL

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