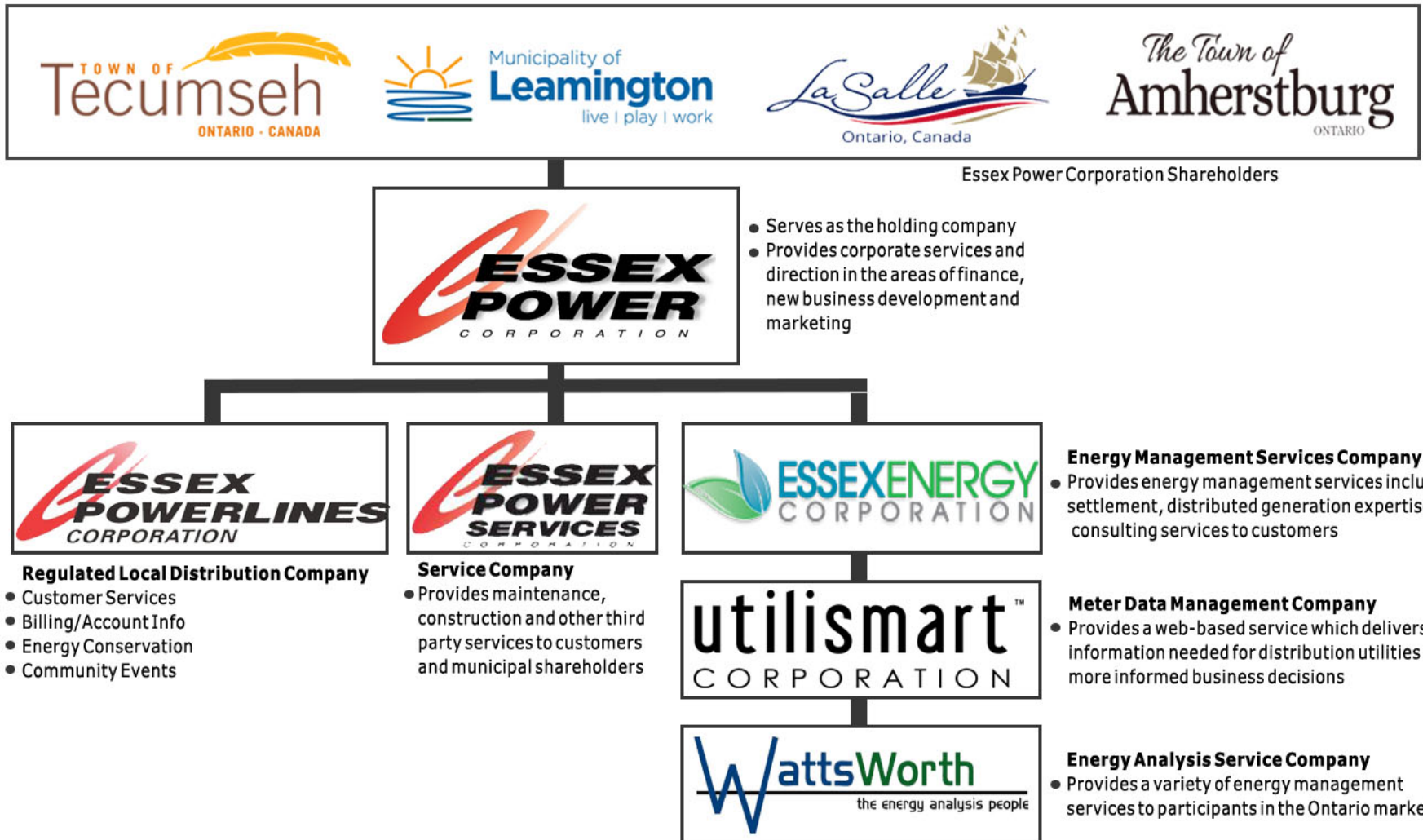


Essex Powerlines Corporation  
**Celebrating 20 years ...**  
**Preparing for the Future**  
2020 Council Presentation

