

FEI Annual Review of 2015 Rates

Workshop

March 6, 2015



Agenda

Introduction	<i>Diane Roy</i>	<i>Director, Regulatory Services</i>
Opening Remarks	<i>Michael Mulcahy</i>	<i>President and CEO</i>
Revenue Requirements and Rates	<i>Michelle Carman</i>	<i>Manager, Cost of Service</i>
Demand Forecast	<i>David Bailey</i>	<i>Customer Energy & Forecasting Manager</i>
Natural Gas for Transportation	<i>Mike Bains</i>	<i>Business Development Manager</i>
Service Quality Indicators (SQIs)	<i>James Wong</i>	<i>Director, Finance and Planning</i>
• Responsiveness to Customer Needs SQIs	<i>Dawn Mehrer</i>	<i>Director, Customer Contact Centres</i>
• Reliability and Safety SQIs	<i>Rolf Lyster</i>	<i>Director, Gas Plant Operations & PMO</i>
Summary and Closing	<i>Diane Roy</i>	<i>Director, Regulatory Services</i>

FEI Annual Review

PBR Term from 2014 to 2019
(Vancouver Island and Whistler starting in 2015)

Rate Increase for 2015
2% Delivery (1% Annual Bill)

Service
Quality
Indicators

Formula-Driven
Items (Earnings
Sharing)

Forecast Items
(Flow-through
Deferral)

Responsiveness to
Customer Needs
Reliability and
Safety

Opening Remarks

2014 Highlights and Future Outlook

Michael Mulcahy – President and CEO



Company Priorities During 2014

Productivity

- O&M below formula by \$6.8 million
- Capital expenditures above formula by \$4.1 million

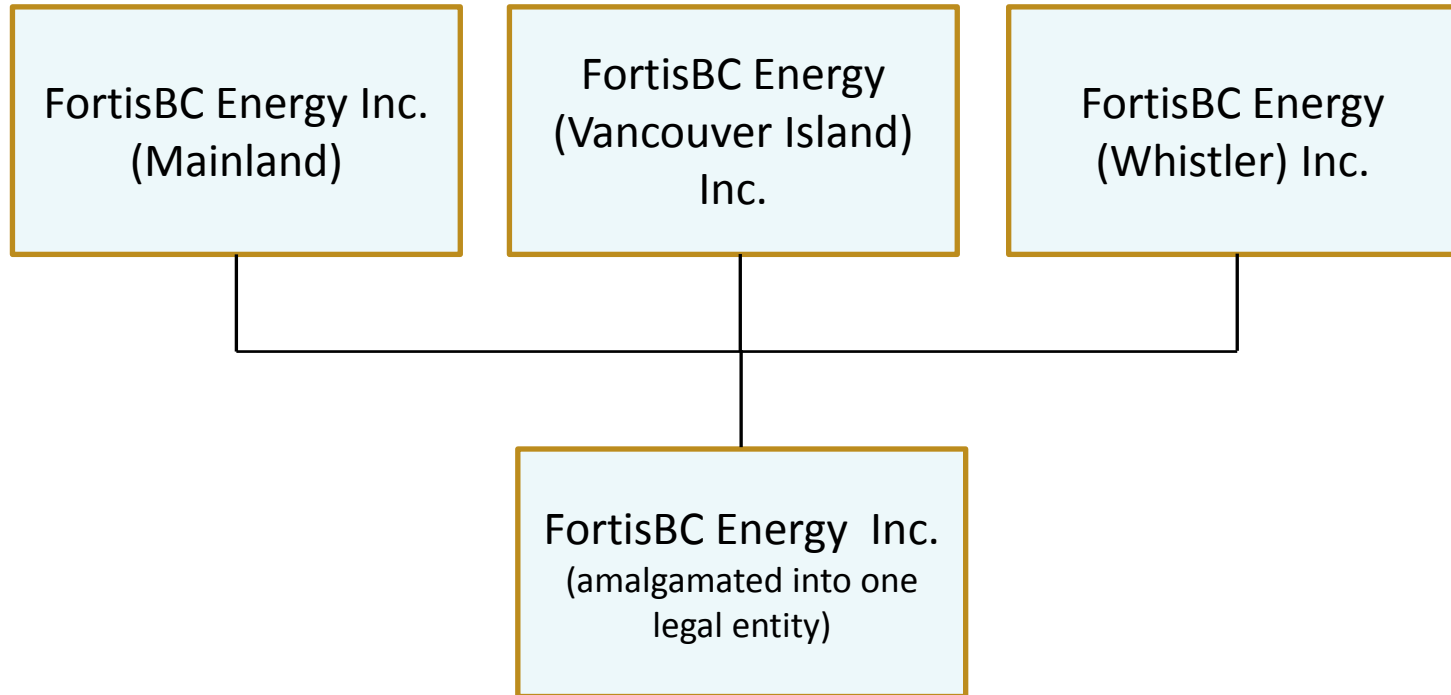
Customer Focus

- Maintaining service quality
- Initiatives - Regionalization and Project Blue Pencil

Amalgamation

- Gas utilities amalgamated December 31, 2014
- Phased implementation of common rates starting January 1, 2015





Amalgamation of FEI, FEVI, FEW



Customer Benefits

- Common rates for customers
- Improve natural gas competitiveness on Vancouver Island
- Common customer programs – Transport service, Customer Choice, Renewable natural gas

Amalgamation - Status

Department	Primary Activities	Status
Customers	Common rates for FortisBC gas customers Establishing additional resourcing for contact centres New bill format New program offerings Customer communications	
Employees	HR system changes Payroll changes Pension changes	
Operations and Support	Gas Supply, unbundling Information Services – migration of data, billing system changes Operations	
Compliance	Legal Taxation, Finance, Treasury Internal Audit	

Company Priorities During the PBR Term

Productivity

- O&M savings
- Capital efficiency

Customer Focus

- Maintaining SQIs

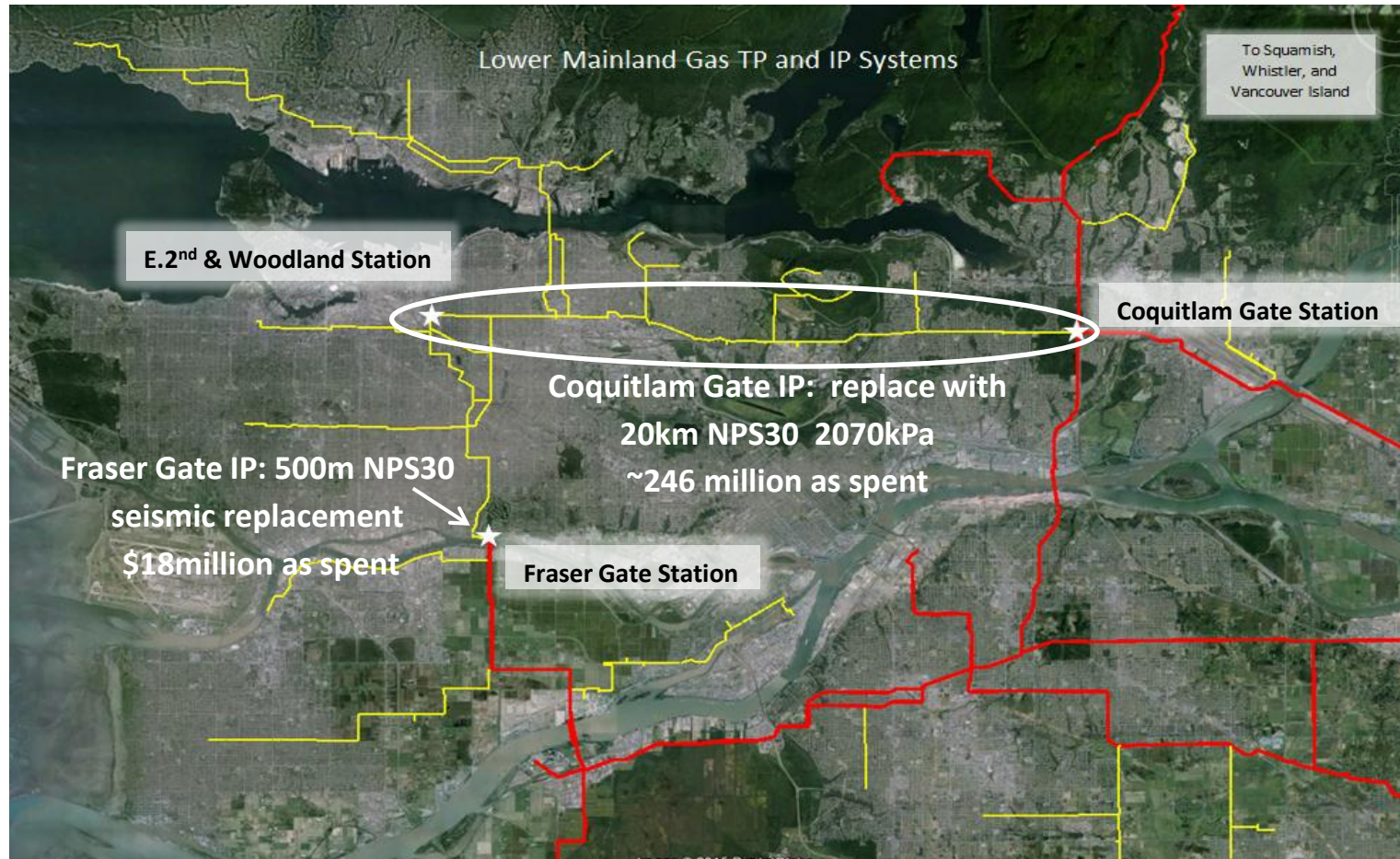
Financing

- Medium term note shelf prospectus of \$1 billion
- Extension of existing credit facilities

Major Projects

- Lower Mainland IP System Upgrade, Coastal Transmission System, Tilbury Expansion, Eagle Mountain Gas Pipeline

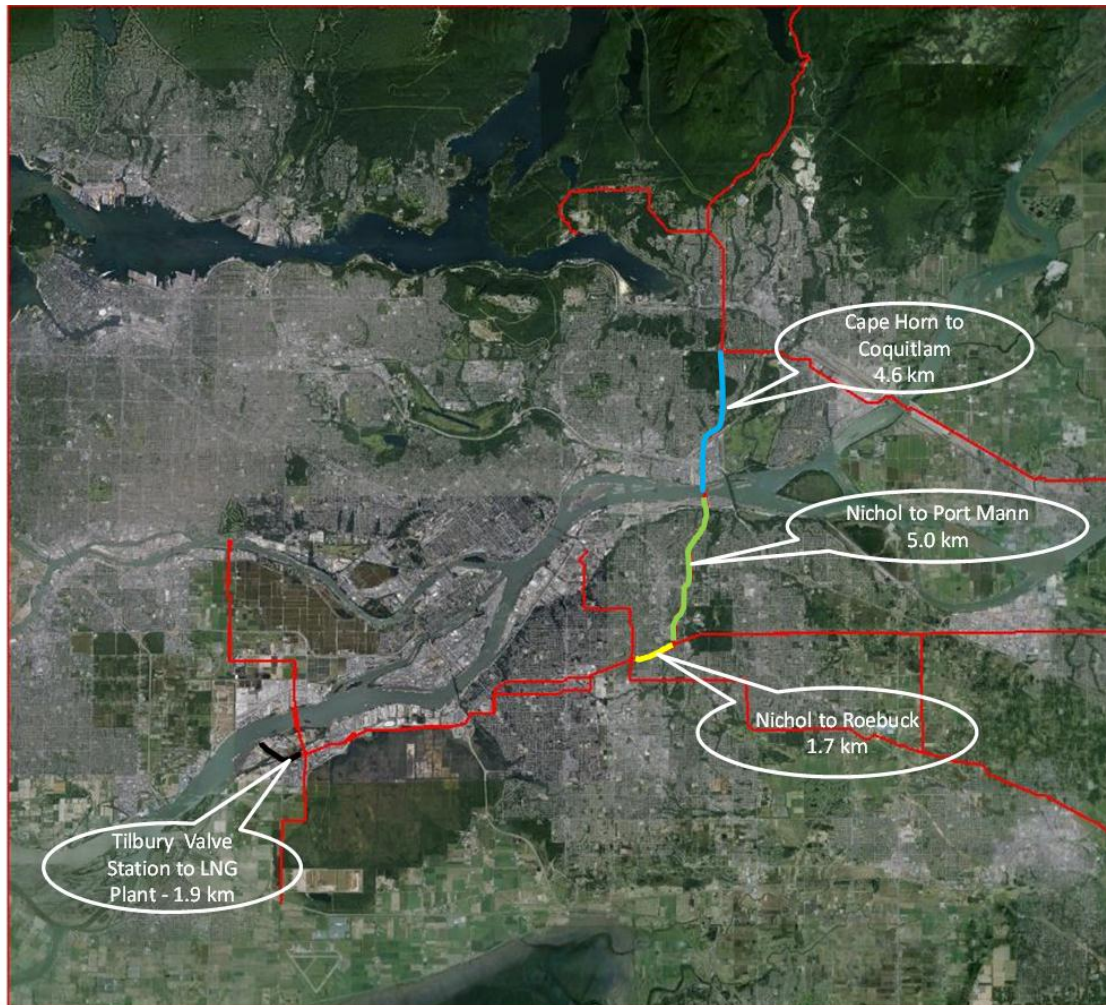
Lower Mainland IP System Upgrade Project



Source: FEI data overlaid on Google Earth mapping

- TP pipelines operating at greater than 2070 kPa
- IP pipelines operating from 700 kPa to 2070 kPa

Four Coastal Transmission System Projects



Tilbury Expansion Phases 1A & 1B

Direction No. 5 to the BCUC (as amended in Dec 2014)

- Direction No. 5 provides for CPCN exemptions for Tilbury Expansion Phases 1A and 1B

Phase 1A
(underway)

- \$400 million capital plus AFUDC & development costs
- 1.1 PJ tank and 34 TJ/day liquefaction

Phase 1B

- \$400 million capital cost plus AFUDC & development costs
- Planned liquefaction 122 TJ/day – no storage
- Phase 1B must be 70% contracted (avg.) over 1st 15 years for the CPCN exemption to apply.

Tilbury Expansion – Phases 1A & 1B



Eagle Mountain Gas Pipeline Project

47 Km pipeline & compression facilities

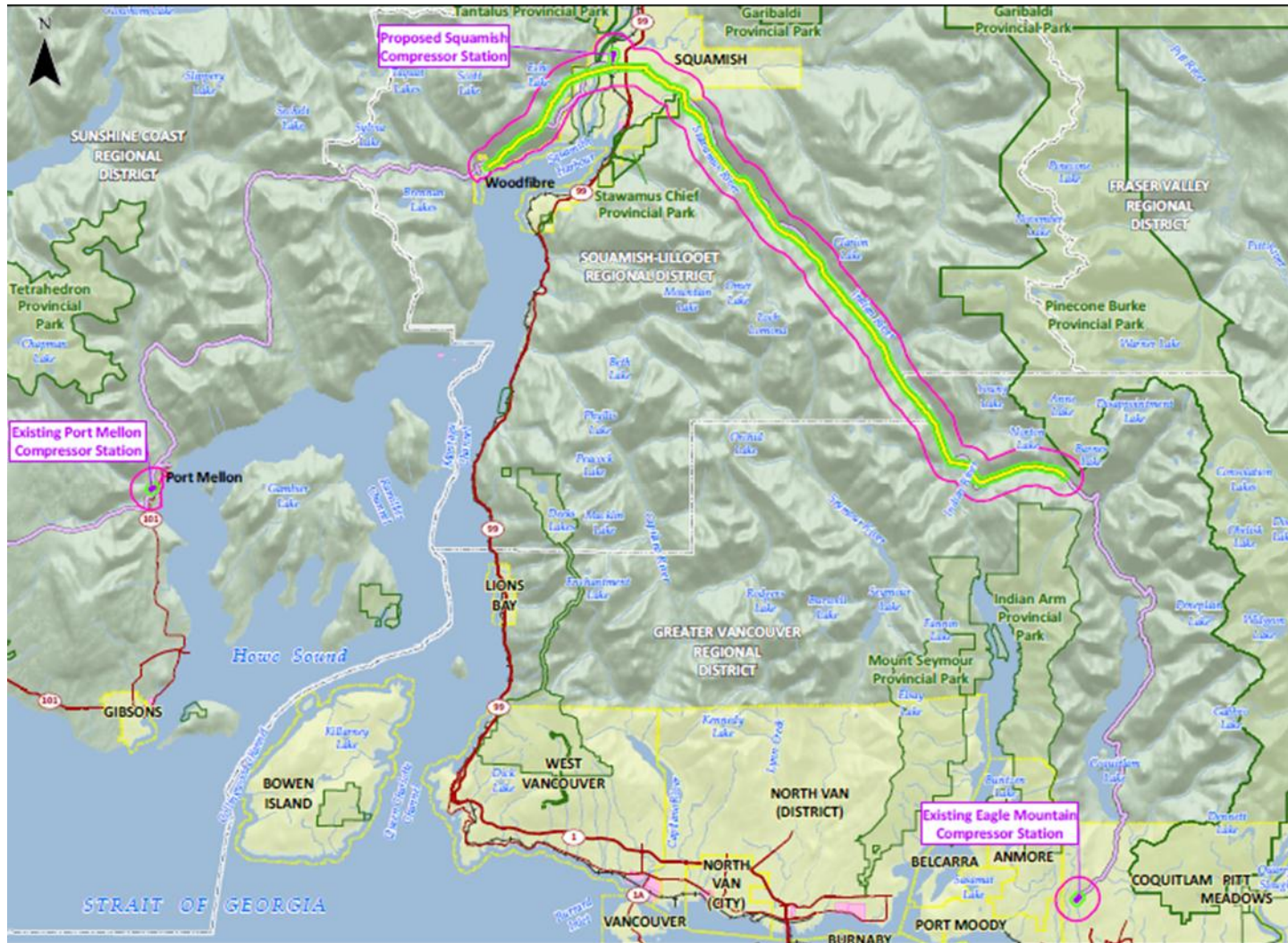
Construction to commence following executed long term agreement with Woodfibre LNG

