



Docket UE26101
Order UE11-01

IN THE MATTER of an
application by Maritime Electric Company,
Limited for approval of proposed amendments to
Key Performance Indicator Reporting.

BEFORE THE COMMISSION

on Thursday, the 17th day of November, 2011.

Maurice Rodgerson, Chair
John Broderick, Commissioner
Mike Campbell, Commissioner

Order

Compared and Certified a True Copy

(Sgd) *Allison MacEwen*

Director, Technical and Regulatory
Services

IN THE MATTER of an
application by Maritime Electric Company,
Limited for approval of proposed amendments to
Key Performance Indicator Reporting.

Order

WHEREAS Commission Order UE07-04 approved the establishment of a Key Performance Indicator (“KPI”) reporting process for the review and monitoring of Maritime Electric Company Limited (the “Company”) performance by both management of the Company and the Commission;

AND WHEREAS Commission Order UE07-04 established dial and slider limits for the dashboard KPI reporting process on the Company;

AND WHEREAS the Commission received a request from the Company to amend the KPI related to service connection results and to establish a KPI for First Call Resolution of customer calls;

AND WHEREAS the Commission has reviewed this request and concluded that both the proposed First Call Resolution KPI and the revised Service Connection KPI are fair and reasonable;

NOW THEREFORE, pursuant to the *Island Regulatory and Appeals Commission Act* and the *Electric Power Act*,

IT IS ORDERED THAT

1. the KPI for First Call Resolution is approved and shall not be altered or modified without further approval by the Commission; and
2. the revised KPI for service connection results set forth in the appendix to this Order is approved and shall not be altered or modified without further approval by the Commission.

DATED at Charlottetown, Prince Edward Island, this 17th day of November, 2011.

BY THE COMMISSION:

(Sgd) Maurice Rodgerson

Maurice Rodgerson, Chair

(Sgd) John Broderick

John Broderick, Commissioner

(Sgd) Mike Campbell

Mike Campbell, Commissioner

NOTICE

Section 12 of the Island Regulatory and Appeals Commission Act reads as follows:

12. The Commission may, in its absolute discretion, review, rescind or vary any order or decision made by it or rehear any application before deciding it.

Parties to this proceeding seeking a review of the Commission's decision or order in this matter may do so by filing with the Commission, at the earliest date, a written Request for Review, which clearly states the reasons for the review and the nature of the relief sought.

Sections 13.(1), 13(2), 13(3), and 13(4) of the Act provide as follows:

13.(1) An appeal lies from a decision or order of the Commission to the Court of Appeal upon a question of law or jurisdiction.

(2) The appeal shall be made by filing a notice of appeal in the Court of Appeal within twenty days after the decision or order appealed from and the rules of court respecting appeals apply with the necessary changes.

(3) The Commission shall be deemed to be a party to the appeal.

(4) No costs shall be payable by any party to an appeal under this section unless the Court of Appeal, in its discretion, for special reasons, so orders

IRAC140A(04/07)

Appendix

Customer Service Performance Indicators

Indicator:

Call Centre First Call Resolution – Unresolved at First Contact (11)

Description:

The First Call Resolution performance indicator is intended to identify any calls not resolved by the initial Customer Service Representative (CSR) receiving the call. Maritime Electric has developed Line of Business Codes (115 and 116) in the phone system to track and report on this KPI using the following guidelines:

1. the CSR procedures are to provide a response but this response does not satisfy the caller and as a result must be transferred to the CSR's supervisor; or
2. the CSR procedures are to transfer the call to the appropriate Maritime Electric Representative but the CSR is unable to complete the transfer because the representative is unavailable.

Definition:

The indicator is measured as the number of non-resolved calls received, for which a CSR was unable to satisfy the caller or was unable to complete a call transfer to a Maritime Electric representative.

Benchmark:

The performance indicator for First Call Resolution is a year to date target of between 0 – 150 non-resolved calls on average per month and a maximum level of 200 non-resolved calls on average per month.

Presentation:

The benchmark and monthly number of non-resolved calls will be presented in a slider format as part of the monthly KPI Report. Each monthly number of non-resolved calls will be presented in a bar chart format as a “drill-down” from the slider.

Requirements:

This information is currently being tracked. No additional requirements are necessary.