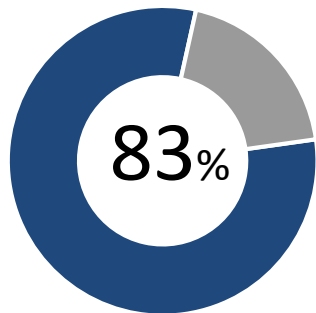


# Who We Are

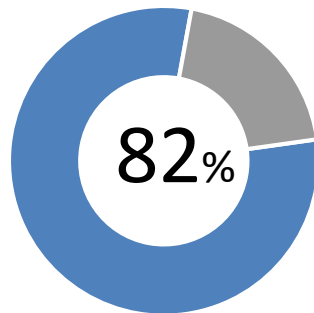


# Customer Value: Perception of Overall Service

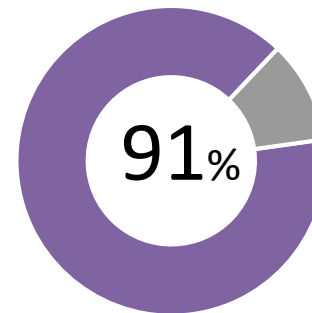
**Overall  
Satisfaction**



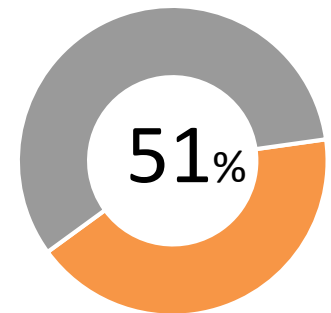
**Quality of Power  
Service**



**Quality of  
Customer Service**



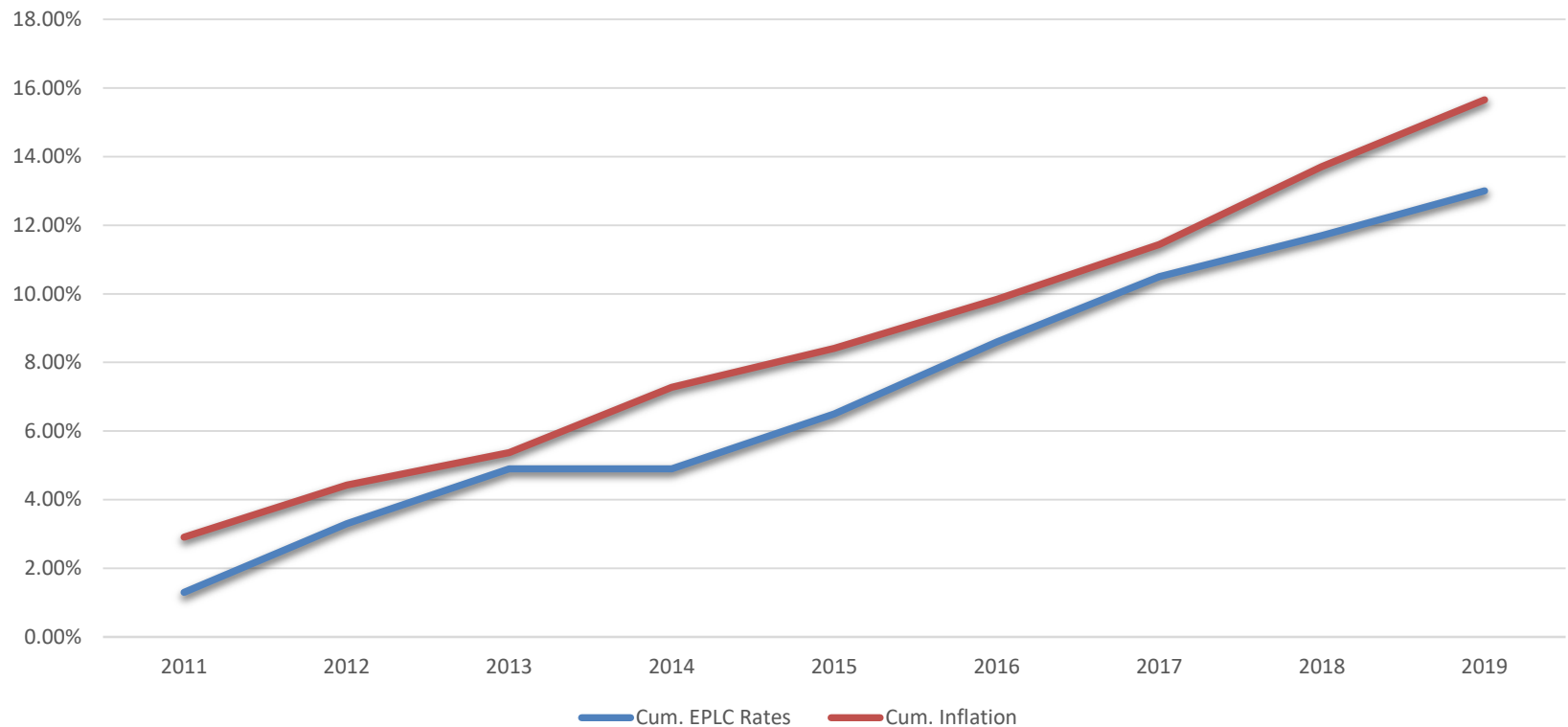
**Affordability of  
Service**



*Source: January 2019 – Innovative Research Group*

# Reasonable Rates: Distribution Rate Impacts –Historical

EPLC Rates Vs. Inflation



# Reasonable Rates: OEB OM&A Provincial Ranking

## Lowest Cost Per Customer

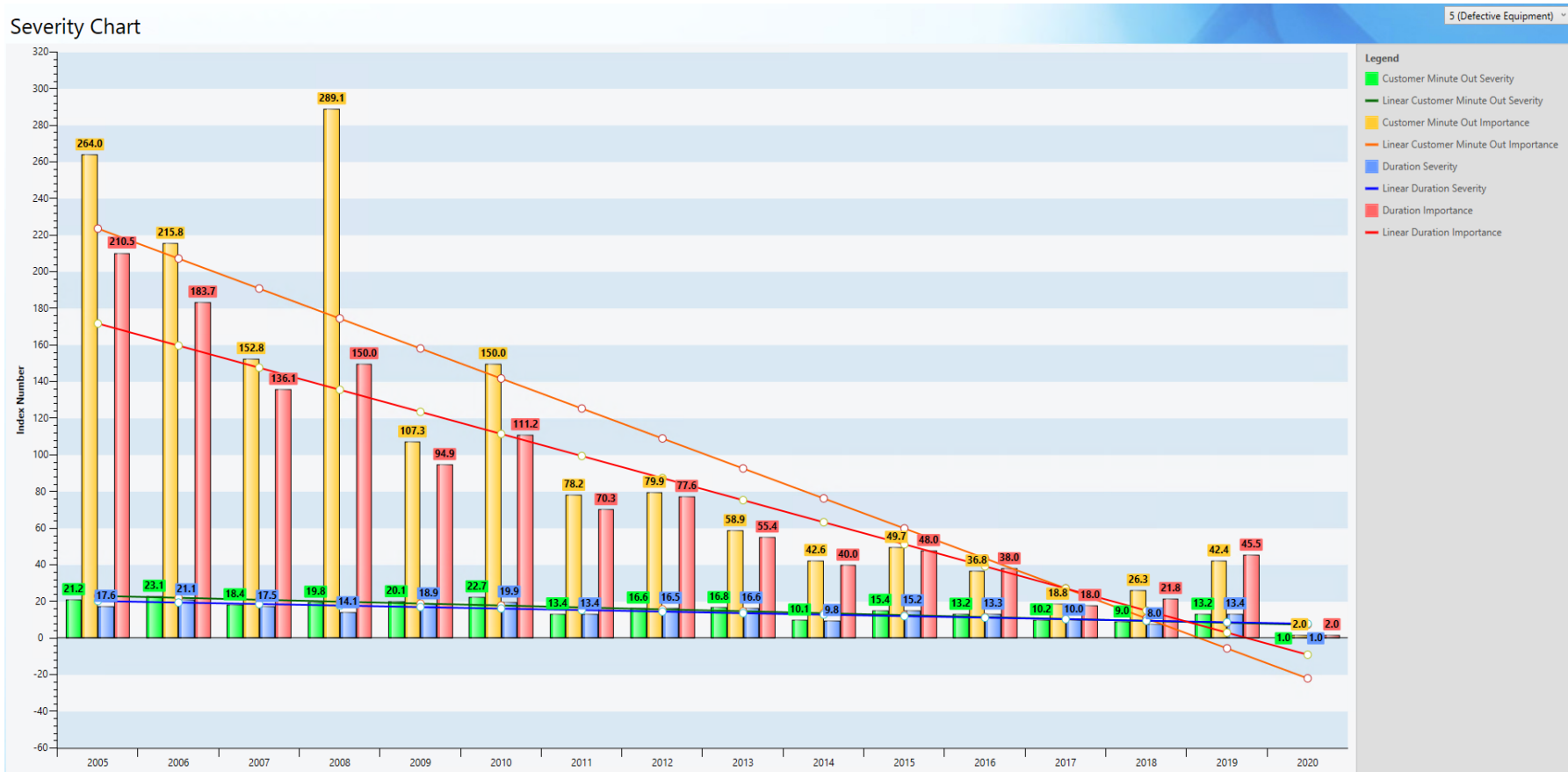
LDC Name	OM&A Per Customer	Customer Count