In-Service (earliest): Q4/2017

Investment: \$475M - \$600M

Environmental assessment process underway

Eagle Mountain Gas Pipeline Project



Revenue Requirements and Rates

Michelle Carman – Manager, Cost of Service

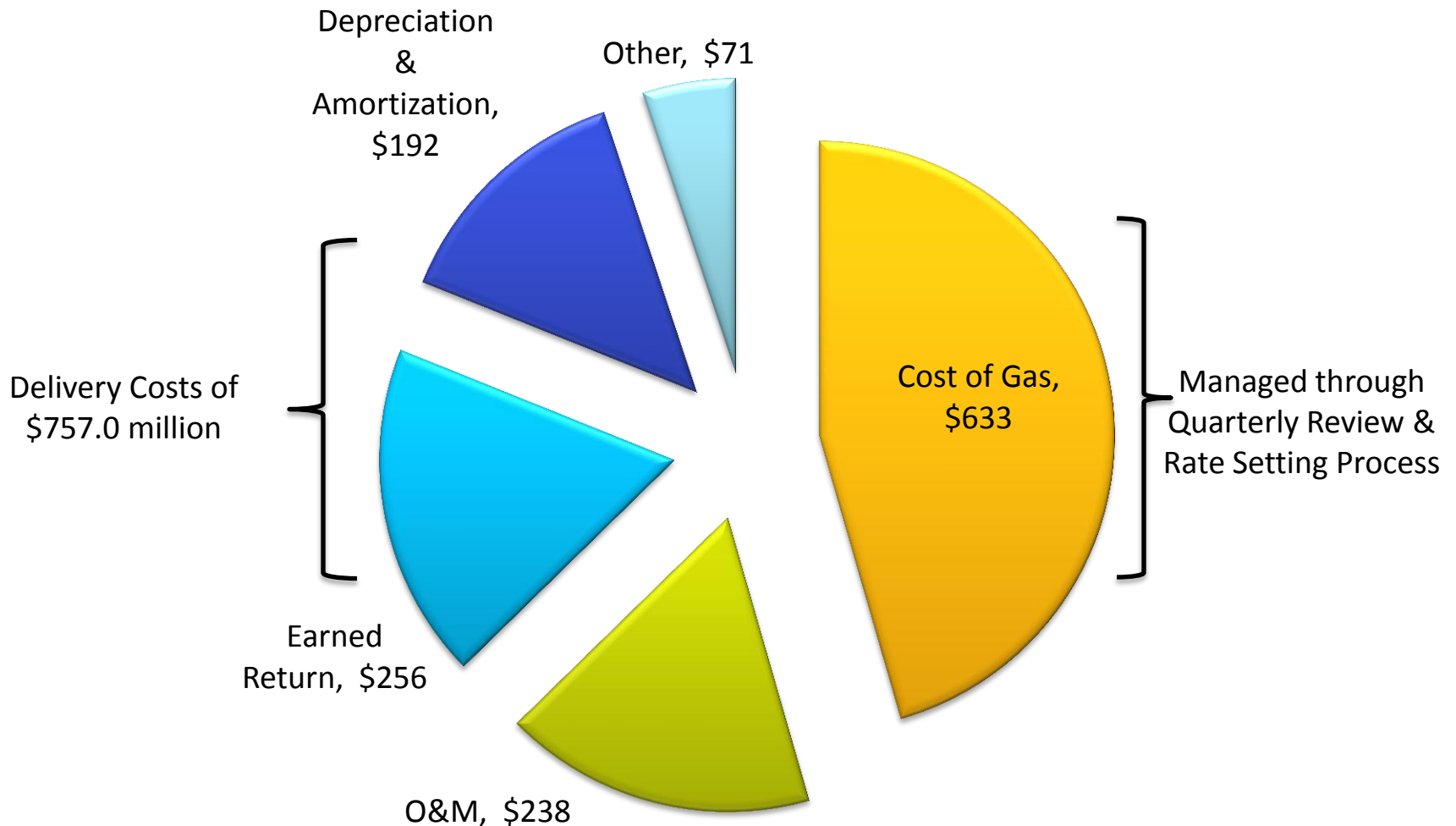


Revenue Requirement and Rates

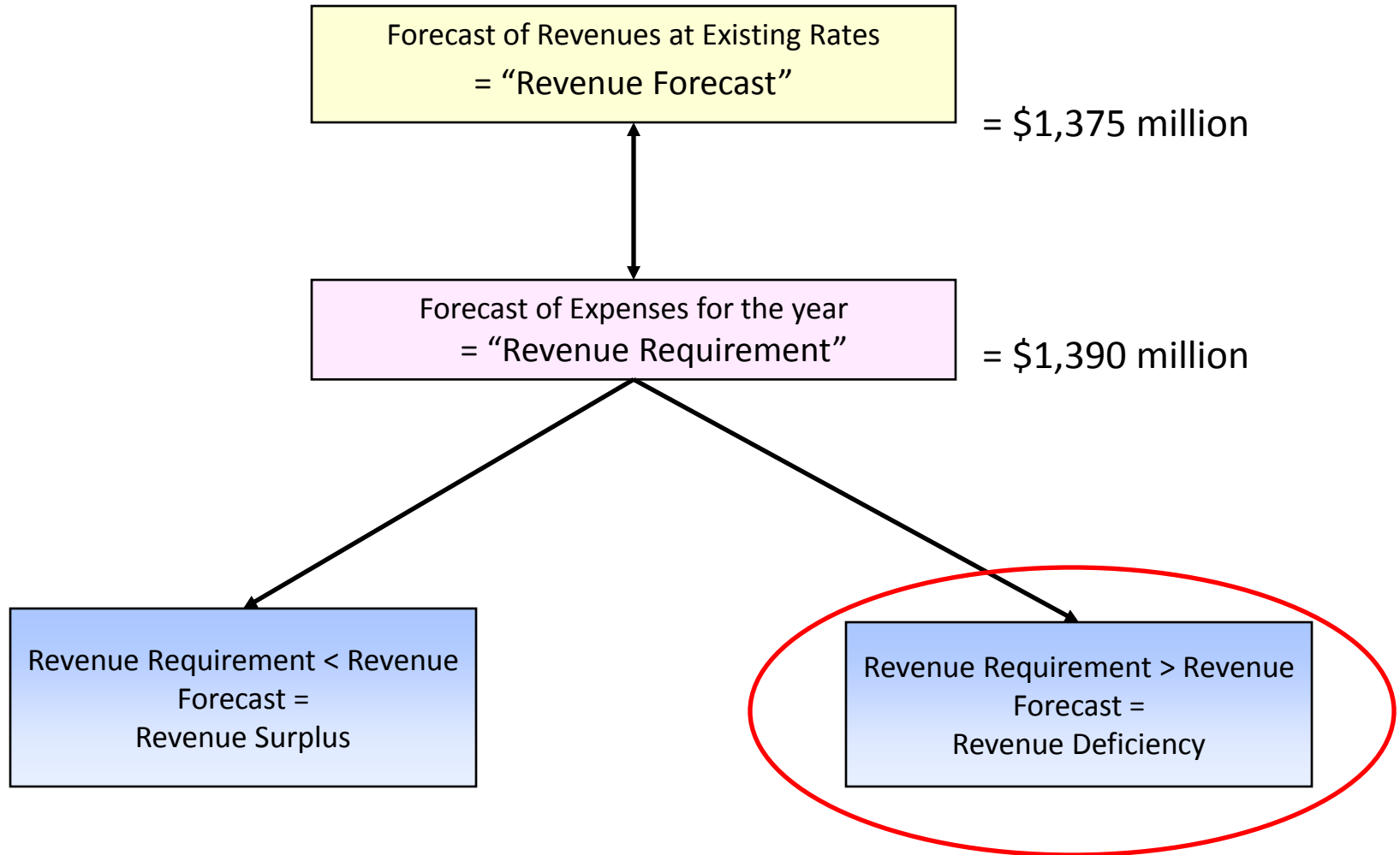
Agenda	Summary of Revenue Requirement
	Rate Change & Contributing Factors
	The PBR Formula
	Operating & Maintenance Expense
	Capital Expenditures
	Rate Base
	Other Cost of Service
	Flow Through & Earnings Sharing Accounts
	Customer Impacts

Revenue Requirement Summary

Total Revenue Requirement of \$1,390 million

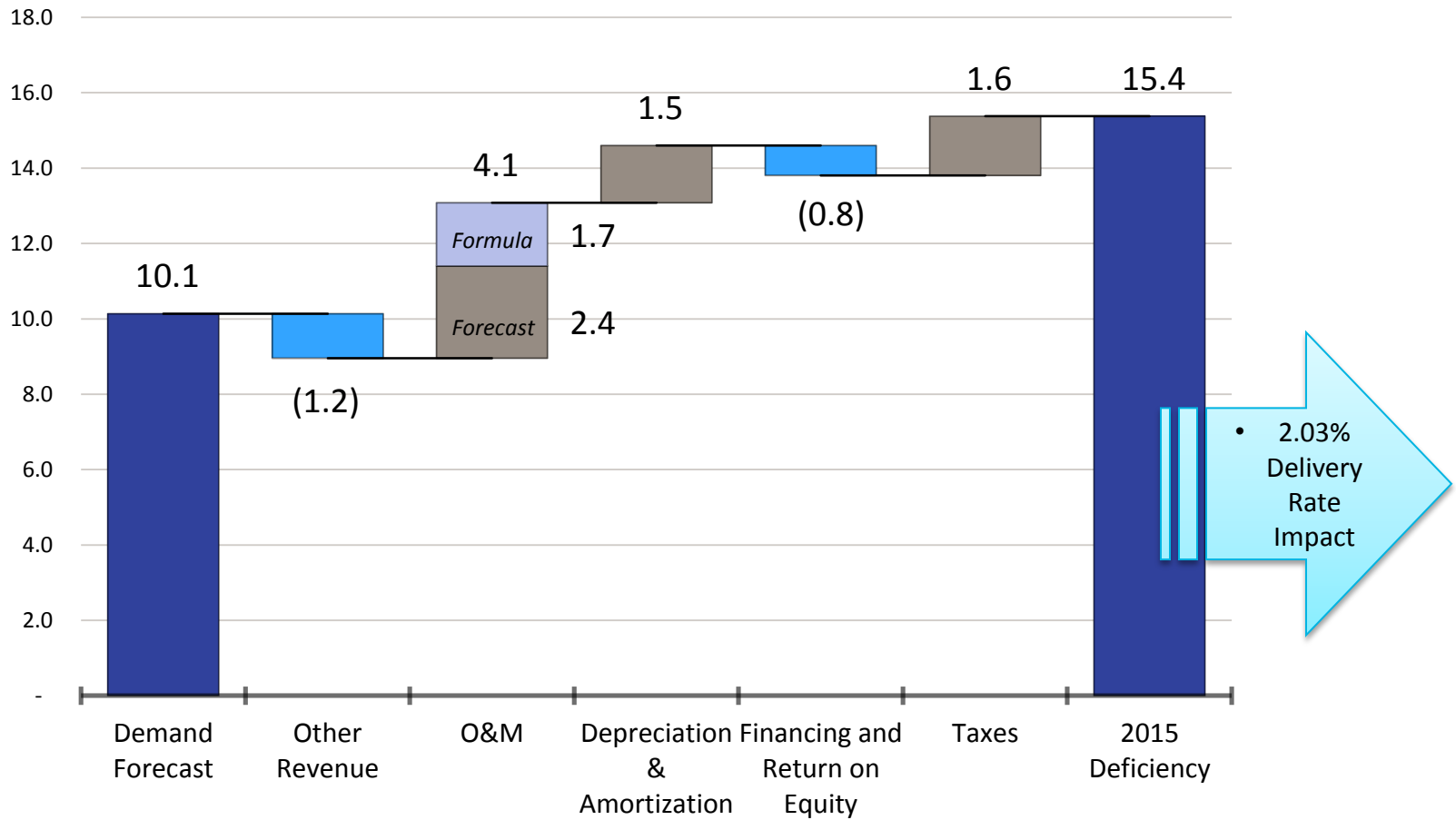


Rate Change Summary

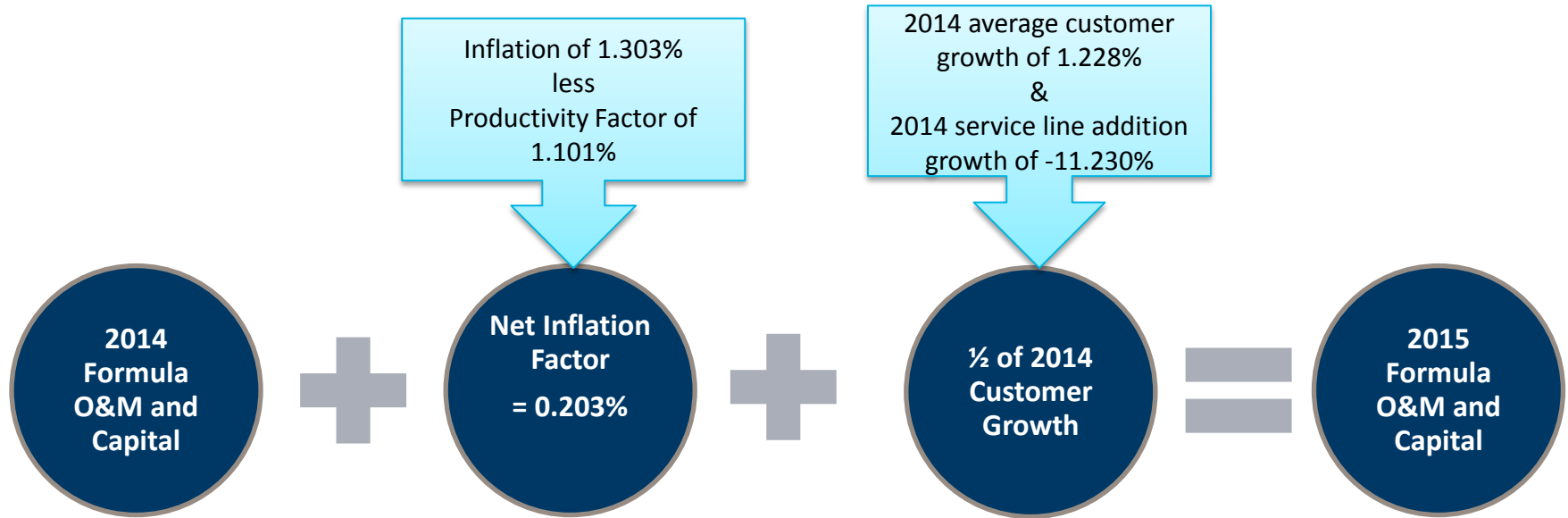


Rate Change Components

\$ million



The PBR Formula



2015 Formula O&M = \$ 233.960 million x (1 + 0.203%)x(1 + 0.614%)

2015 Growth Capital = \$ 30.114 million x (1 + 0.203%)x(1 - 5.615%)

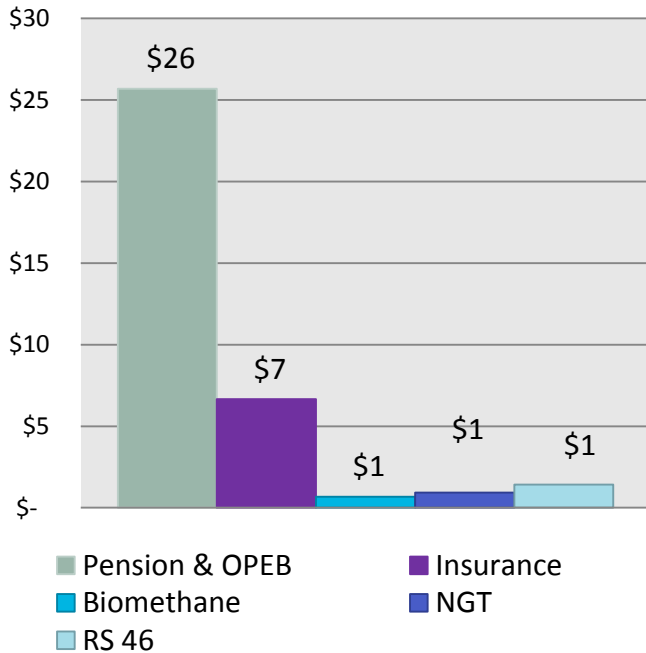
2015 Other Capital = \$ 116.261 million x (1 + 0.203%)x(1 + 0.614%)

