

**Ontario Energy  
Board**

P.O. Box 2319  
27th Floor  
2300 Yonge Street  
Toronto ON M4P 1E4  
Telephone: 416- 481-1967  
Facsimile: 416- 440-7656  
Toll free: 1-888-632-6273

**Commission de l'Énergie  
de l'Ontario**

C.P. 2319  
27e étage  
2300, rue Yonge  
Toronto ON M4P 1E4  
Téléphone; 416- 481-1967  
Télécopieur: 416- 440-7656  
Numéro sans frais: 1-888-632-6273



June 18, 2015

Joanne Tackaberry  
Manager, Administrative & Financial Services  
Wasaga Distribution Inc.  
P.O. Box 20, 950 River Road West  
Wasaga Beach, ON L9Z 1A2

Dear Ms. Tackaberry:

**Re: Follow-up Audit of Service Quality and Reliability Scorecard Measures**

Commencing in September 2014, the audit team of Audit and Performance Assessment department (Audit) of the Ontario Energy Board (OEB) conducted an audit of Wasaga Distribution Inc. ("WDI") for 2009-2013 scorecard measures. The three scorecard measures audited were: Low Voltage New Residential/Small Business Services Connected on Time, Scheduled Appointments Met on Time, and Telephone Calls Answered on Time. Subsequently, an audit report (Audit Report) was issued to WDI in April 2015 which required a list of action plans to be implemented by WDI to address the audit findings and observations. A list of outstanding audit findings and observations related issues and WDI's expected action plans have been documented in Appendix A of this letter.

To ensure that the outstanding findings and observations listed in Appendix A are properly and consistently addressed and the required action plans are implemented by WDI, Audit will be conducting a follow-up audit (Follow-up Audit) of each of the outstanding items.

The results of this Follow-up Audit will help inform Audit and conclude if any further examination of documents, records or information that is not a part of WDI's routine regulatory filings with the OEB is required. Audit will be acting under its powers from Part VII of the *Ontario Energy Board Act, 1998* (the "Act").

As with the initial Audit, any findings made in the Follow-up Audit represent views of Audit staff and will not necessarily reflect the views of the OEB as a whole.

When completed, the results of the Follow-up Audit will be reported to the OEB and shared with WDI. Audit intends to publish the Audit Report and results of the Follow-up Audit on the OEB's website and requests WDI's consent to publish the Report and the Audit Report Follow-up results. WDI will have an opportunity to view the results of Follow-up Audit before publication. Ultimately, the results of the Follow-up Audit may also be used as evidence in future WDI proceedings before the OEB.

Vince Cooney will be contacting you shortly to discuss the work related to the audit including key activities, associated timelines, and the next steps. On a preliminary basis, Audit would like to meet with staff of WDI the week of June 22, 2015.

We thank you in advance for your anticipated cooperation and support for this review. Please do not hesitate to contact me should you have any questions.

Yours truly,

A handwritten signature in blue ink that reads "D. Babaie". The signature is fluid and cursive, with the first name "Daria" and last name "Babaie" clearly visible.

Daria Babaie, *P. Eng., CPA, CMA*  
Manager, Audit & Performance Assessment  
Phone: (416) 440-7614  
Fax: (416) 440-7656  
Email address: [Daria.Babaie@ontarioenergyboard.ca](mailto:Daria.Babaie@ontarioenergyboard.ca)

cc: Jim Fraser, Chair, Wasaga Distribution Inc.

