

May 7, 2018



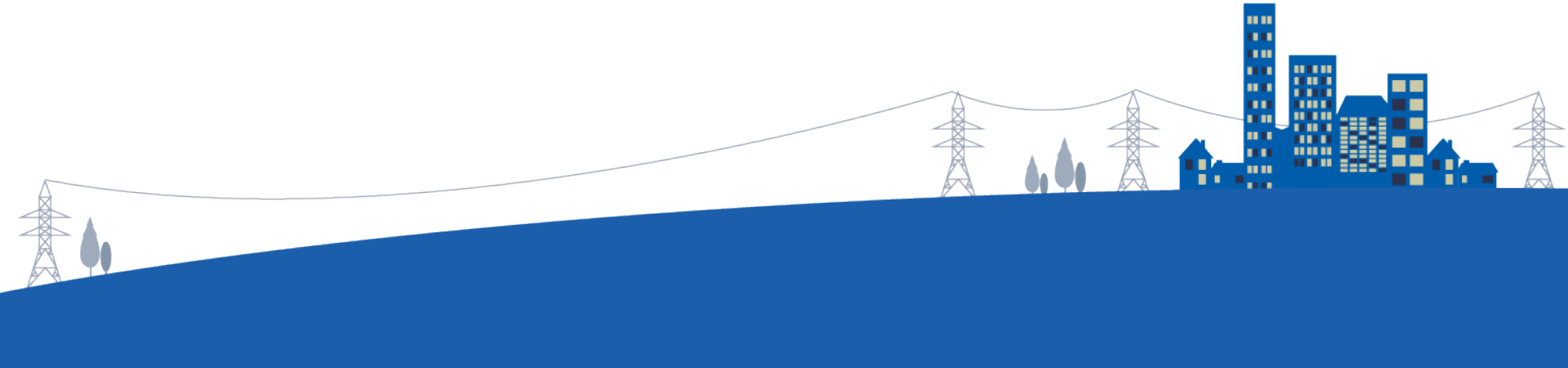
Municipality of Inverness





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Performance Standards Overview



DAY-TO-DAY CUSTOMER SERVICE

2017
TARGET

2017 FINAL
RESULTS

2018
TARGET

▶ Answer **70%** of all calls within **30 seconds**



▶ **All outages** posted on outage map at outagemap.nspower.ca

ALL
OUTAGES
SHARED



ALL
OUTAGES
SHARED

* Outage map, outage line, social media: **99.56%**
Contingency site, outage line, social media: **0.44%**

▶ No more than **2%** of customer bills based on estimates

2%

1.1%

2%

DAY-TO-DAY CUSTOMER SERVICE

	2017 TARGET	2017 FINAL RESULTS	2018 TARGET
▶ New service connection times			
▶ No new poles required	2.8 DAYS	2.2 DAYS	2.4 DAYS
▶ New pole or transformer required	5.9 DAYS	4.2 DAYS	5.2 DAYS
▶ Temporary power service converted to permanent service	2.9 DAYS	2.3 DAYS	2.8 DAYS
▶ Power line extension less than ten poles	8.8 DAYS	5.2 DAYS	7.4 DAYS
▶ Power line extension greater than or equal to ten poles	31.7 DAYS	12.1 DAYS	26.9 DAYS

DURING STORMS

▶ Answer **85%** of outage calls within **45 seconds**

▶ Disconnect no more than **10%** of callers on hold per year

▶ Notify the public within **4 hours** of a decision to open the Emergency Operations Centre (EOC)

**2017
TARGET**



10%



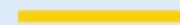
4 HOURS



**2017 FINAL
RESULTS**



2%



**2018
TARGET**



10%






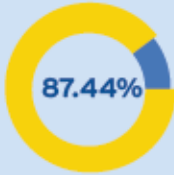
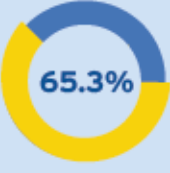
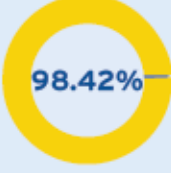
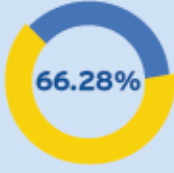
4 HOURS



DURING STORMS

▶ Provide updates on estimated restoration times for outages **as soon as they are known**

▶ Percentage of customers restored within **48 hours** of first outage.

2017 TARGET	2017 FINAL RESULTS	2018 TARGET
<p>UPDATES PROVIDED IMMEDIATELY</p>		<p>UPDATES PROVIDED IMMEDIATELY</p>
<p>MAJOR STORMS</p>  <p>86.5%</p>	 <p>99.3%</p>	<p>MAJOR STORMS</p>  <p>87.44%</p>
<p>EXTREME STORMS</p>  <p>65.3%</p>	 <p>98.42%</p>	<p>EXTREME STORMS</p>  <p>66.28%</p>

POWER RELIABILITY

THE SYSTEM

These metrics apply to all NS Power customers on the system (~500,000).