O&M

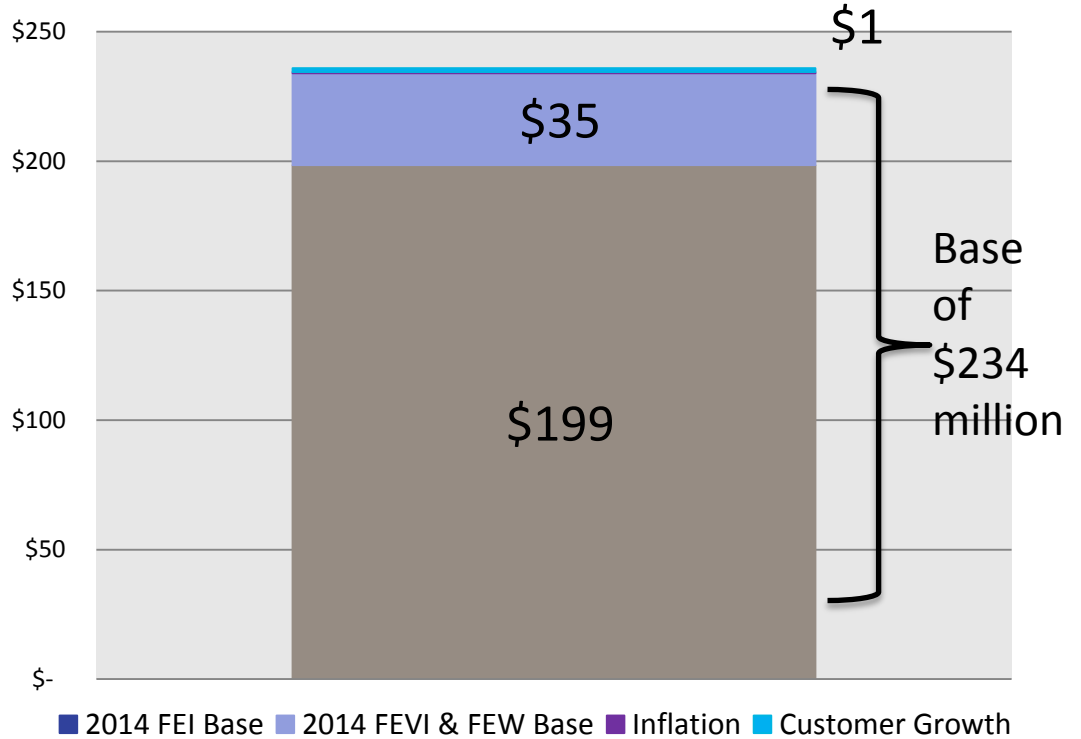
\$ Million

**Total Net
O&M =
\$238 million**

2015 Forecast O&M



2015 Formula O&M



Capital Expenditures

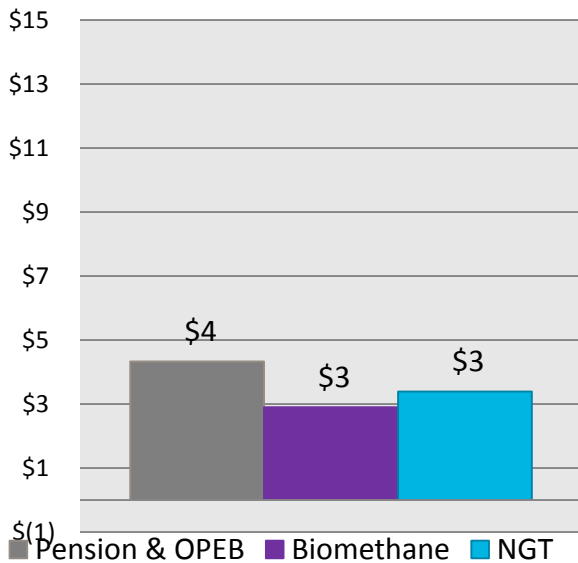
\$ Million

Total Capital Expenditures

=

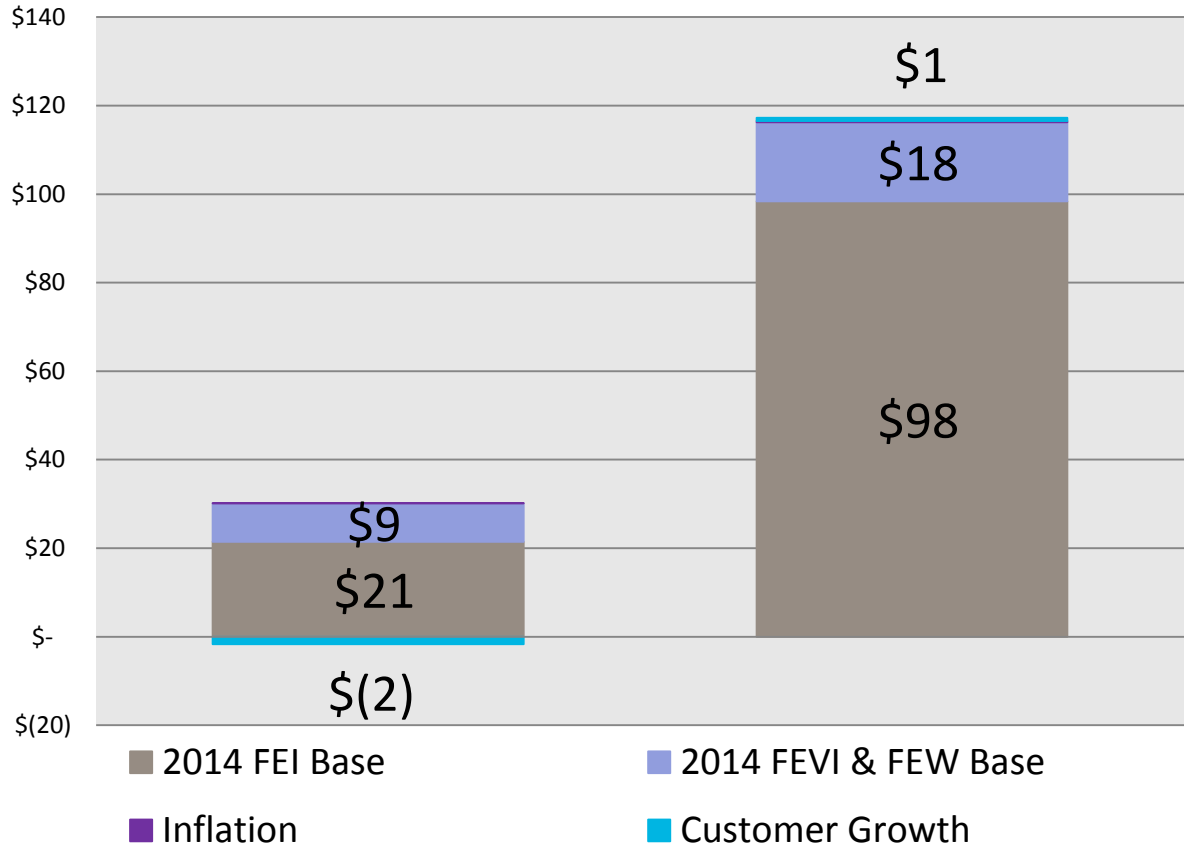
\$156 million

2015 Forecast Capex



2015 Formula Growth Capex

2015 Formula Other Capex

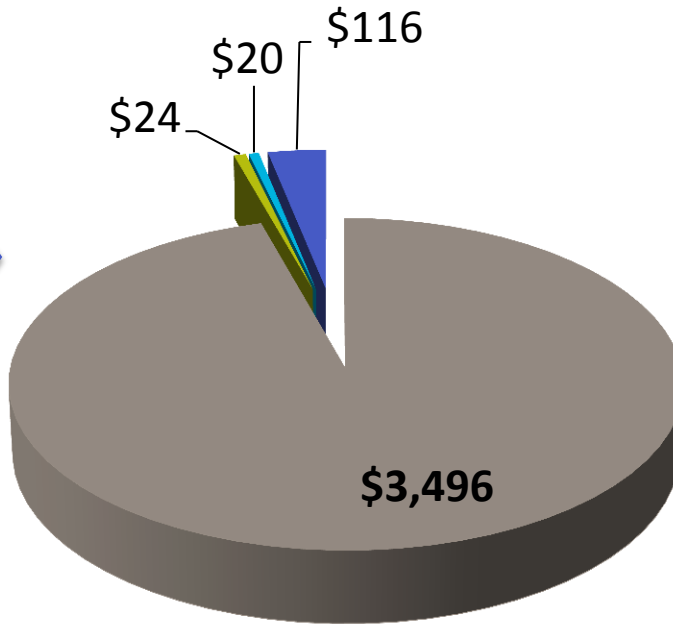


Rate Base

\$ Million

Total Rate Base of \$3,656 million

Capex leads to Plant Additions that are included in rate base



- Opening Net Plant
- Changes in Net Plant
- Deferred Charges
- Working Capital & Other

Deferred Charges

New Accounts for Regulatory Matters

Rate Design Application
 Cost of Capital
 Long Term Resource Plan

Account Dispositions & Transfers

FEW 2014 Revenue Surplus/Deficiency Account

BFI Costs & Recoveries Account

EEC Incentives for AES/TES Deferral Account

Other Cost of Service

Property Taxes

- Based on municipal rates

Depreciation and Amortization

- Based on approved depreciation rates and amortization periods

Income Taxes

- Based on legislated tax rates

Debt & Interest Rates

- Short term debt rate is forecast at 1.75%
- Forecast long term debt issue of \$325 million, with only \$75 million to be included in 2015
- Remaining portion of new debt issue will be included when work in progress is added to rate base

Return on Equity and Capital Structure

- Approved ROE of 8.75% and equity of 38.5%

Flow Through Account

Replaces Existing Accounts

For the term of the PBR, the Flow Through Account will be used rather than the Tax Variance, Insurance Variance, Property Tax Variance & Interest Variance Accounts

Captures Annual Variances

All costs and revenues that do not have an existing deferral account

Includes variances in customer additions and industrial recoveries

Amortized Over 1 Year

Balance from previous year will be amortized through delivery rates in the year following

\$2.8 Million Projected for 2014

Largest single contributing factor is the variance in industrial customer recoveries. The increase in demand directed in Order G-138-14 did not materialize.

Earnings Sharing Mechanism

\$ Million



2014
Sharing

Earnings Sharing Deferral Account approved by
G-138-14

Disbursement by rate rider is required because
the PBR was applicable to Mainland only in 2014

12 month rate rider effective January 1, 2015

Will be a component of the bill adjustment for
permanent and interim rates

Customer Impacts

Compared
to
Approved
Common
Rates

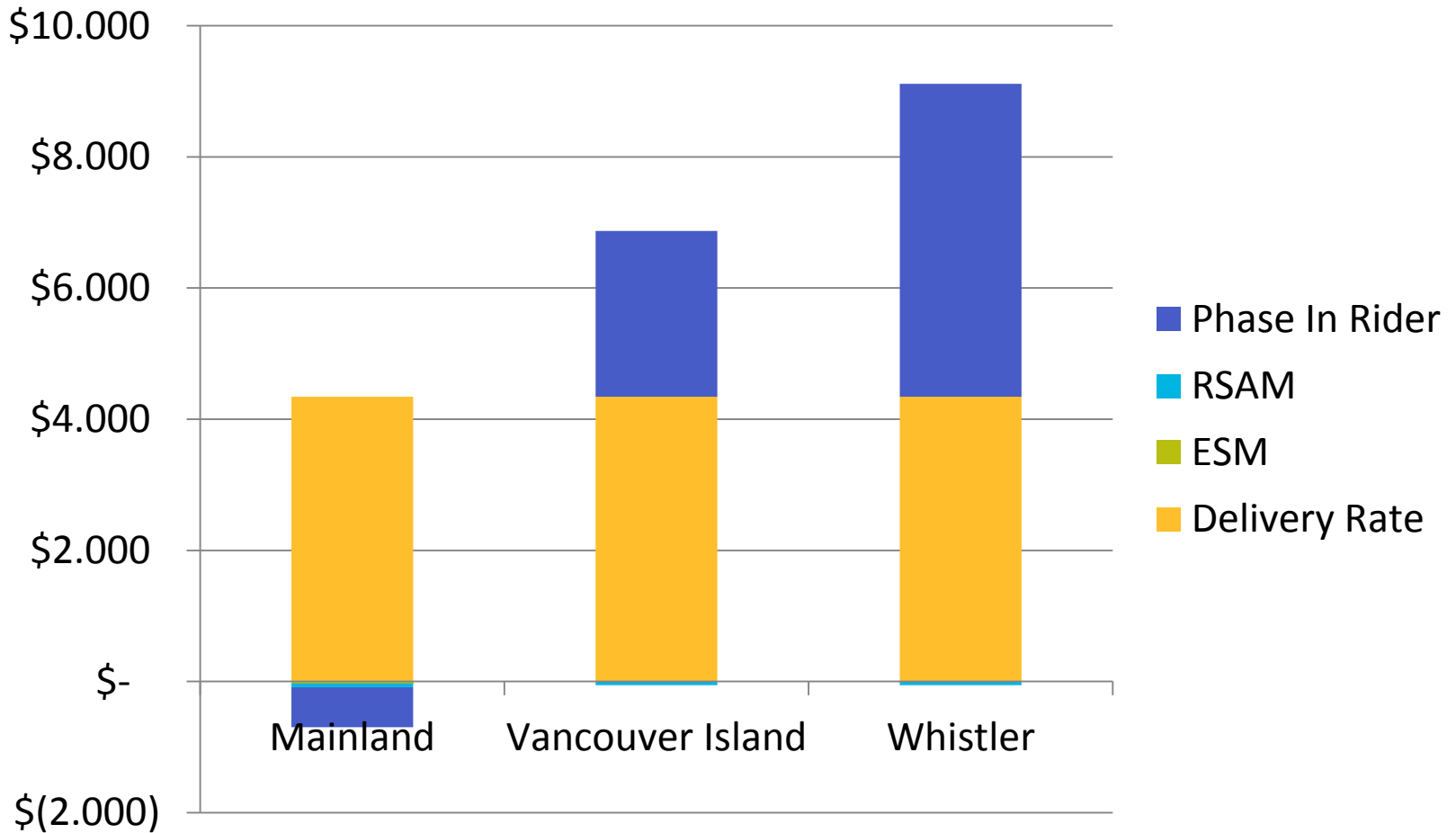
Sales customers annual bill
impact of approximately 1%

Transport customers annual bill
impact of approximately 2%

Inclusive of all rate riders

Residential Customer

January 1, 2015 Variable Delivery Rates



Demand Forecast

David Bailey – Customer Energy & Forecasting Manager



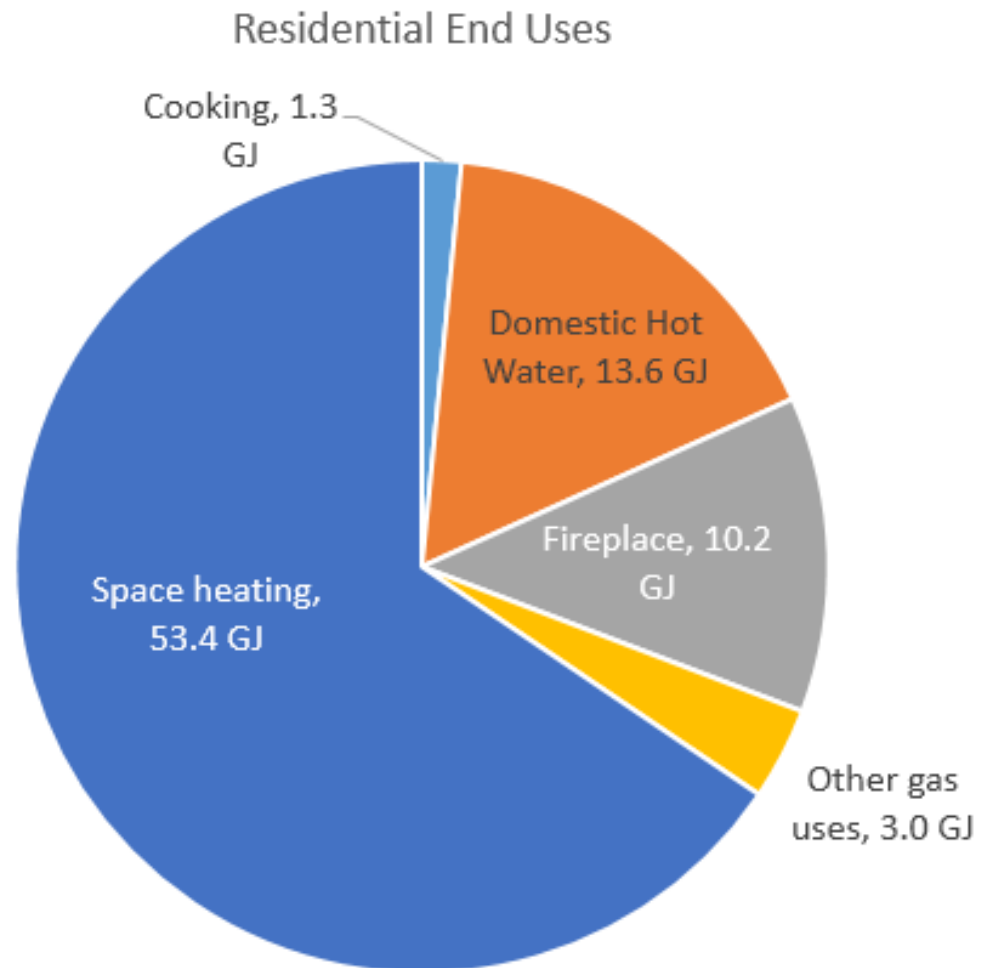
Definitions

- CBOC - Conference Board of Canada
 - Housing starts forecasts
- SFD: Single family dwelling
- MFD: Multi-family dwelling
- Normalization
 - Remove the effect of weather from residential and commercial use rates
- UPC – Use Per Customer
 - Average annual gas use per customer in a rate schedule
- FIS – Forecast Information System
 - Assures consistency and efficiency