Kitchener-Wilmot Hydro Inc.	\$ 204.76	96,827
Hydro Hawkesbury Inc.	\$ 210.95	5,547
E.L.K. Energy Inc.	\$ 215.17	12,411
Veridian Connections Inc.	\$ 223.74	121,826
Oshawa PUC Networks Inc.	\$ 234.08	58,745
Westario Power Inc.	\$ 234.12	23,547
Wasaga Distribution Inc.	\$ 234.28	13,789
Alectra Utilities Corporation	\$ 237.60	991,102
Milton Hydro Distribution Inc.	\$ 239.73	39,579
Peterborough Distribution Incorporated	\$ 244.85	37,139
Entegrus Powerlines Inc.	\$ 247.88	59,186
London Hydro Inc.	\$ 248.01	159,039
Ottawa River Power Corporation	\$ 249.09	11,247
Essex Powerlines Corporation	\$ 251.70	30,012
Lakefront Utilities Inc.	\$ 255.43	10,450
Orangeville Hydro Limited	\$ 255.87	12,583
Hydro Ottawa Limited	\$ 260.38	335,320
Oakville Hydro Electricity Distribution Inc.	\$ 260.55	72,108
Waterloo North Hydro Inc.	\$ 261.50	57,471
North Bay Hydro Distribution Limited	\$ 262.99	24,172

## Highest Cost Per Customer

LDC Name	OM&A Per Customer	Customer Count
Algoma Power Inc.	\$ 1,048.07	11,721
Atikokan Hydro Inc.	\$ 680.30	1,636
Chapleau Public Utilities Corporation	\$ 646.97	1,208
Sioux Lookout Hydro Inc.	\$ 516.67	2,839
Fort Frances Power Corporation	\$ 460.75	3,745
Northern Ontario Wires Inc.	\$ 455.67	5,903
Wellington North Power Inc.	\$ 453.65	3,805
West Coast Huron Energy Inc.	\$ 443.58	3,869
Espanola Regional Hydro Distribution Corporation	\$ 423.34	3,303
Kenora Hydro Electric Corporation Ltd.	\$ 423.23	5,565
Hydro One Networks Inc.	\$ 420.06	1,333,601

