



## 2022 BALANCED SCORECARD

### 1 Environmental Health & Safety

<u>Key Performance Indicator</u>	<u>Timeline</u>	<u>Improvement Yes/No/Same</u>	<u>Responsibility</u>	<u>Update</u>
a Zero Loss Time Accidents	Quarterly		Brian/Ryan/Sharon	
b Cyber attack - procedures for customer information and ransom	Apr-22		Dave C/Brian E Sharon S	
c Cyber attack - no loss of customer information and/or money	Quarterly		Dave C/Brian E Sharon S	
b Convert overhead transformers on Frank and Sand Spit Islands to padmounts to reduce spill hazard	Q3 2022		Brian/ Ryan	
e Compliance Science at least 95%	Quarterly		Brian/Ryan/Sharon	

### 2 Team

<u>Key Performance Indicator</u>	<u>Timeline</u>	<u>Improvement Yes/No/Same</u>	<u>Responsibility</u>	<u>Update</u>
a Hire 1 Lines/apprentice succession planning for upcoming retirement	Q4 2022		Brian/Ryan/Taylor	
b Hire 1 Engineering Tech due to promotion	Q2 2022		Brian/Taylor	
c Customer Service - best practices for privacy, MDNR training, Northstar Bootcamp	Quarterly		Sharon	

### 3 Customer Service & Investments

<u>Key Performance Indicator</u>	<u>Timeline</u>	<u>Improvement Yes/No/Same</u>	<u>Responsibility</u>	<u>Update</u>
a Ensure in top 10% of most reliable distribution companies in Ontario. Average number of times that power to a customer is interrupted = <0.765	Quarterly		Brian/Ryan	
b Ensure in top 10% of most reliable distribution companies in Ontario. Average number of hours that power to a customer is interrupted = <27 minutes	Quarterly		Brian/Ryan	
c Take delivery of new RBD	Q3 2022		Ryan/Brian	
d Install Smart switches between Centennial, Golden Beach, Douglas MS	2022-2023		Ryan/Brian	
e Convert HONI meter points to IESO in Huntsville	Q3, 2022		Ryan / Brian	
f Purchase new stringing equipment?	TBD		Ryan / Brian	
g Potential new Branding Implementation	Jun-22		Brian/Sharon	
h New On-line portal for Green Button	2022/2023		Sharon	
i Operations: continue porcelain switch replacements, IR scanning, implement asset management plan, tree trimming	Quarterly		Ryan/Brian	

### 4 Financial

<u>Key Performance Indicator</u>	<u>Timeline</u>	<u>Improvement Yes/No/Same</u>	<u>Responsibility</u>	<u>Update</u>
a Ensure are in 10% lowest controllable cost per customer distribution companies in Ontario 2022 = <\$296/customer	Quarterly		Brian/Sharon/Ryan	
b Increase Ebilling to at least 31%	Quarterly		Sharon	