Demand Measurement - GJ

Gigajoule – GJ

- A residential customer uses approx. 81.5 GJ/yr
- One GJ is equivalent to
 - 26 m³ of natural gas, or
 - 278 kWh of electricity
- 2015 residential demand approx: 71,700,000 GJ



Energy Measurement –TJ and PJ

Terajoule – TJ = 1,000 GJ

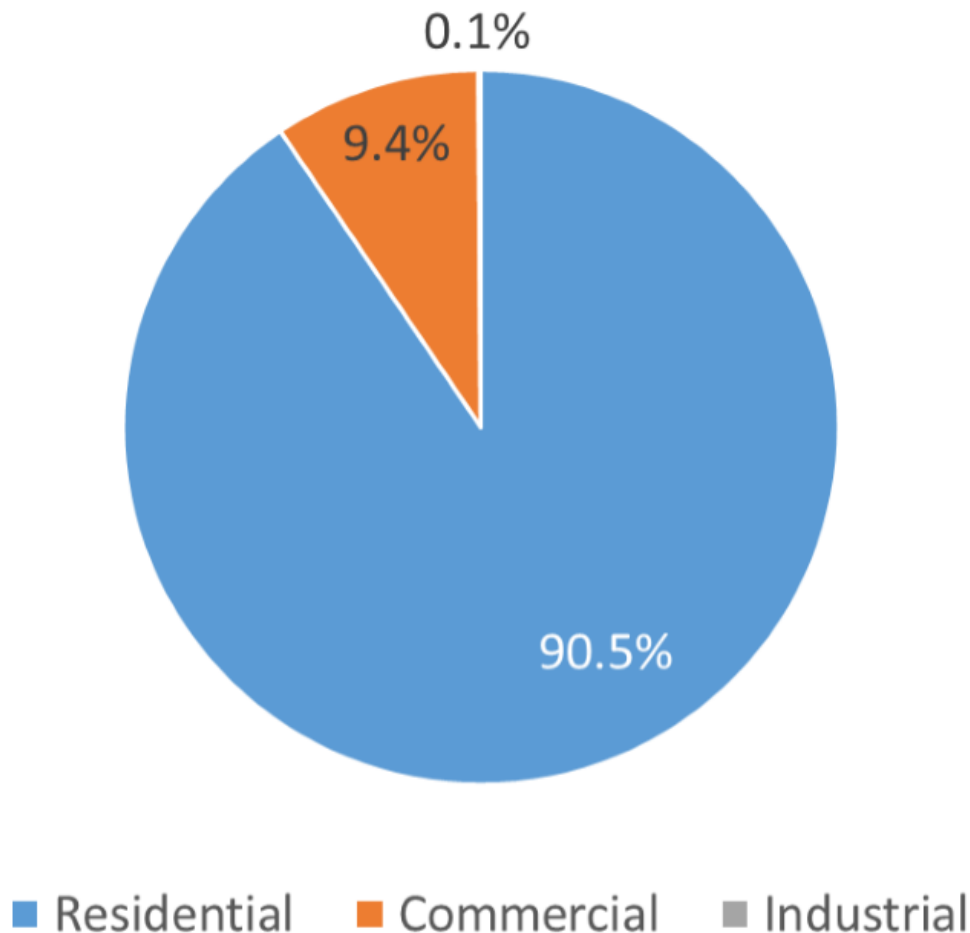
- Commercial customers

Petajoule – PJ = 1,000 TJ

- Industrial customers

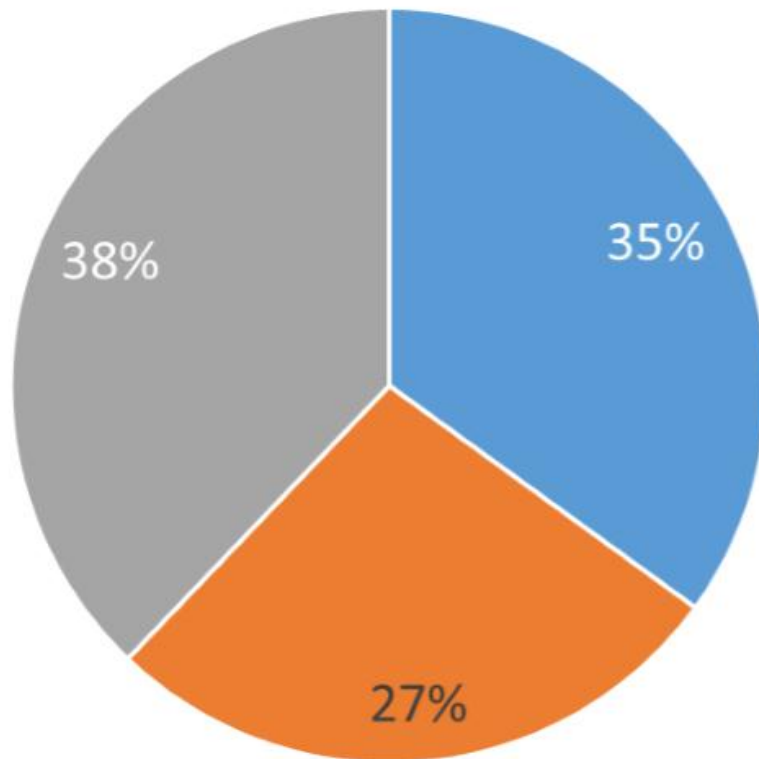
Demand/Yr	Example
1 TJ	Large grocery store or 12 single family homes
5 TJ	Hotel
15 TJ	Mid-size hospital
0.5 PJ (500 TJ)	Large greenhouse
1-2.5 PJ	Mines, pulp, cement. 12 customers consume more than 1 PJ each.

Customers by Rate Groups



- 883,000 Residential
 - Rate schedule 1
- 91,000 Commercial
 - Rate schedules 2/3/23
- 1,000 Industrial
 - Rate schedules 4/5/6/7/22/25/27

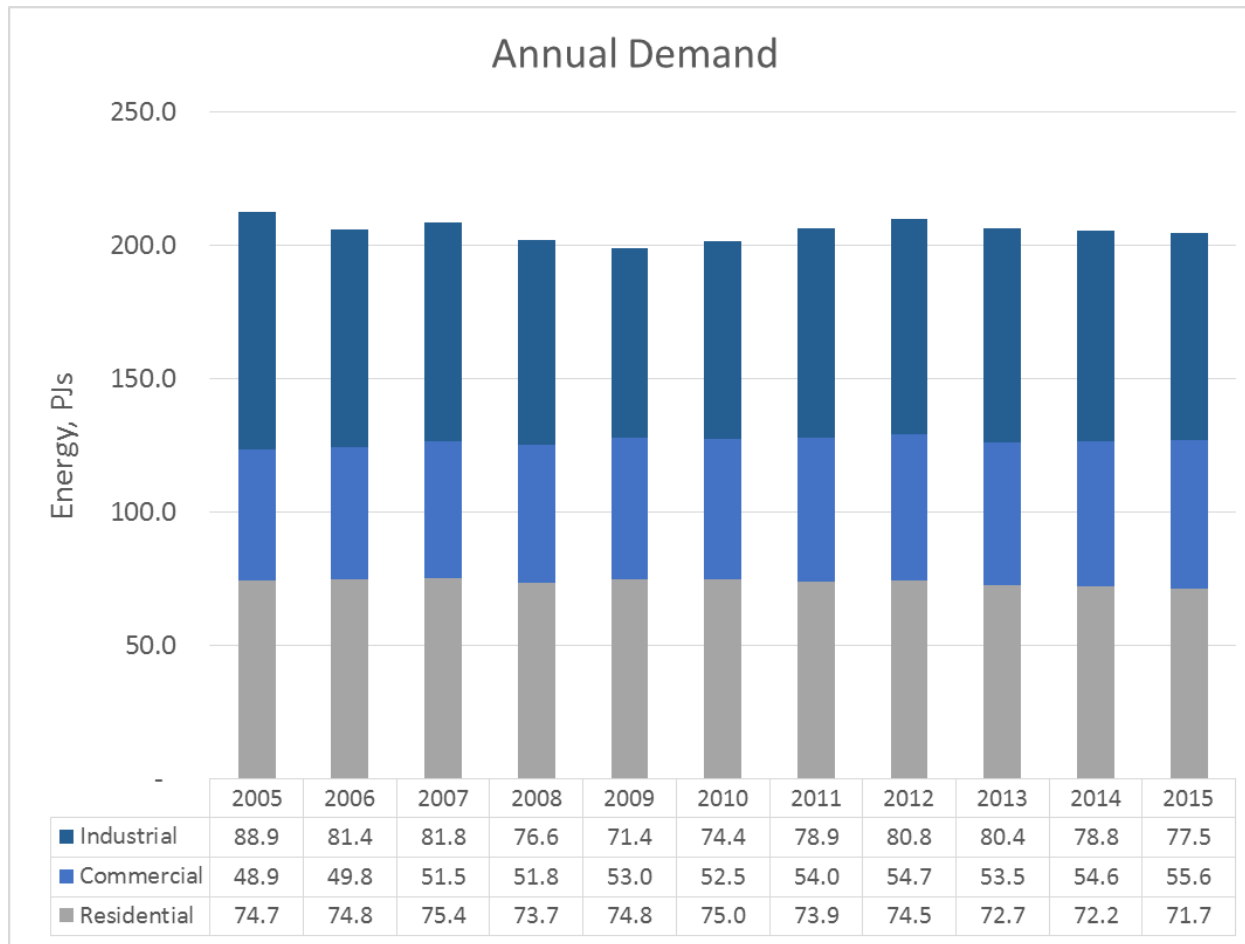
Volume by Rate Groups



■ Residential ■ Commercial ■ Industrial

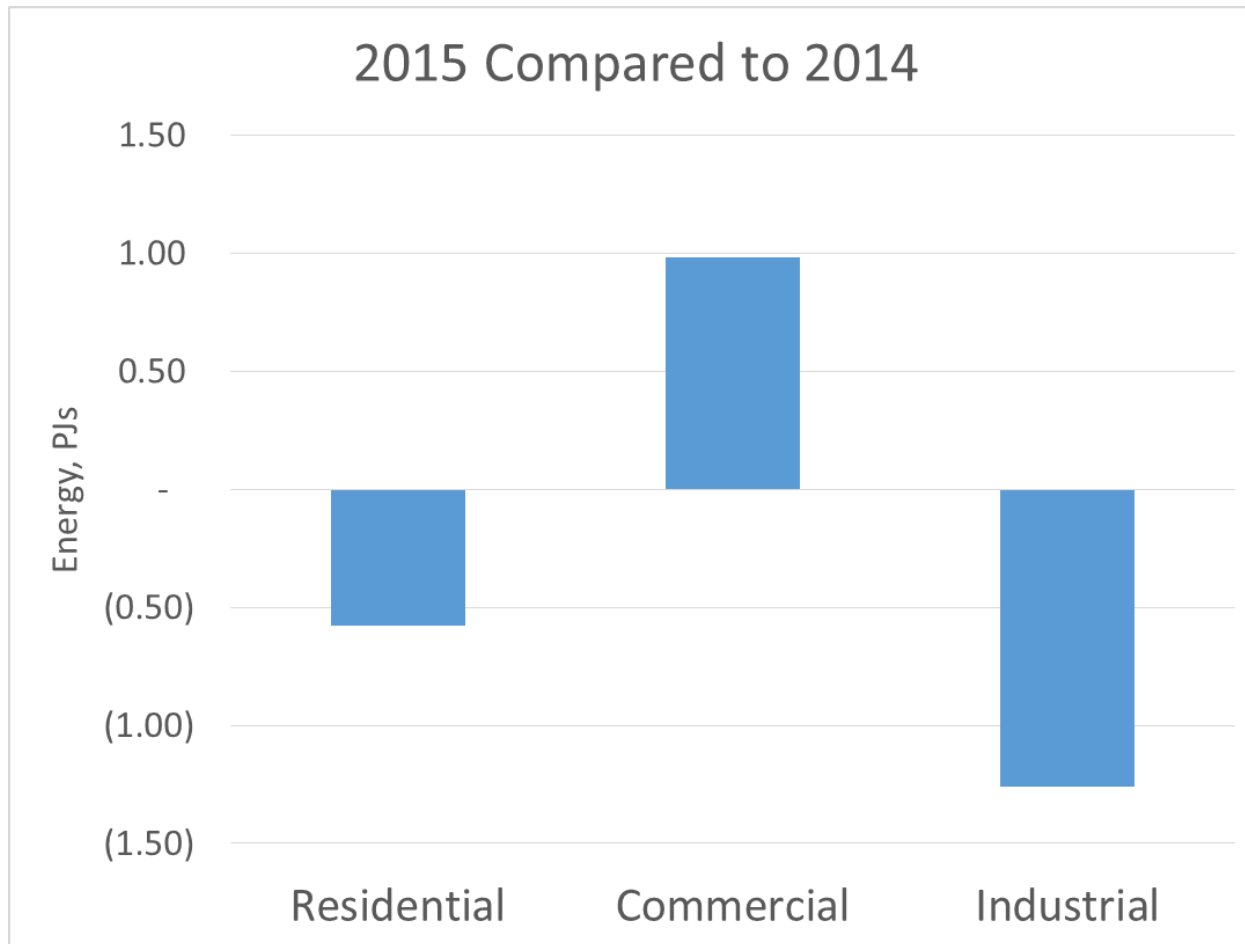
- Consistent with past years

Annual Demand



- 2014: 205.6 PJ
- 2015: 204.7PJ
- Decline: 0.9 PJ or 0.4%

Annual Demand



- Res: Down 0.6
- Comm: Up 1
- Ind: Down 1.3

Forecast Methodologies

Rate Group	Customers Adds	Customers	Use Rate	Demand
Residential	CBOC forecast by dwelling type	Prior year customers + customer adds	Time series, normalized historic UPC	Product of Customers and Use Rates

During the PBR variances in all aspects of the forecast are covered by deferral accounts

Residential

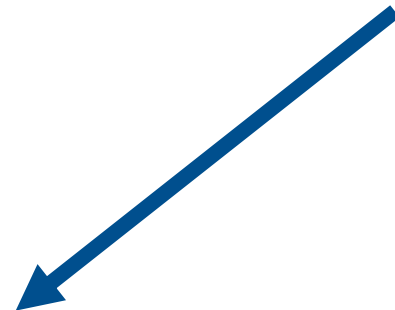
Residential Additions Worked Example

FEI - LML	2014
Residential	4,641



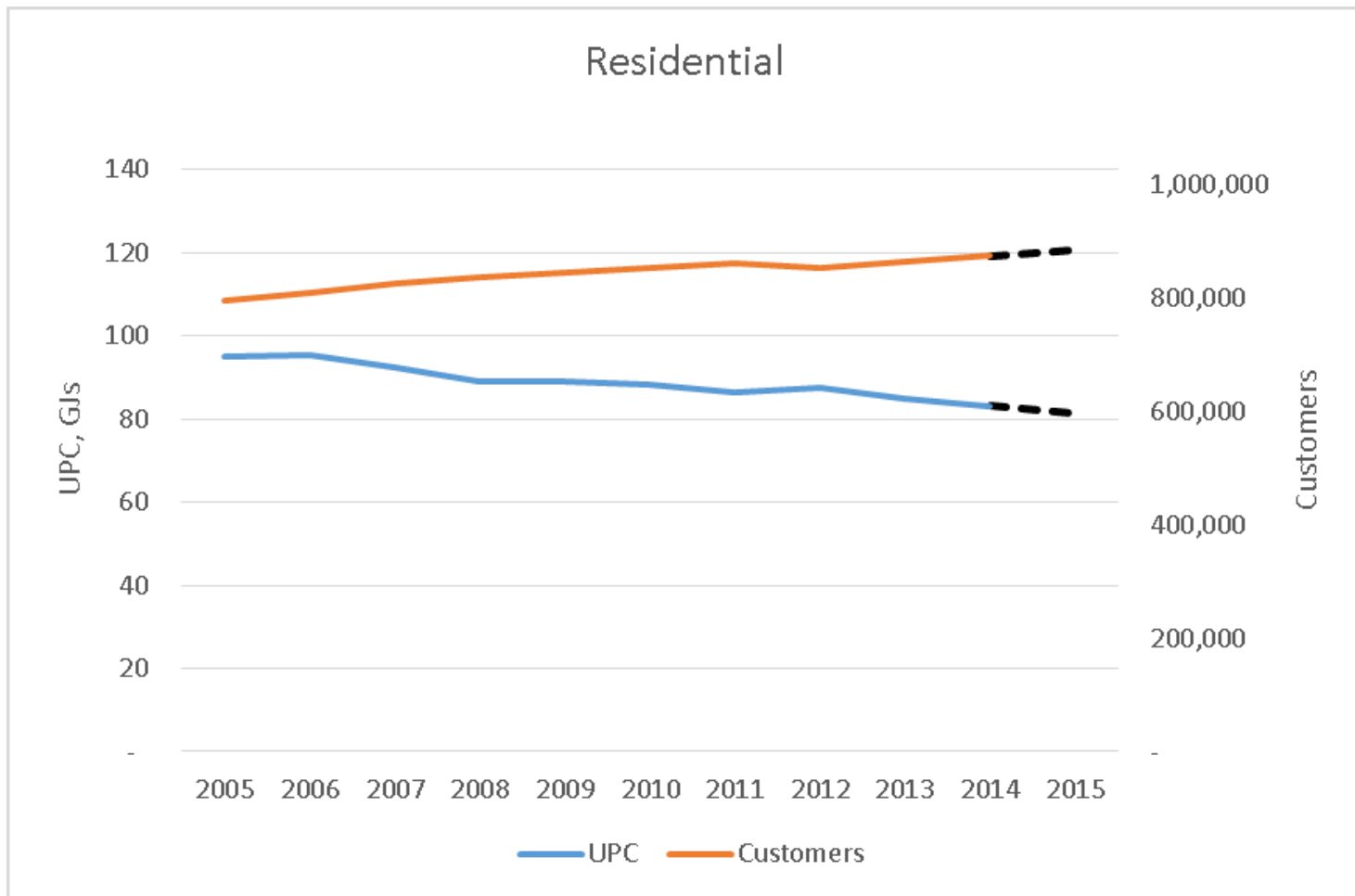
CBOC	2014	Growth	2015
SFD	9,080	-10%	8,216
MFD	19,176	5%	20,062