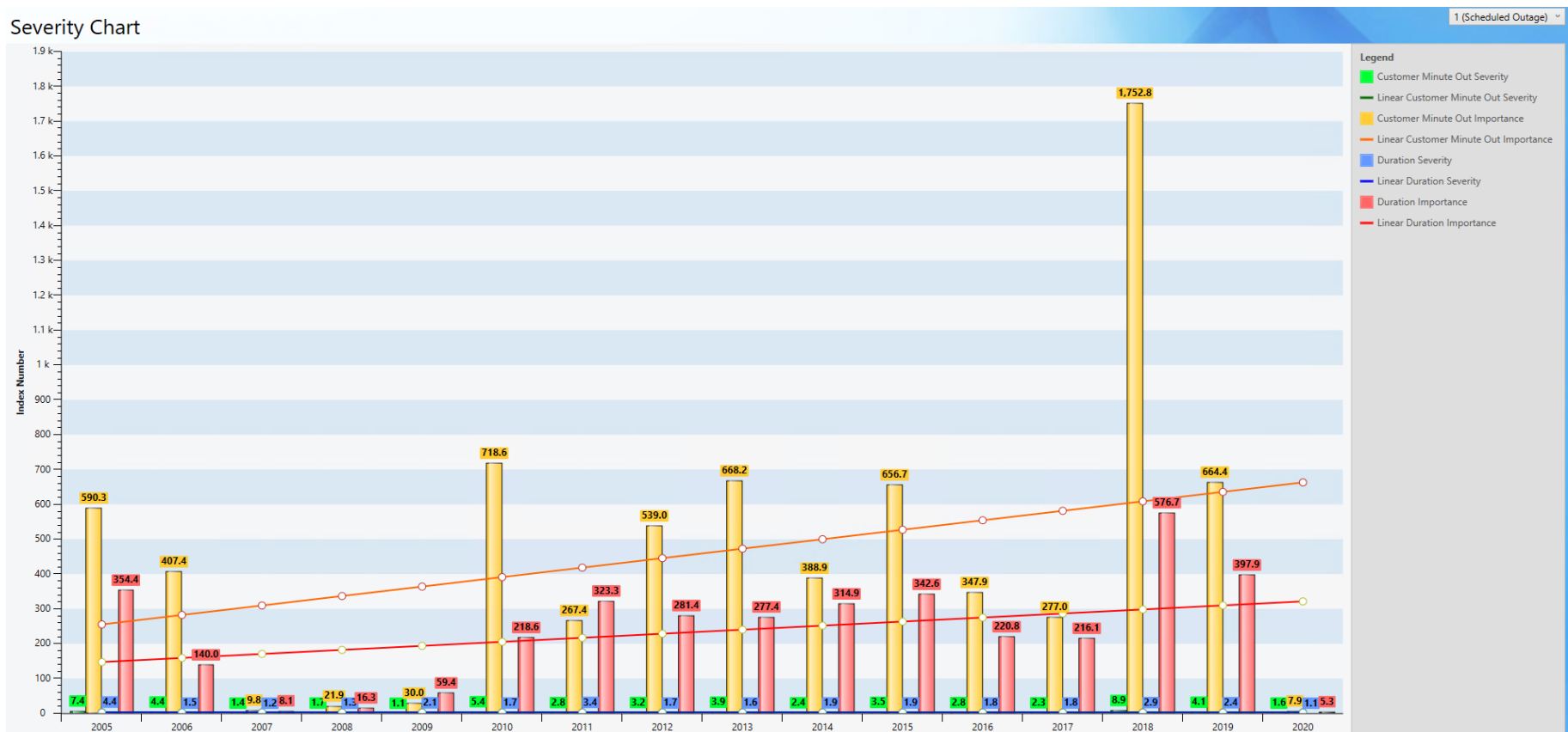
# Operational Excellence: Defective Equipment related outages