▶ **Outage frequency**
How many outages an average customer experiences in a year.

▶ **Outage duration**
How long the outages last for an average customer in a year.

2017 TARGET

2.05

outages per customer

4.29

hours per customer

2017 FINAL RESULTS

1.73

outages per customer

3.40

hours per customer

2018 TARGET

2.05

outages per customer

4.29

hours per customer

THE CIRCUITS

These metrics apply to **NS Power customers on a given circuit** (~2,000). They ensure that no circuit reliability is lower than a defined threshold.

- ▶ Outage frequency YTD 2017 target = **4.66** outages per customer
- ▶ Outage duration YTD 2017 target = **24.60** hours per customer

▶ The problem circuits being monitored in 2017 are:

Duration

Substation - Circuit

- 16V-314 - Weymouth ✓
- 16V-315 - Weymouth ✓
- 85S-402 - Wreck Cove
- 37N-412 - Parrsboro ✓

Frequency

Substation - Circuit

- 16V-314 - Weymouth ✓
- 1C-411 - Point Tupper ✓
- 3S-301 - Gannon Rd ✓
- 50N-410 - Trenton ✓

▶ The problem circuits being monitored in 2018 are:

Duration

Substation - Circuit

- 85S-402 - ✓
- 85S-401 - ✓
- 2C-402 - ✓

Frequency

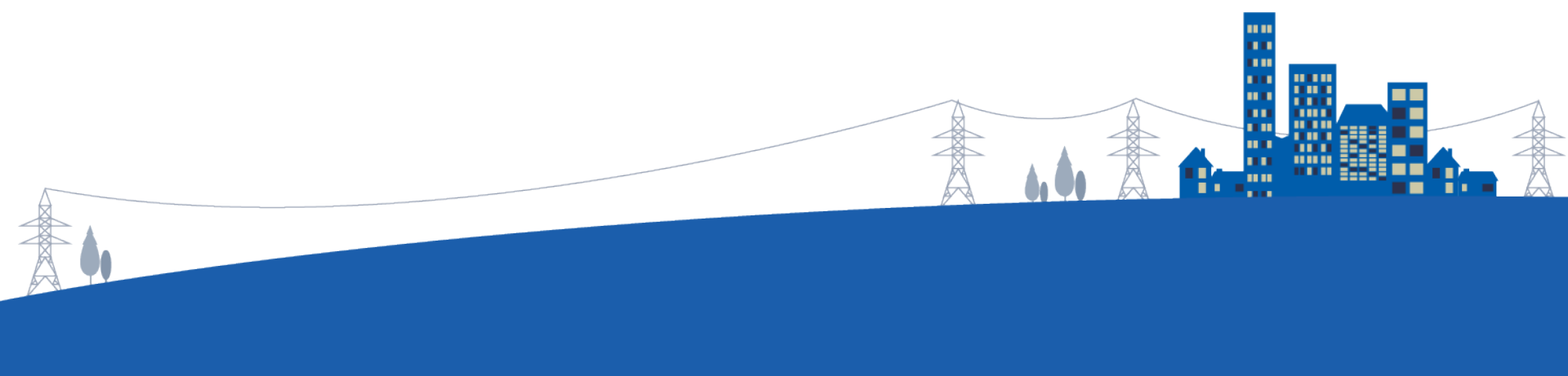
Substation - Circuit

- 67C-411 - ✓
- 7N-302 - ✓

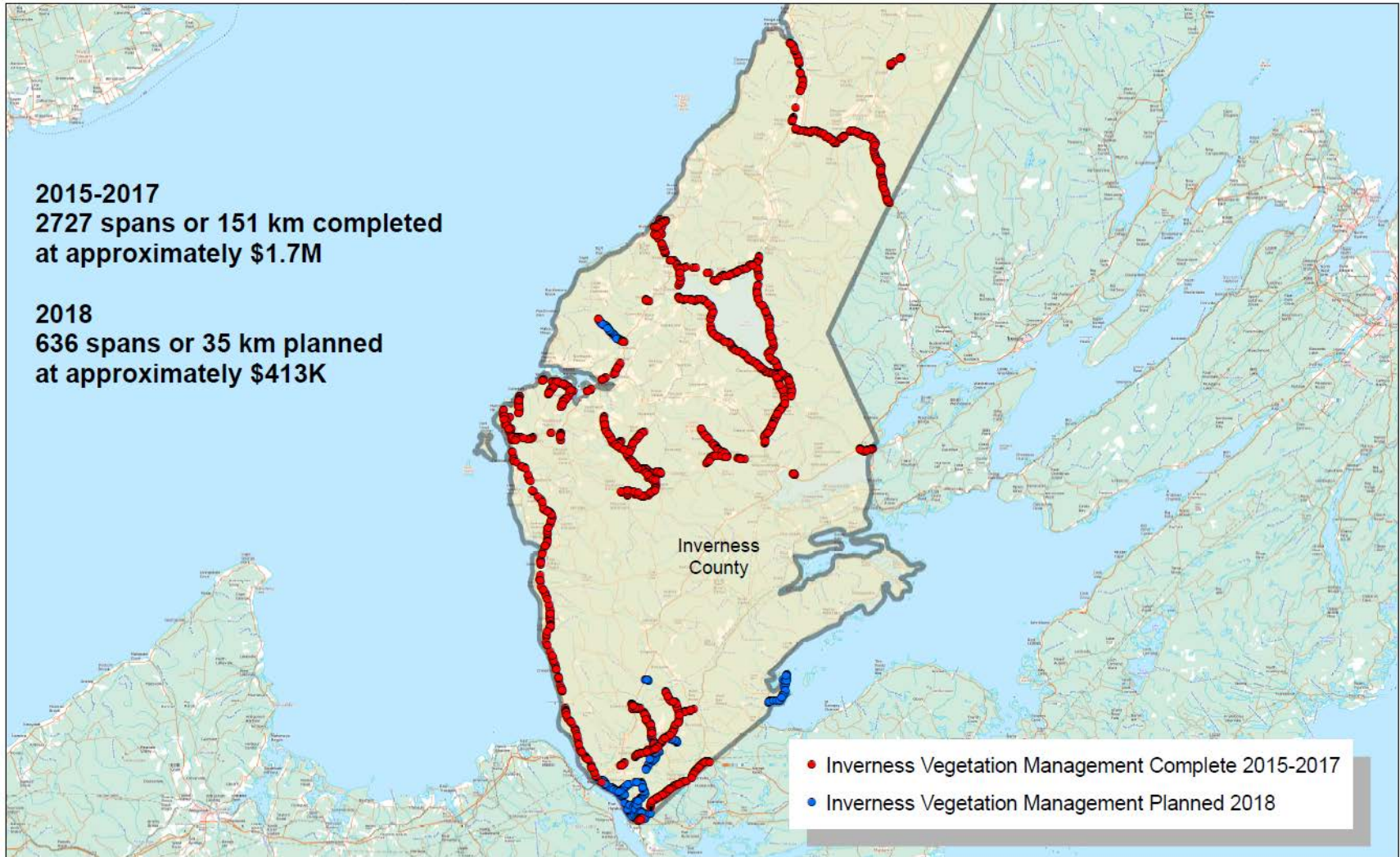


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Vegetation Management



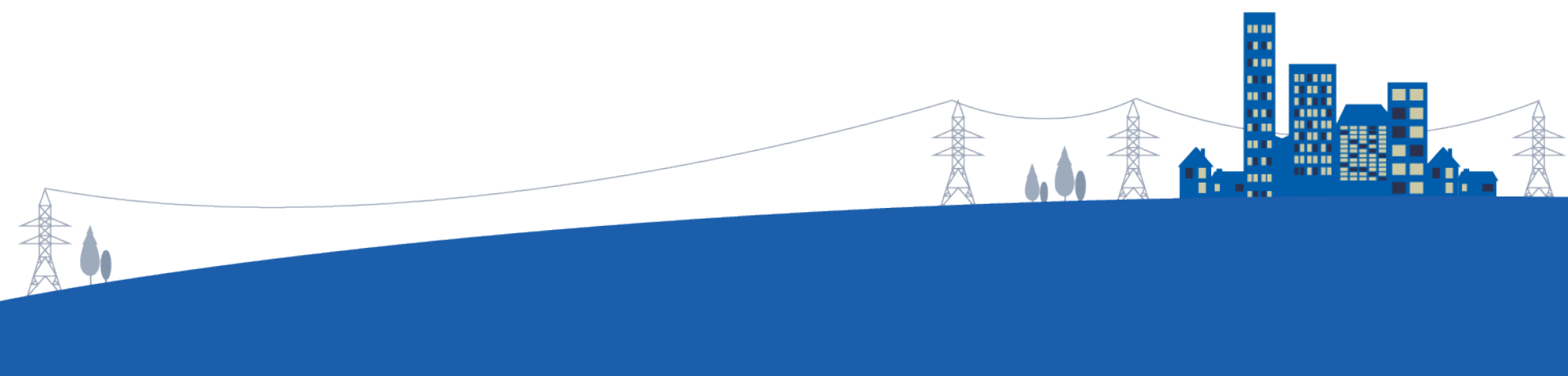
Completed Vegetation Management Work





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Smart Meter Project



Smart Meter Project