FEI - LML	Split	2014	2014
SFD	80%	4,641	3,713
MFD	20%	4,641	928

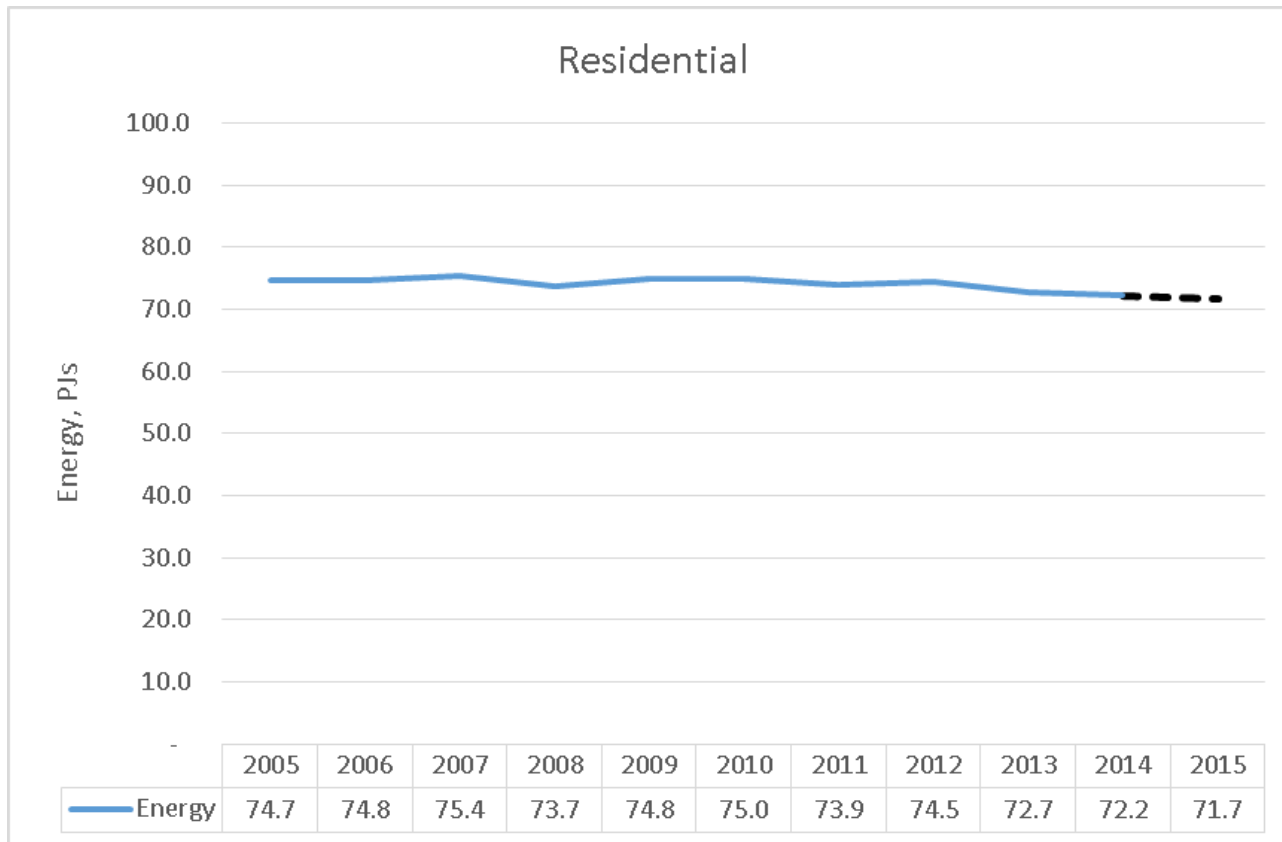


FEI - LML	2014	Growth	2015
SFD	3,713	-10%	3,360
MFD	928	5%	971
Total			4,331

Residential Customers & UPC



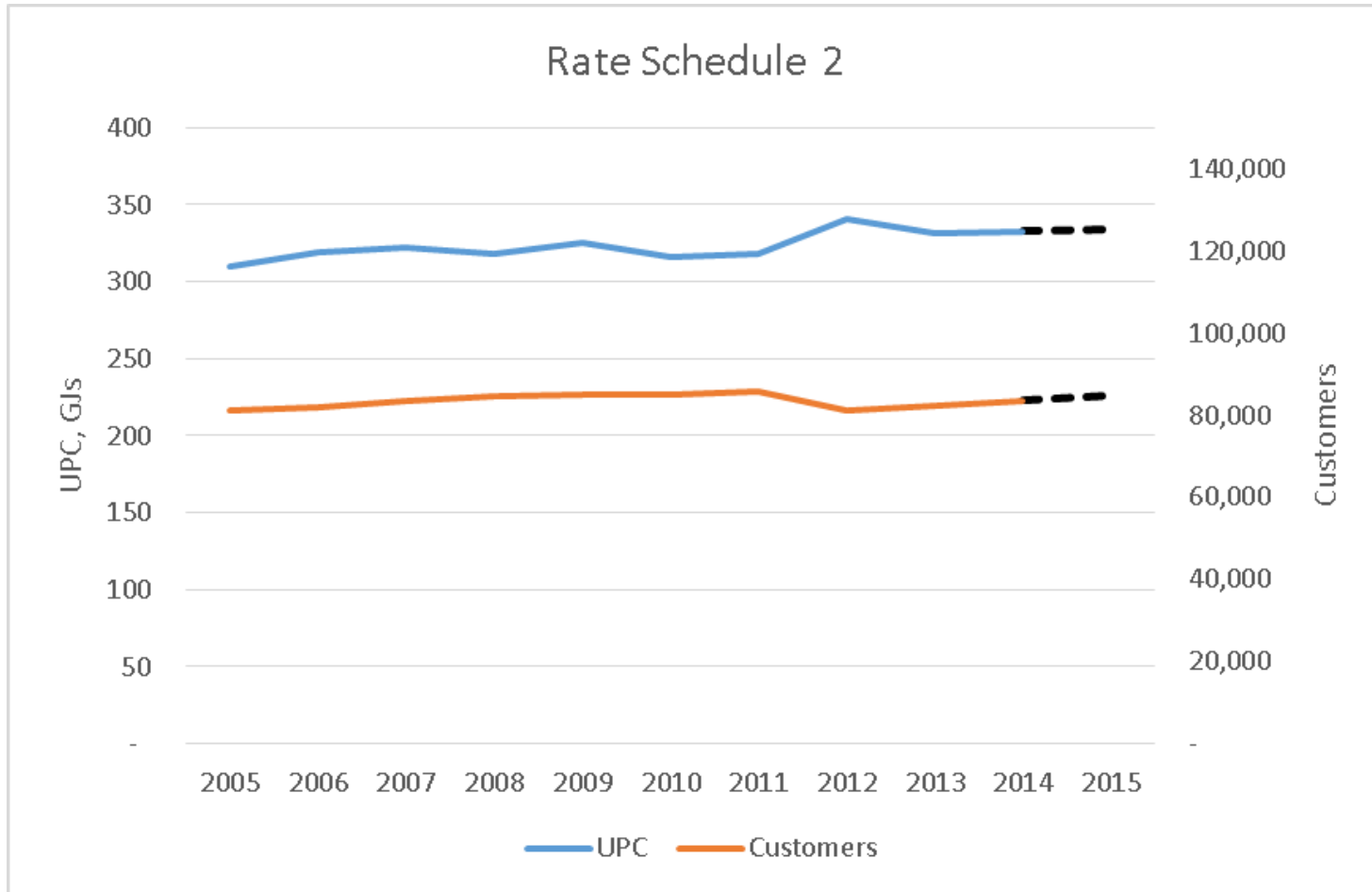
Residential Demand



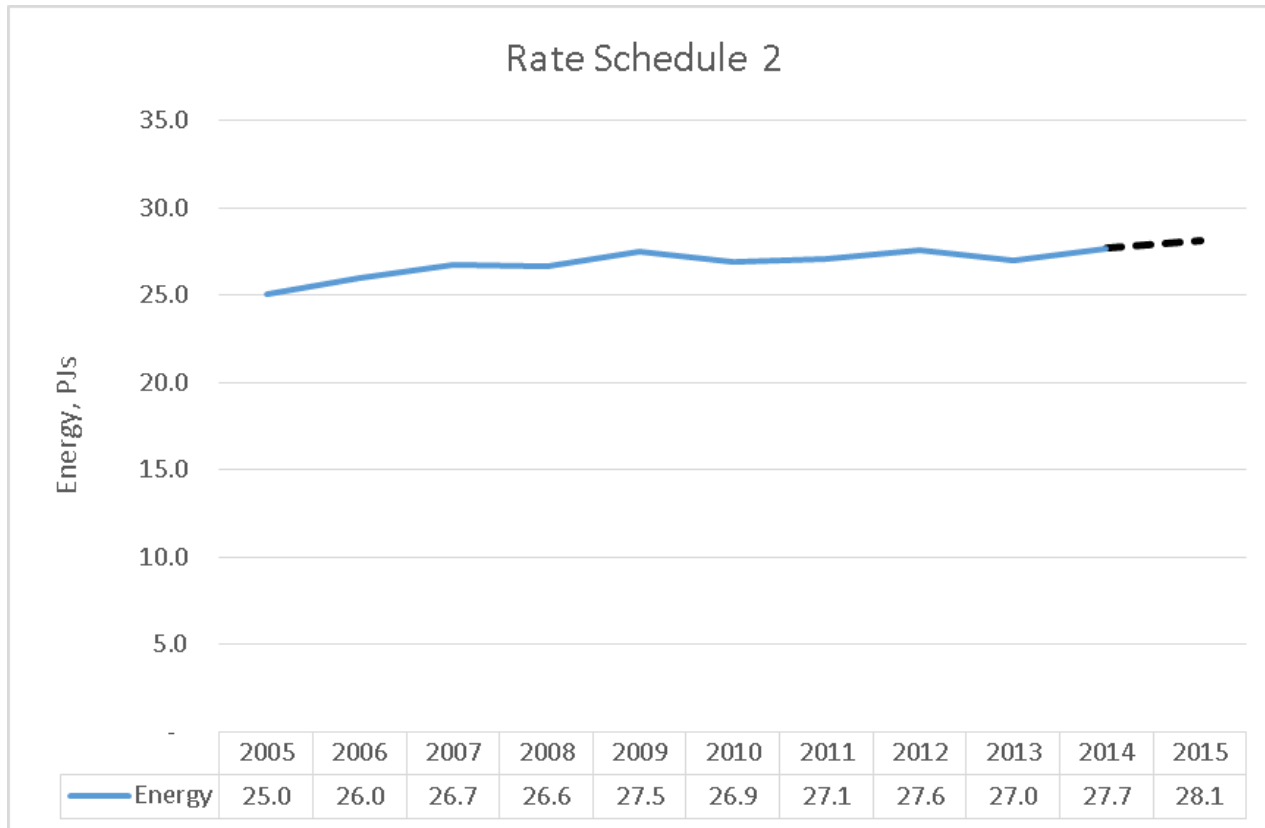
- Customers: ↑
- UPC: ↓
- Demand: ↓

Commercial

Rate Schedule 2 UPC & Customers

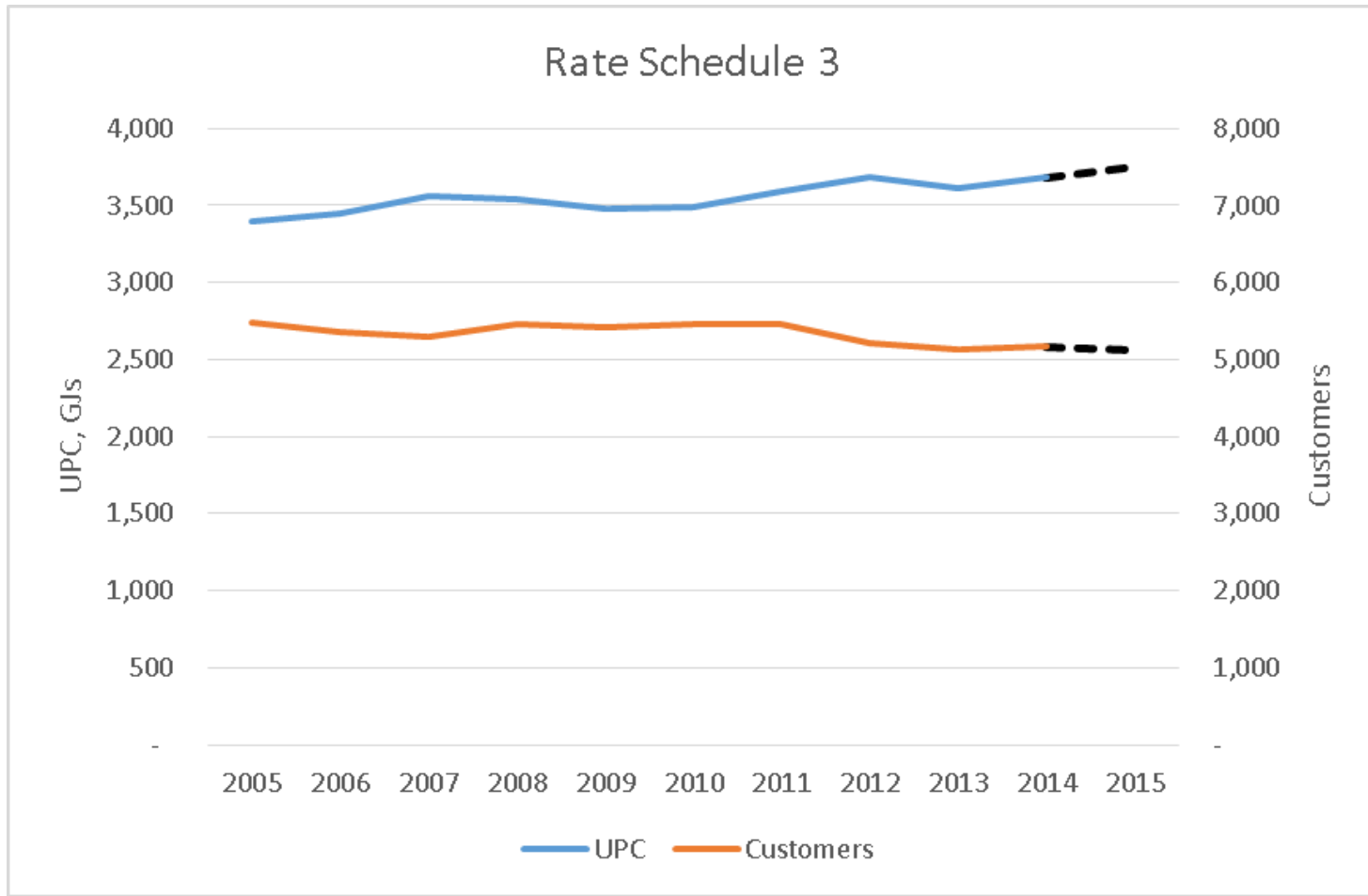


Rate Schedule 2 Demand