Severity Chart



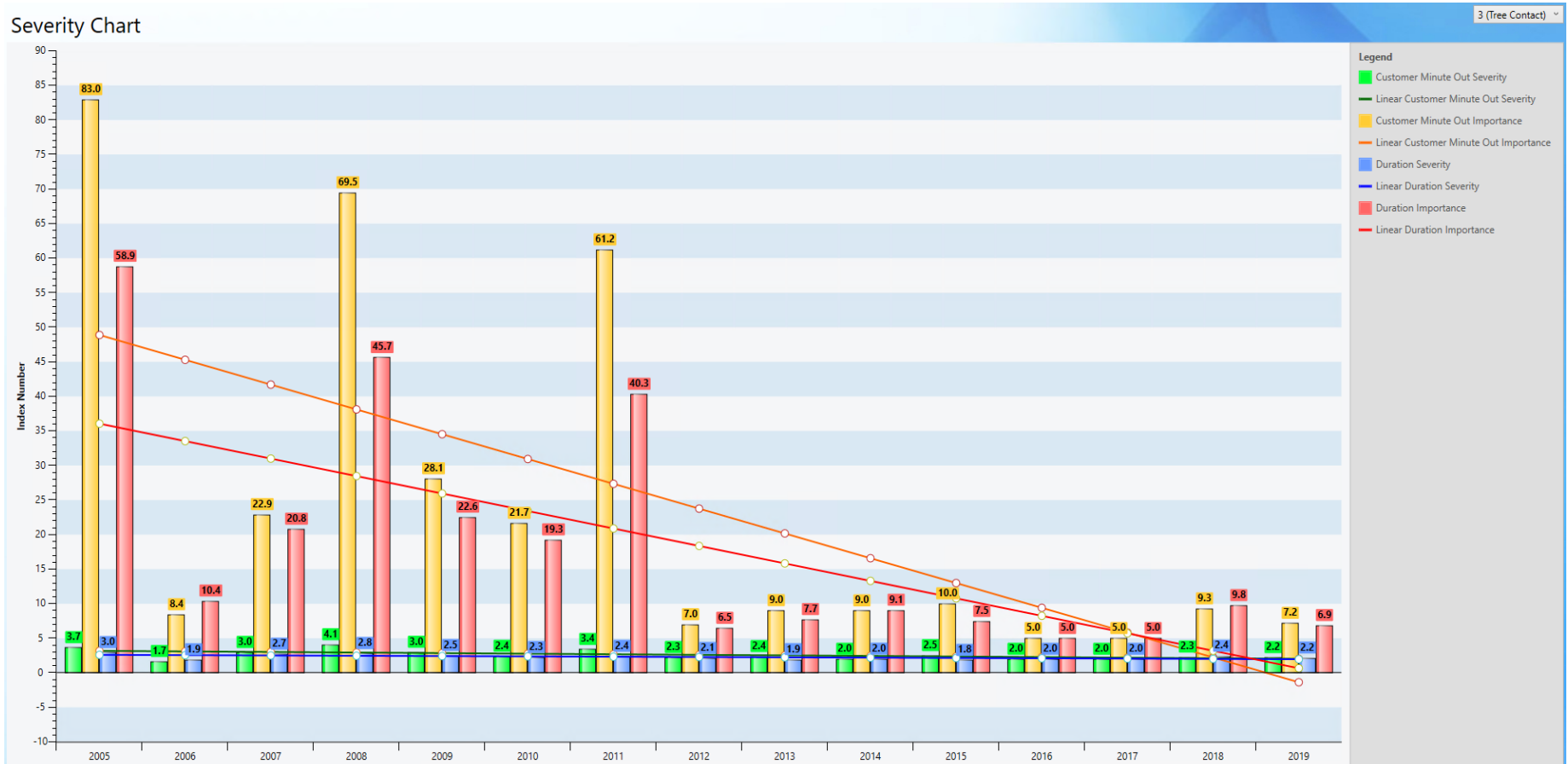
# Operational Excellence: Planned outages

Severity Chart



# Operational Excellence: Tree Contact related outages

Severity Chart





# Operational Excellence: Self-Healing Grid

- Over 75% of EPLC outages are Loss of Supply related;
- This means that outage root causes are outside of EPLC control;
- EPLC is installing Line Monitors, Reclosers & upgrading Wholesale Meters to reduce the impacts of Loss of Supply events;
- These devices will allow EPLC's Smart Grid to automatically attempt to resolve outages and isolate/minimize the impact of outages;



# Essex Powerlines Supporting Community Youth



Essex Power continues to donate **\$40,000** annually, divided equally amongst each municipality. **To date** almost **\$250,000** has been given to the youth initiatives throughout EPL's distribution area.