## Appendix A – Outstanding Audit Findings and Observations and Related WDI Action Plans

Finding (F) Observation(Ob)	Finding/Observation	Management Action Plan	Status (per WDI)
F-1	<p>WDI did not offer to schedule appointments with its customers within a 4 hour window of time (i.e., morning, afternoon or, if available, evening) during its normal business hours. As a result, Audit cannot verify if the distributor arrived for the appointment within the scheduled timeframe as required by DSC section 7.4.1. WDI may be in potential non-compliance with DSC sections 7.4.1 and 7.4.3.</p>	<p style="text-align: center;"><b>Scheduled Appointments Met on Time</b></p> <ol style="list-style-type: none"> <li>1. Within Northstar Customer Information Service functionality WRSI will utilize the Reference Field through the Work Order System&gt;Call Maintenance Window for selecting the code "AM" or "PM."</li> <li>2. A paper work order will then be generated and appropriate staff will receive the Work Order.</li> <li>3. Staff will contact the customer and verify their presence at the location.</li> <li>4. Upon staff's arrival at the property the time will be recorded on the Work Order. The customer will then be requested to sign that staff did arrive at the stated time.</li> <li>5. Upon completion of the Work Order to the customer's satisfaction, staff will radio in to the Customer Service Representative (CSR) who completes the Work Order in the Northstar system thereby creating a transaction date and time stamp.</li> <li>6. The CSR then archives the Work Order in one of the three (3) File Nexus Folders:               <ol style="list-style-type: none"> <li>1) Appointments Met , 2) Appointments Cancelled,</li> <li>3) Appointments Not Met</li> </ol> </li> <li>2) Reports will be generated to track from these categories in the File Nexus system monthly.</li> </ol>	<p>This change in process is in effect as of November 2014.</p>
F-2	<p>WDI did not have clear and sufficient supporting documents for tracking the appointment arrival time for the Scheduled Appointments on Time Measure. As a result, the performance reported by WDI for the Scheduled Appointments Met on Time Measure cannot be substantiated. WDI may be in potential non-compliance with WDI's licence section 14.1 and DSC sections 7.4.1 and 7.4.3.</p>	<p>See Finding 1.</p>	<p>See Finding 1.</p>

Finding (F) Observation(Ob)	Finding/Observation	Management Action Plan	Status (per WDI)
<b>Telephone Calls Answered on Time</b>			
F-3	WDI did not record and track the qualified incoming calls to its customer care telephone number within the 30 second time period. WDI may be in potential areas of non-compliance with WDI's licence section 14.1 and DSC sections 7.6.1 and 7.6.3.	WRSI staff updated the firmware to our Toshiba CIX100 phone system on October 09, 2014 from Firmware version MT042 to Firmware version MT067. This firmware change allows us the ability to track the thirty (30) second requirement. This update was completed at minimal cost.	This change in process is in effect as of October 9, 2014.
F-4	WDI did not separate its regulated activities from its non-regulated activities with respect to Telephone Calls Answered on Time Measure and included all calls for its regulated and non-regulated activities in the Telephone Calls Answered on Time Measure reported to the OEB. As a result, the RRR figures reported in WDI's filing and the scorecard performance measures for the periods of 2009 to 2013 for the Telephone Calls Answered on Time Measure may not be accurate.	The "Manual IVR" system separates calls as they come through the one phone number, however; WRSI does not have the hardware enhancement required (at this time) for reporting of the separated calls. This further hardware enhancement would cost \$2,600 to install. Wasaga Distribution plans to have this hardware installed and this regulatory obligation completed by mid-May 2015.	This change in process is in effect as of mid-May 2015.
<b>New Residential/Small Business Service Connected on Time</b>			
F-5	All New Residential/Small Business Service Connections reported by WDI were reported as met as WDI reported the performance of New Residential/Small Business Service Connected on Time Measure for 100% in 2010. However, there was one sample service connection noted by Audit that was not met. As a result, WDI reported incorrect New Residential/Small Business Service Connected on Time Measure in the RRR. WDI may be in potential areas of non-conformity with RRR section 2.1.4.1.1.	Staff have reviewed the business processes for counting days. As well, in review of the audit and questions coming out of the audit staff have also changed its processes to track this requirement in it's database. All archiving of any matter related to this section is done through File Nexus, this was not done before the audit but is being done now for all steps of this workflow process. This review has been completed.	Review completed, no effective date provided.
Ob-1	WDI completed the new service connections before full payments were received from its customers. WDI incorrectly included these new service connections in its RRR filings.	Management and staff have reviewed the policy to make sure that in the future no further connections are made without payment. This review was completed April 09, 2015.	This change in process is in effect as of April 9, 2015.