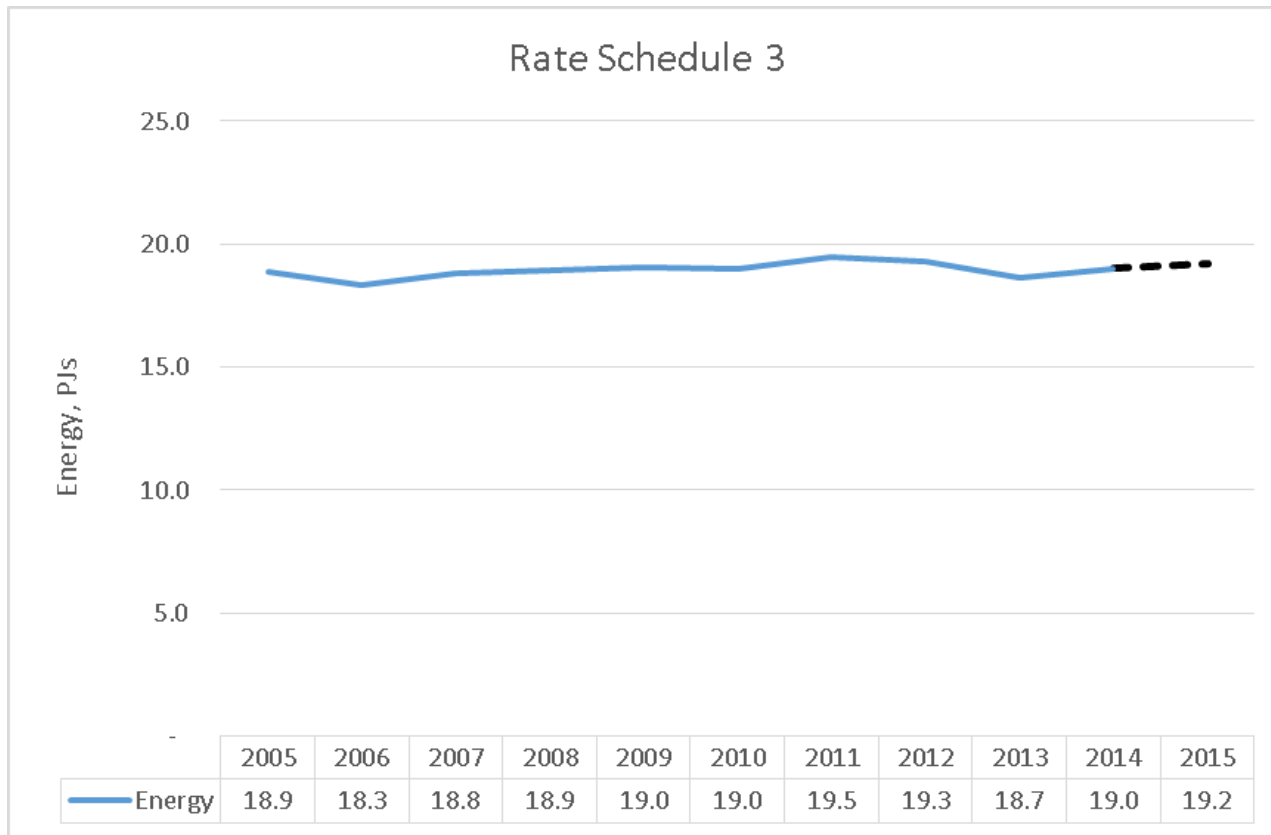


- Customers: ↑
- UPC: ↑
- Demand: ↑
- 2015: 28.1 PJ's

Rate Schedule 3 Customers & UPC

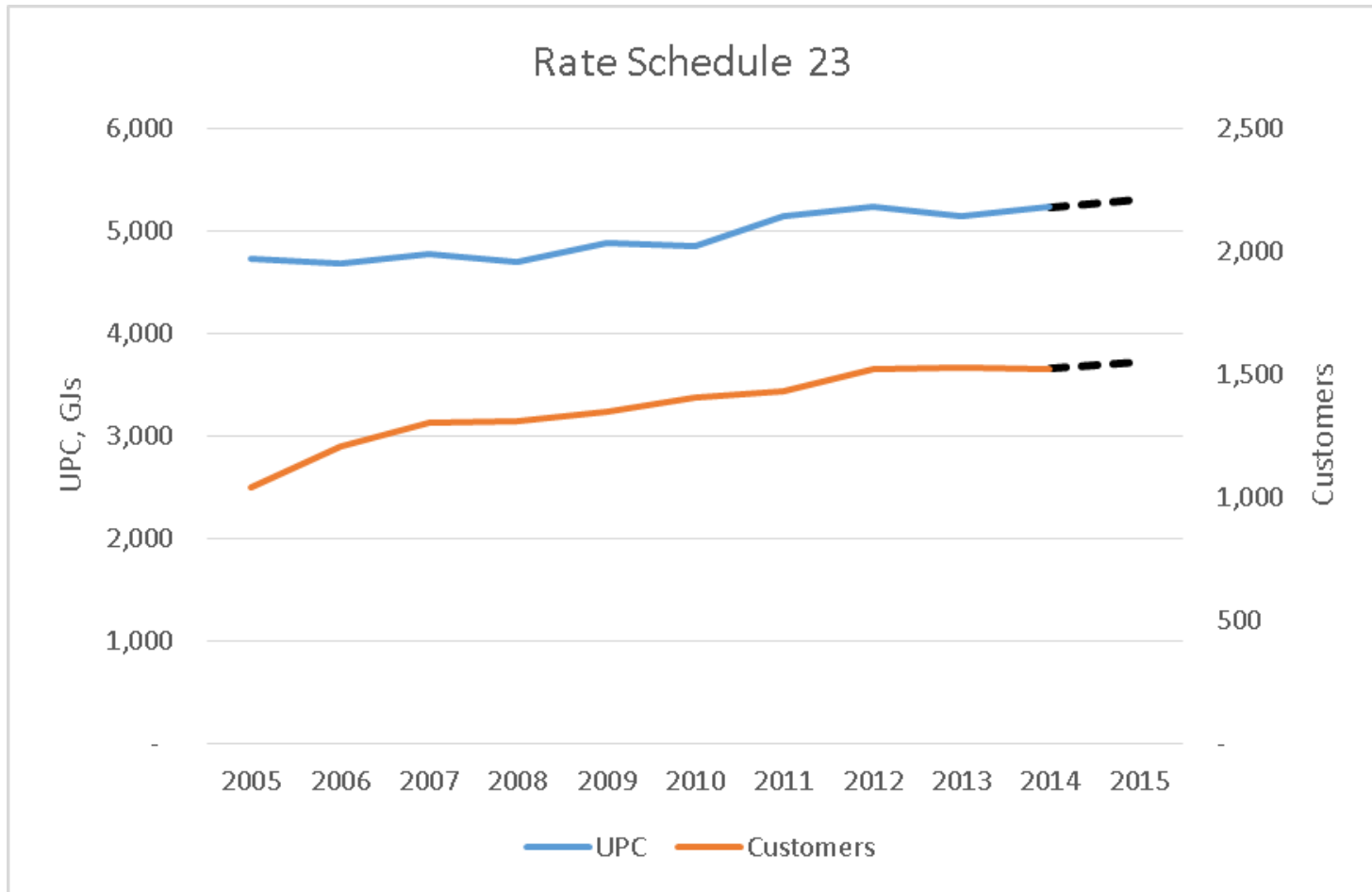


Rate Schedule 3 Demand

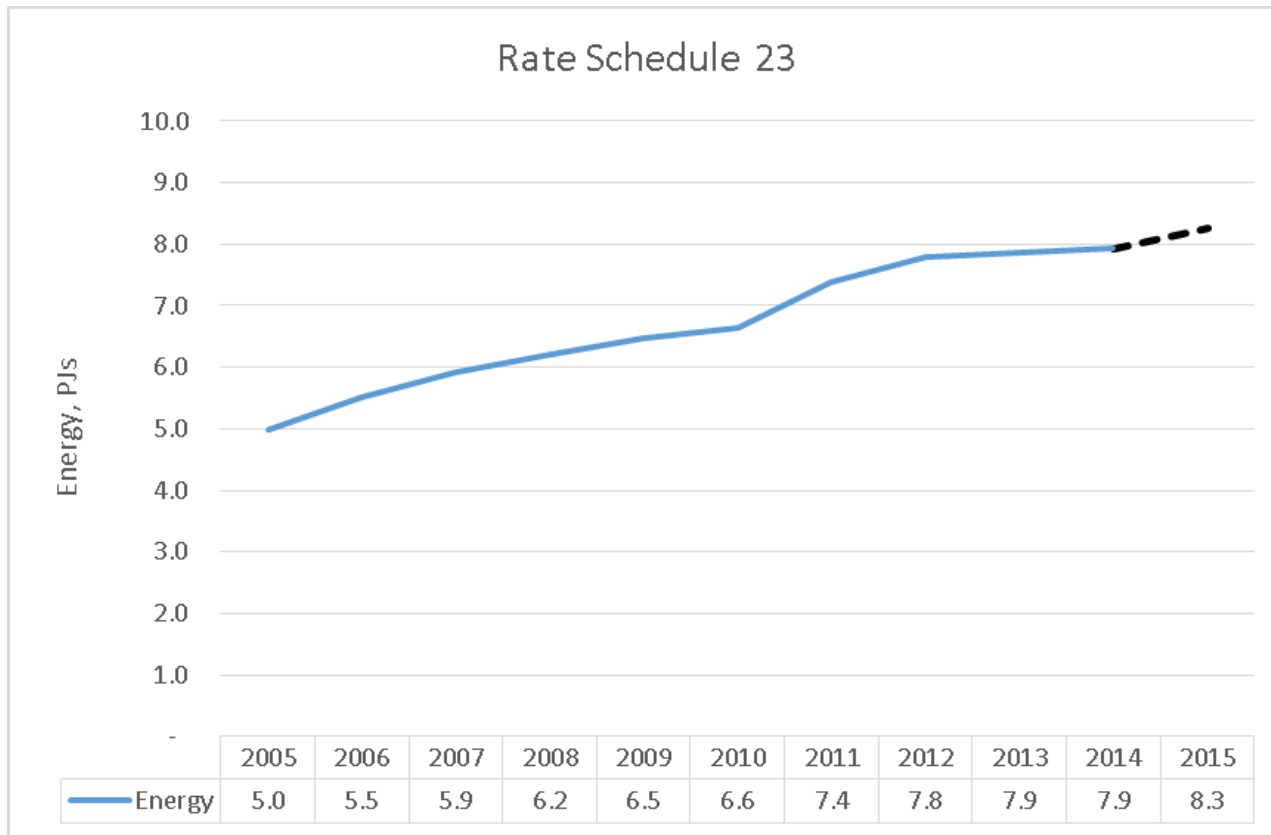


- Customers: ↓
- UPC: ↑
- Demand: ↔
- 2015: 19.2 PJ's

Rate Schedule 23 Customers & UPC



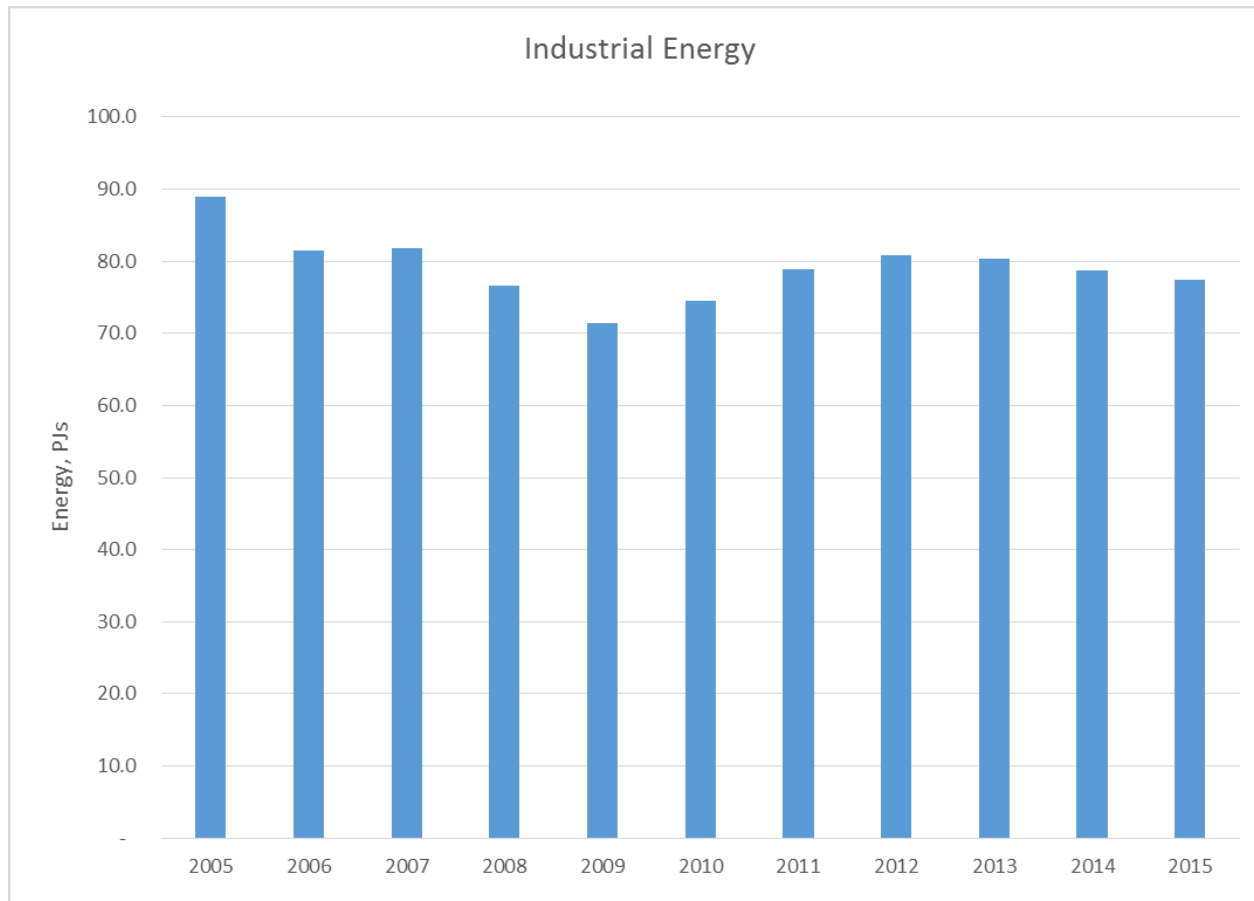
Rate Schedule 23 Demand



- Customers: ↑
- UPC: ↑
- Demand: ↑
- 2015: 8.3 PJs

