

Scorecard - Rideau St. Lawrence Distribution Inc.											8/11/2025
									Target		
Performance Outcomes	Performance Categories	Measures		2020	2021	2022	2023	2024	Trend	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		100.00%	100.00%	100.00%	100.00%	100.00%	➡	90.00%	
		Scheduled Appointments Met On Time		100.00%	100.00%	100.00%	100.00%	100.00%	➡	90.00%	
		Telephone Calls Answered On Time		77.81%	76.20%	75.84%	76.29%	88.47%	⬆	65.00%	
	Customer Satisfaction	First Contact Resolution		99.55%	99.91%	99.98%	99.9	99.9			
		Billing Accuracy		99.64%	99.28%	98.90%	99.47%	98.45%	⬇	98.00%	
		Customer Satisfaction Survey Results		B	B	B	B	85%			
<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		84.00%	83.30%	83.30%	84.30%	84.30%			
		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>		0.12	0.28	0.63	1.77	0.41	⬆		0.55
		Average Number of Times that Power to a Customer is Interrupted <sup>2</sup>		0.08	0.10	0.14	0.44	0.11	⬆		0.29
	Asset Management	Distribution System Plan Implementation Progress		113%	116%	165%	116%	128%			
	Cost Control	Efficiency Assessment		2	2	2	2	2			
		Total Cost per Customer <sup>3</sup>		\$572	\$594	\$671	\$720	\$767			
		Total Cost per Km of Line <sup>3</sup>		\$31,636	\$31,275	\$35,494	\$38,600	\$40,533			
<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	New Micro-embedded Generation Facilities Connected On Time								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)		0.76	0.63	0.47	0.79	0.79			
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio		0.44	0.61	0.43	0.81	0.89			
		Profitability: Regulatory Return on Equity	Deemed (included in rates)	8.78%	8.78%	8.66%	8.66%	8.66%			
			Achieved	6.09%	2.79%	0.80%	4.88%	5.48%			
<div>1. Compliance with Ontario Regulation 22/04 assessed: Compliant (C); Needs Improvement (NI); or Non-Compliant (NC).</div> <div>2. An upward arrow indicates decreasing reliability while downward indicates improving reliability.</div> <div>3. A benchmarking analysis determines the total cost figures from the distributor's reported information.</div>							<b>Legend:</b>	<b>5-year trend</b> ⬆ up ⬇ down ➡ flat	<b>Current year</b> 🟢 target met 🟡 target not met		