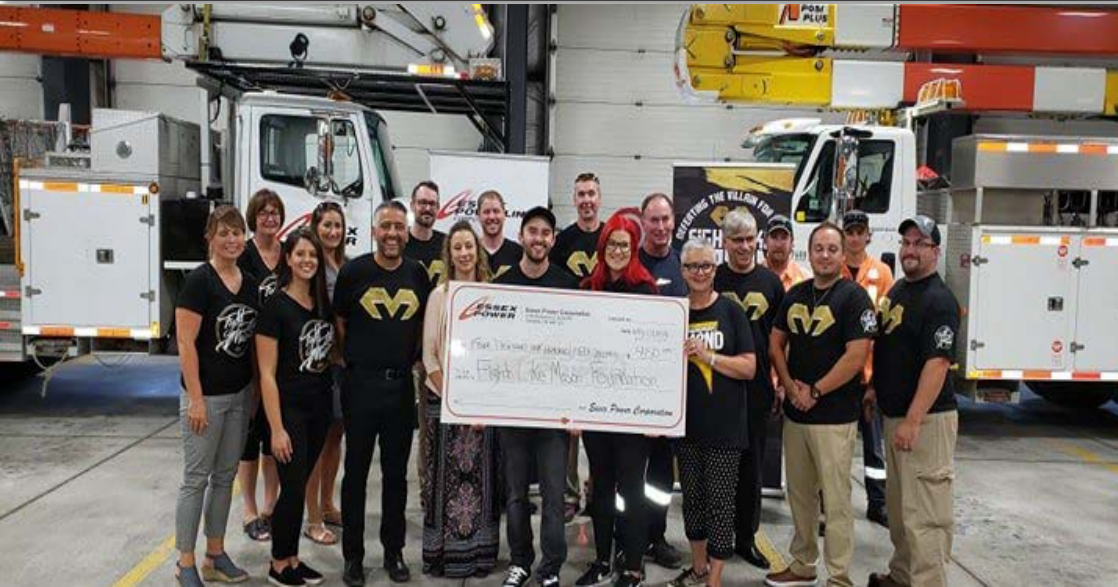
Some of the Youth events and organizations the fund helped are:

- Essex Power Energy Zone
- Amherstburg Wildcats Gymnastics Program
- Jingle Bell Rock Youth Dance
- Free Youth swims
- Free Youth skates
- The Essex Empowerment Corporation Girls Group





# Essex Powerlines Your Community Partner



- Essex Power and staff have donated over \$5000 yearly to each community that we proudly serve.
- Essex Power has been a proud sponsor of our Community Festivals such as the annual Rib Fest, Strawberry Fest, Corn Fest and more





# Essex Powerlines' Digital Transformation

- Paperless Billing;
- In-field Staking & Design;
- Enhanced Customer Service;
  - Self-Service Tools;
  - New Website;
  - Online Outage Map;
  - Virtual Assistant;
- SmartMAP
- 24/7 Control Room;
- Self-Healing Grid;

## The Push for Paperless in 2020

- EPLC currently has 23% of its customer base on paperless billing;
- Mandated paperless billing effective January 1<sup>st</sup>, 2021 approved by Board;
- Significant environmental benefits to be realized by both Essex Power and our shareholder communities;
- Invest in enhanced customer facing tools & our communities;
- Give Where You Live!

# FAST FACTS

## EPL

FROM CRADLE-to-GRAVE, EPL's BILLING  
PROCESS EMITS

**14,000 kg CO<sub>2</sub>e**

**17 TREES**

can be saved with every ton of recycled paper. If everyone transitioned to paperless, we could save over 250 trees a year!

**RECYCLING**

One ton of paper saves 682.5 gallons of oil, 7,000 gallons of water, and 3.3 cubic yards of landfill space. At EPL, we use approx. 15 tons of paper to print bills each year!

**PAPER & PAPER PRODUCTS**

account for more than 1/3 of all  
Canada's waste



# Thank You! Questions?