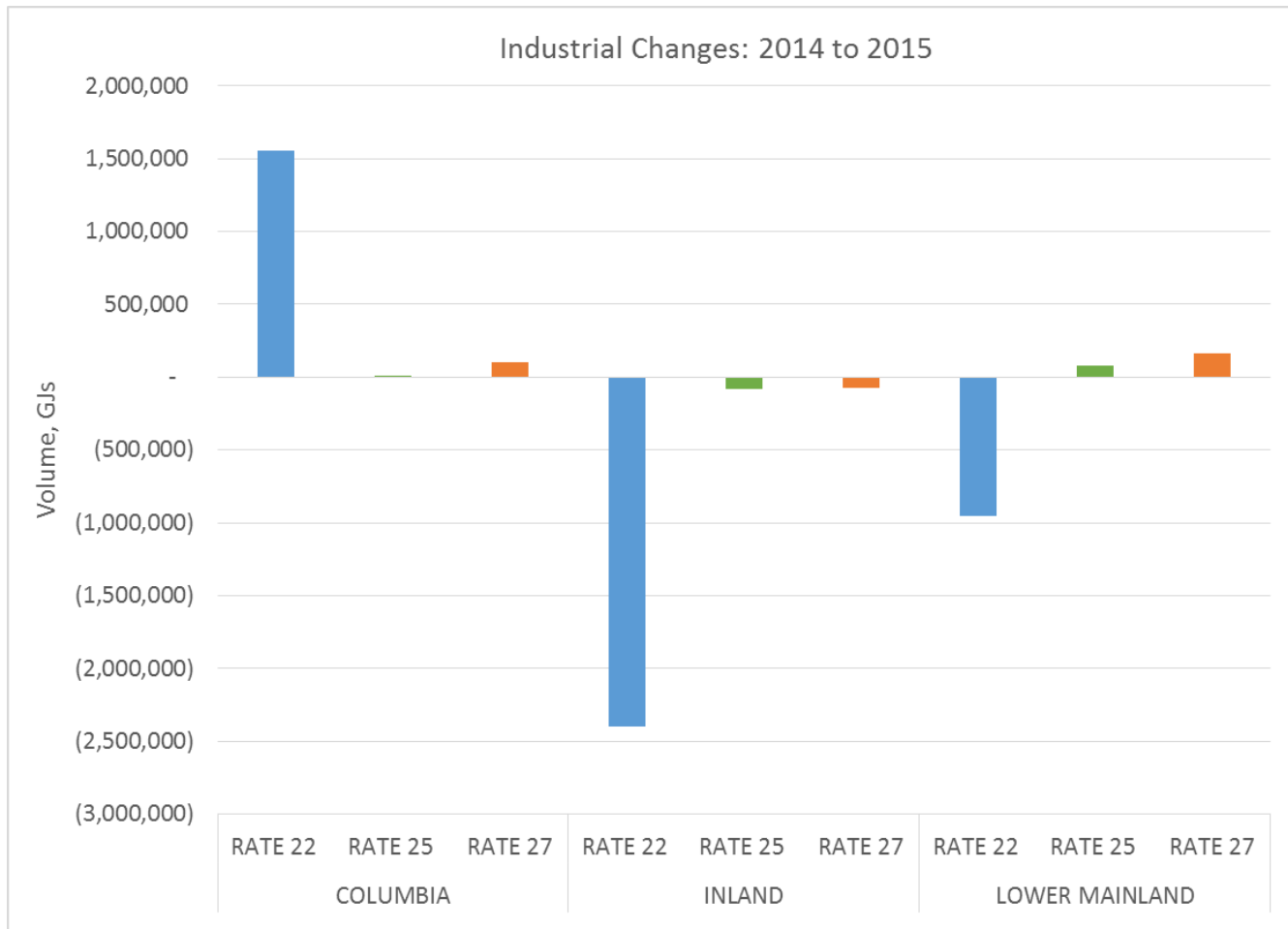
Industrial

Industrial Demand



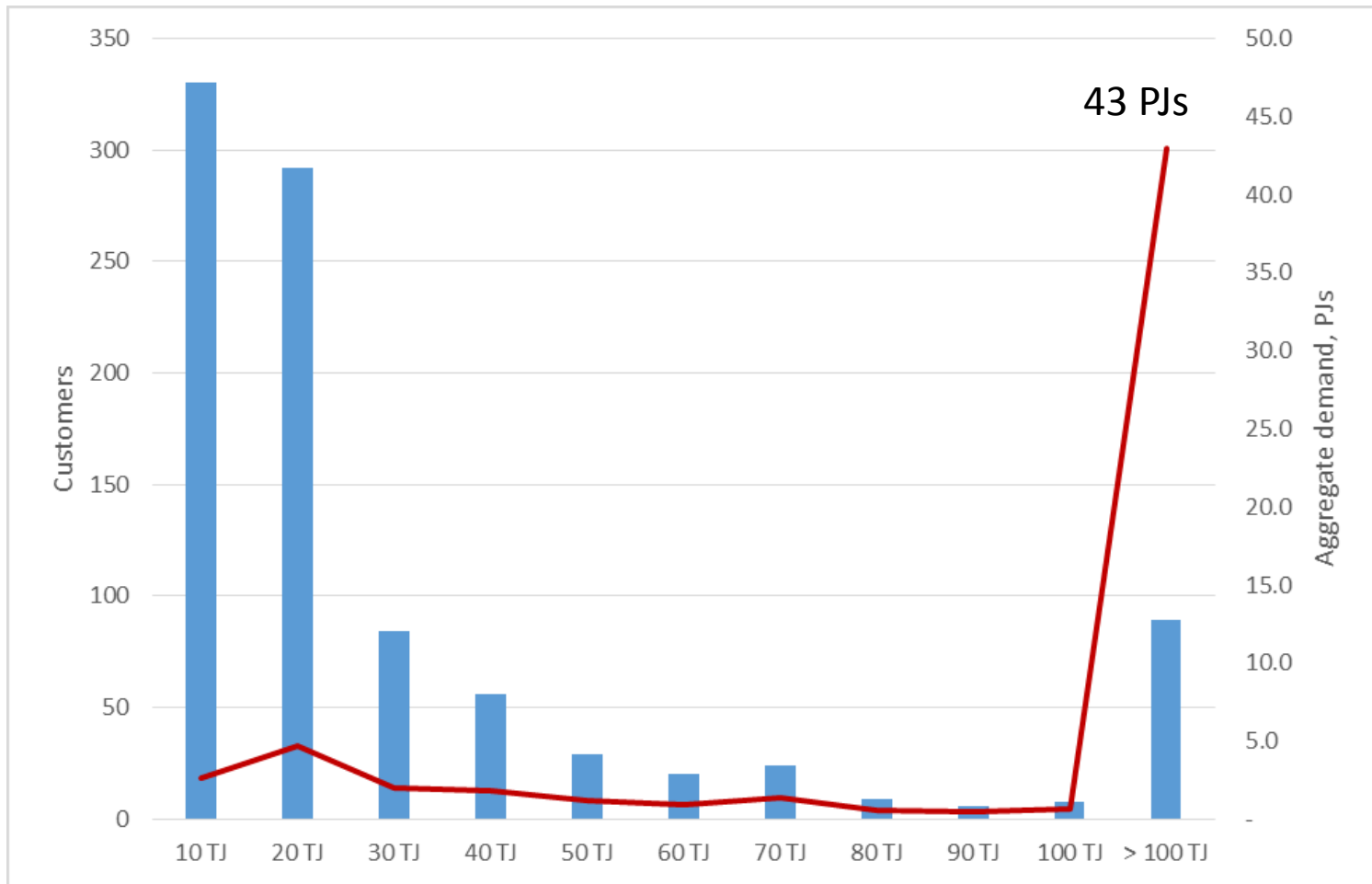
- Fluctuations due to changes in energy prices and production

Changes from 2014

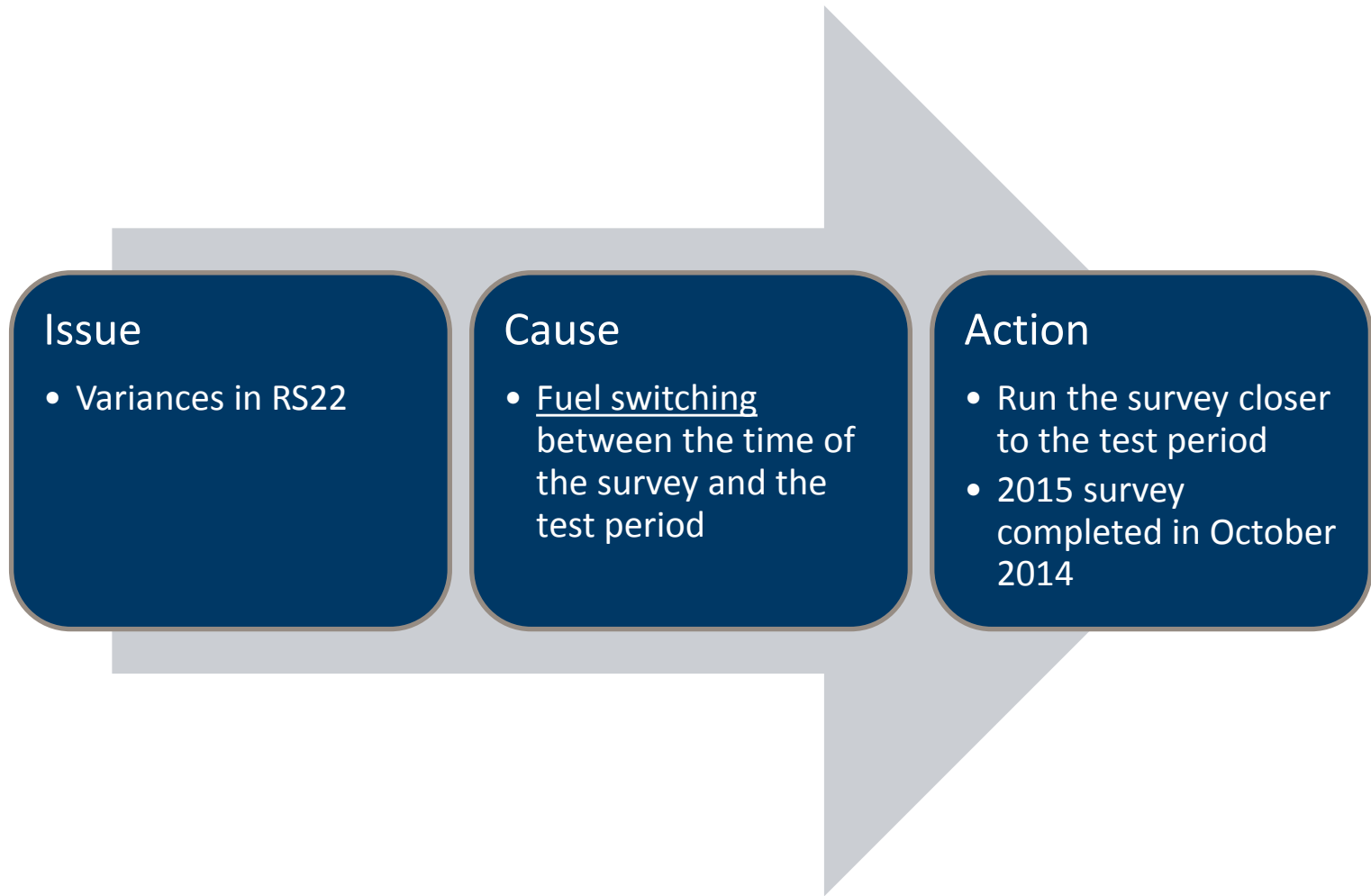


- For Rate 22:
 - Columbia is coal
 - Inland is pulp
 - Mainland is a mix

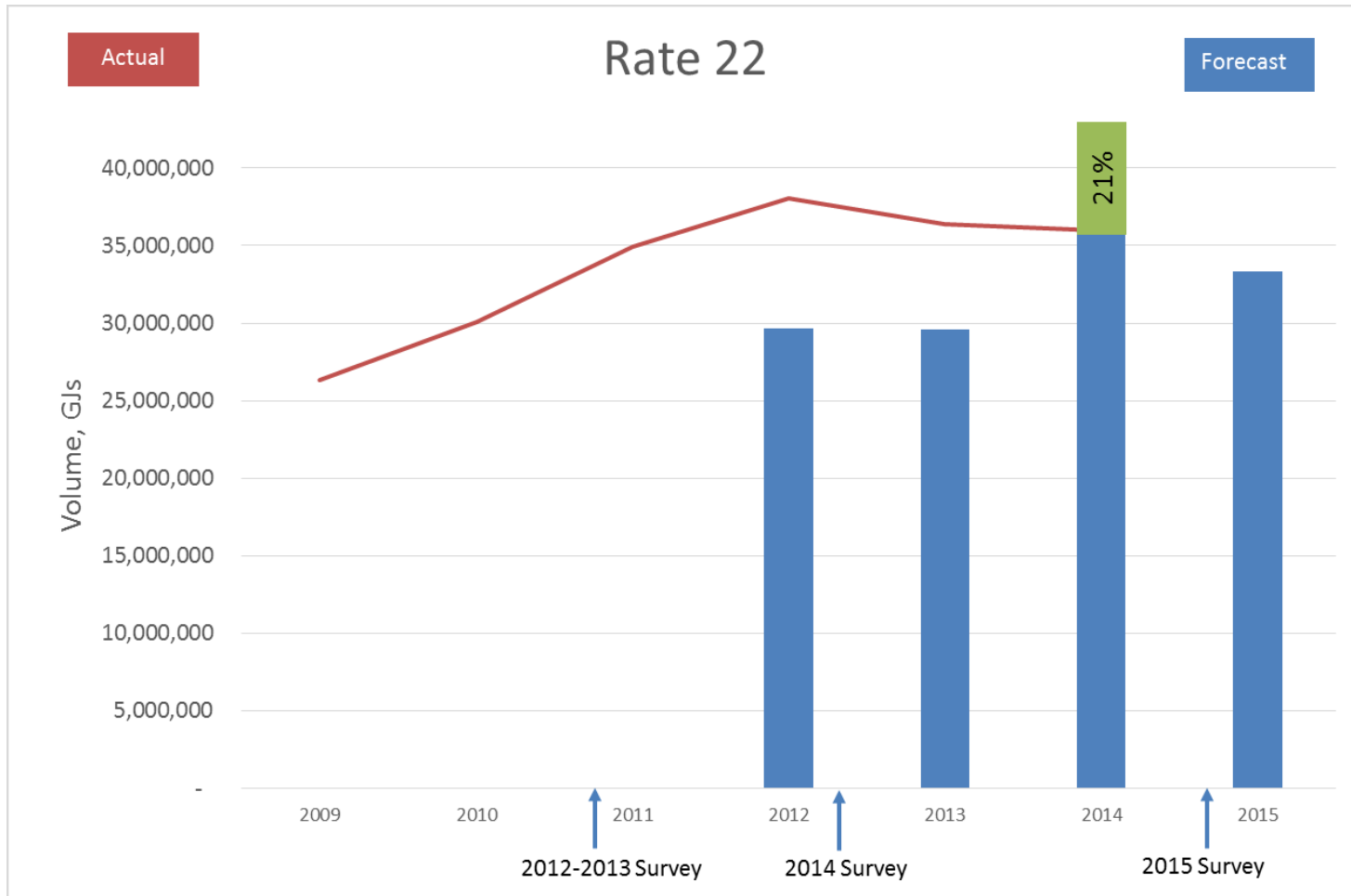
Industrial Histogram



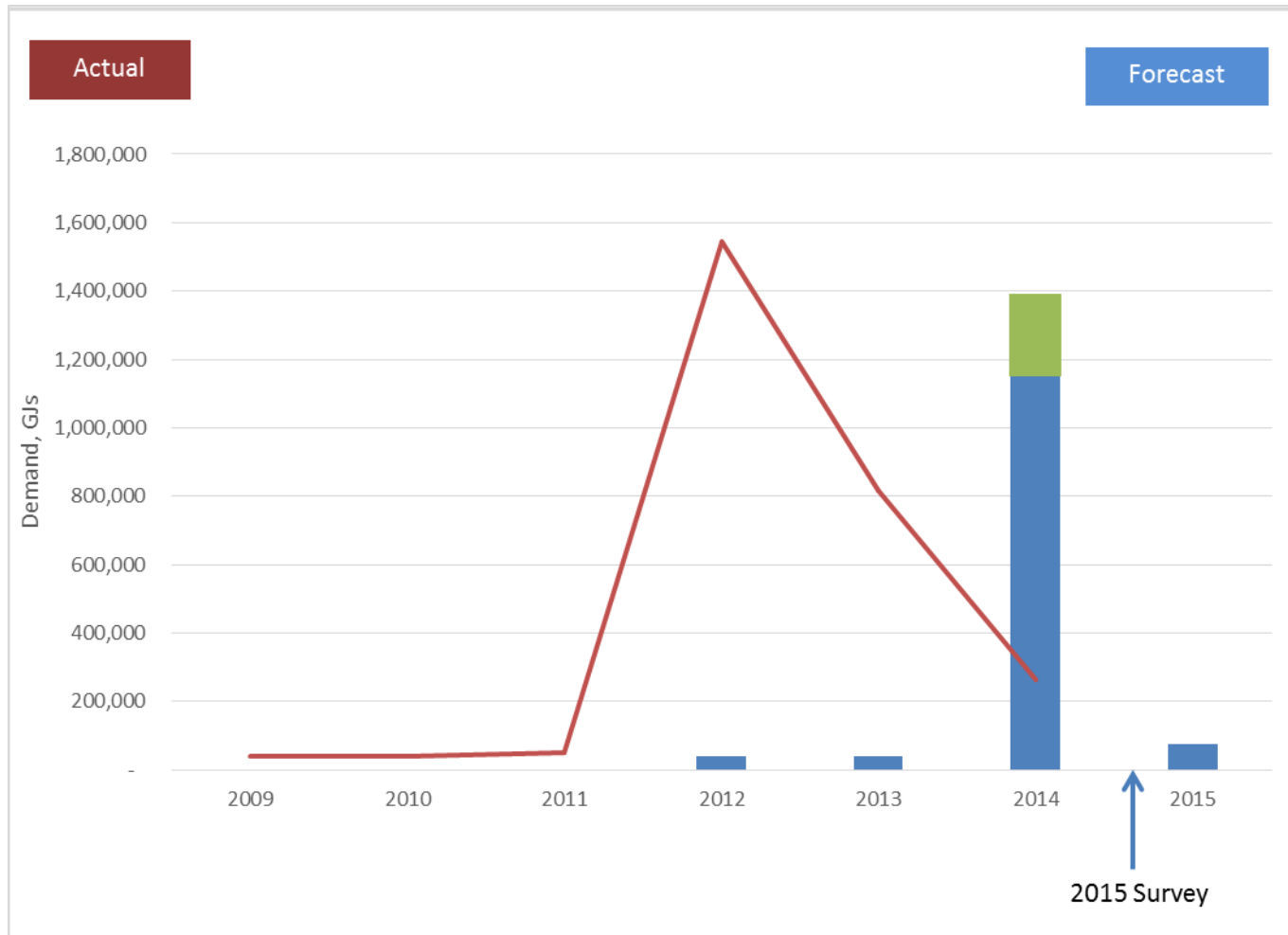
Rate Schedule 22



Rate Schedule 22



One Rate 22 Customer...



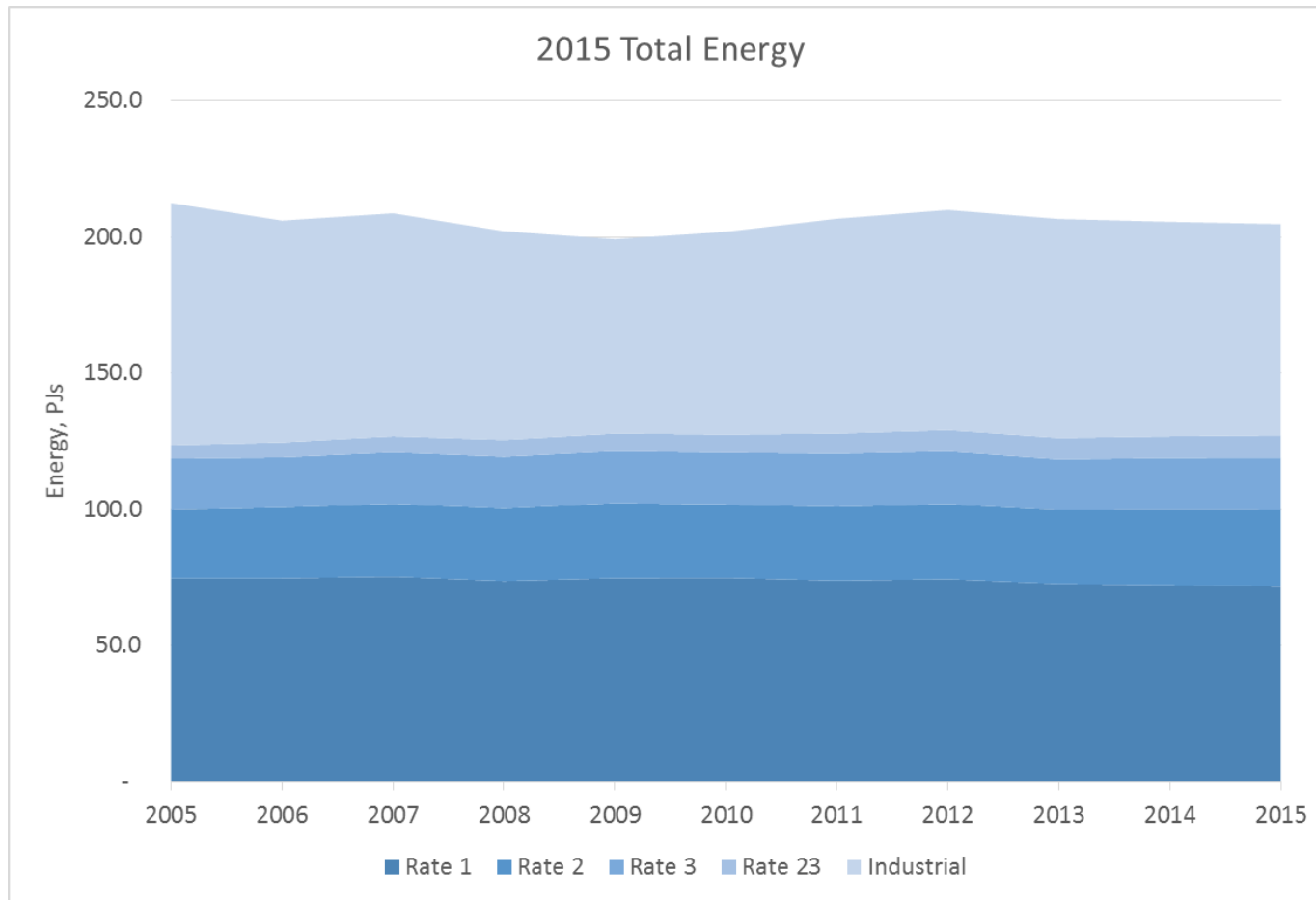
Summary

2015 Outlook

Comparing 2015 with 2014

2015		Accounts	UPC	Demand
Residential		↑	↓	↓
Comm.	Rate 2	↑	↔	↑
	Rate 3	↓	↑	↔
	Rate 23	↑	↑	↑
Industrial		↔	NA	↓
Total		↑	NA	↓

Total Demand



The rate class forecasts are reasonable

2015F:
204.7 PJ's

Natural Gas for Transportation and LNG Markets

Mike Bains – Business Development Manager

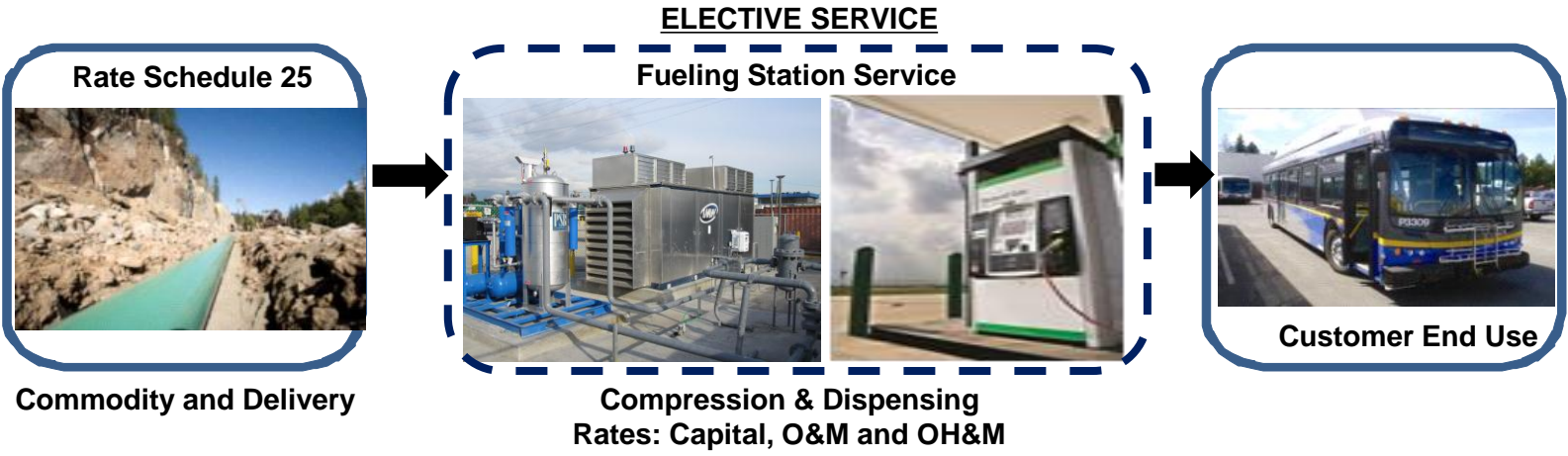


Overview

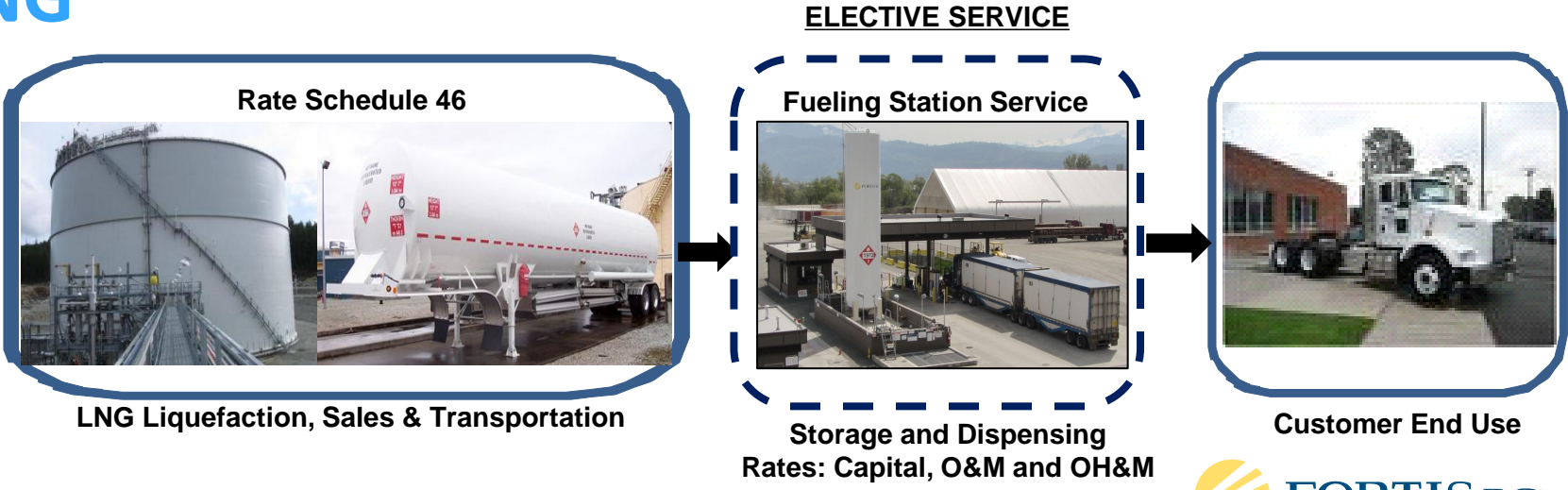
- 2014 volume from NGT customers: 720,000 GJ
 - equivalent to adding more than 10,000 residential customers
 - + 96,000 GJ of non-NGT LNG demand (power generation operators)
- FEI is providing complete end-to-end service to NGT customers
- Business from NGT is generating net overall positive rate impact through growing delivery volumes
 - Increased system utilization, lower rates for customers all else equal

Service to NGT Customers

CNG



LNG



Progress to Date – CNG

CNG
6 FEI-owned CNG stations
176 heavy-duty trucks on road
Approx. 303,000 GJ per year

<u>Investment to Date:</u>	
CNG Fueling Stations:	\$6.8 Million to date

CNG Fueling Station – BFI Canada



Progress to Date – LNG

On Road Trucks	Marine Vessels	Mine Haul Trucks
4 FEI owned LNG stations	Seaspan (2 vessels) BC Ferries (3 vessels)	Commitment reached w/ a customer
1 Retailer	1 st vessels exp. Q3 2016	Q1 2016
123 LNG trucks	5 marine vessels	6 trucks
2015: 417,000 GJ/year	2017: 500,000 GJ/year (1st full year of operation)	2016: 60,000 GJ

Investment to Date:

LNG Fueling Stations: \$5.1 Million to date

LNG Fueling Station – Vedder Abbotsford



LNG Mobile Fueling Station – Wheeler



NGT Financial Summary – 2014/15

	2014P	2015F
Total NGT Demand	747,000	884,000
Total Revenue (\$million)	\$7.9M	\$6.6M*
Less: Cost of Gas	(\$2.5M)	(\$1.8M)
Net Revenue	\$5.4M	\$4.8M
Total Non-NGT Demand	96,000	236,000
Non-NGT Demand Revenue	\$0.8	\$0.0

* Variance of \$1.3M in Total Revenue is attributed to:

- \$1.0M contract versus spot forecast methodology (2015F does not include spot demand)
- \$0.3M is due to excess recoveries from fueling stations
- All variances from forecast are captured in deferral accounts and flow back to customers

Fueling Station Capital Expenditure – 2015F

Station (\$million)	2015F
CNG Stations	\$2.200M
LNG Stations	\$0.800M
Total	\$3.000M

- Station capital investments are recovered back through take-or-pay commitments from NGT customers contracting for fueling station services

Rate Schedule 46

LNG Supply and Transportation Tariff

- Purchase LNG from FEI under various contract length terms
 - ▣ Firm long term, firm short term and spot term commitments
- Additional elective Transportation Service available under RS46
 - ▣ 90% of all LNG sold in 2014 was delivered to LNG customers using this service
 - ▣ Provides a distribution link to customers
 - ▣ Trucking service (tractors and drivers) is provided on a cost plus basis to customers using this service



Stakeholder Benefits From NGT and LNG

End-to-End Value Chain

Production



- Create new markets
- Royalty revenue

Transmission/ Distribution



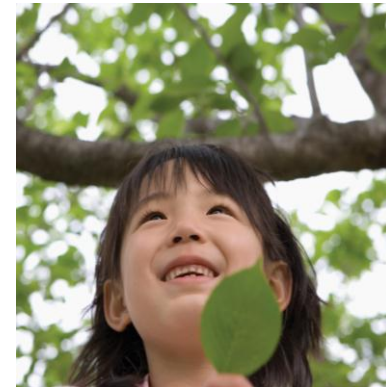
- Increased gas demand drives system and cost efficiencies

Customers



- Lower operating costs for fleets
- GHG environmental compliance

Communities



- Reduced GHG emissions and particulate matter through NG adoption

Service Quality Indicators

James Wong – Director, Finance and Planning

Dawn Mehrer – Director, Customer Contact Centres

Rolf Lyster – Director, Gas Plant Operations and Project Management Office



Overview of Service Quality Indicators

Highlights from the BCUC decision

From page 155

“For this reason, the Panel directs the Companies, in consultation with stakeholders, to develop a performance range for each SQI covering the range of scores where performance would be found to be satisfactory.”

“In establishing the performance range for SQIs, the Panel expects the Companies and the stakeholders to take into consideration the following factors:

- The variance that has been experienced in the benchmark historically;*
- The historic trend in the benchmark;*
- The level of the benchmark relative to the SQI levels achieved by other utilities, including utilities in other jurisdictions;*
- The sensitivity of the benchmark to external factors such as weather or economic conditions; and*
- The impact of lower SQI levels on the provision of reliable, safe or adequate service.”*

Overview of Service Quality Indicators

Highlights from the BCUC decision

From page 156

“When assessing the magnitude of any reduction in each Company’s share of the incentive earnings, the Commission will take into account the following factors:

- Any economic gain made by each Company in allowing service levels to deteriorate;*
- The impact on the delivery of safe, reliable and adequate service;*
- Whether the impact is seen to be transitory or of a sustained nature; and*
- Whether each Company has taken measures to ameliorate the deterioration in service.”*

Overview of Service Quality Indicators

Development of Performance Ranges

- Stakeholder consultation process
 - Involved interested interveners
 - Three workshops held (Nov 21, Dec 12, Dec 19)
 - Factors taken into consideration include historical variances, historical trend, etc.
- Consensus agreement
 - Agreed thresholds for SQIs with benchmarks
 - Two-phase process for examination of SQI results at each Annual Review

2014 SQI Performance

Service Quality Indicator	Status
Safety SQIs	
Emergency Response Time	Between benchmark and threshold
Telephone Service Factor (Emergency)	Better than benchmark
All Injury Frequency Rate (AIFR)	Between benchmark and threshold
Public Contacts with Pipeline	Better than benchmark
Responsiveness to the Customer Needs SQIs	
First Contact Resolution	Better than benchmark
Billing Index	Better than benchmark
Meter Reading Accuracy	Better than benchmark
Telephone Service Factor (Non-Emergency)	Better than benchmark
Meter Exchange Appointment	Better than benchmark
Customer Satisfaction Index - <i>informational</i>	n/a
Telephone Abandon Rate - <i>informational</i>	n/a
Reliability SQIs	
Transmission Reportable Incidents - <i>informational</i>	n/a
Leaks per KM of Distribution System Mains - <i>informational</i>	n/a

Responsive to Customer Needs

Telephone Service Factor

DEFINITION

- Percentage of calls answered with 30 seconds.

CALCULATION

Number of emergency calls answered within 30 seconds

Number of emergency calls received

Number of non-emergency calls answered within 30 seconds

Number of non-emergency calls received

PERFORMANCE

Service Quality Indicator	Benchmark	Threshold	2014 Results	Status
Telephone Service Factor (Emergency)	95%	92.8%	95.8%	Better than benchmark
Telephone Service Factor (Non-Emergency)	70%	68%	74.9%	Better than benchmark

First Contact Resolution

DEFINITION

- Percentage of customers who achieve resolution in one contact.

CALCULATION

- Based on a customer survey methodology, the number of customers who responded that their issue was resolved in the first contact with the company.

PERFORMANCE

Benchmark	Threshold	2014 Results	Status
78%	74%	80%	Better than benchmark

Billing Index

DEFINITION

- The measure tracks the effectiveness of the company's billing system and is measured as the percent of customer bills produced meeting performance criteria.

CALCULATION

- Percentage of bills accurate based upon input data
- Percentage of bills delivered to Canada Post within two days of date that the statement file is created
- Percentage of customers billed within two business days of the unscheduled billing date.

PERFORMANCE

Benchmark	Threshold	2014 Results	Status
5.0	≤ 5.0	0.89	Better than benchmark

Meter Reading Accuracy

DEFINITION

- Number of scheduled meters read compared to those scheduled to be read.

CALCULATION

$$\frac{\text{Number of scheduled meters read}}{\text{Number of scheduled meters for reading}}$$

PERFORMANCE

Benchmark	Threshold	2014 Results	Status
95%	92%	97%	Better than benchmark

Customer Satisfaction

DEFINITION

An ***informational*** indicator measuring overall customer satisfaction with the Company. The index reflects customer feedback about important service touch points including the contact centre, perceived accuracy of meter reading, energy conservation information and field services. The Index includes feedback from both residential and mass market commercial customers.

PERFORMANCE

2012	2013	2014
8.3	8.3	8.5

Telephone Abandon Rate

DEFINITION

An ***informational*** indicator measuring the percent of calls abandoned by the customer before speaking to a customer service representative. Abandon rates can be due to waiting times, or due to customers receiving their required information through informational messages in our Interactive Voice Response (IVR) system such that the customer no longer needs to speak to an agent.

PERFORMANCE

2012	2013	2014
2.2%	2.1%	1.8%

Reliability and Safety

Emergency Response Time

DEFINITION

- Percentage of emergency events responded to within one hour. Emergency events include gas odour calls, carbon monoxide calls, house fires and damaged gas lines.

CALCULATION

$$\frac{\text{Number of emergency calls responded to within one hour}}{\text{Total number of emergency calls in the year}}$$

PERFORMANCE

Benchmark	Threshold	2014 Results	Status
97.7%	96.2%	96.7%	Between benchmark and threshold

Emergency Response Time

Discussion

- Approximately 50% of incidents occur outside of Regular Business Hours (Monday-Friday 8:30 am - 5:00 pm)
- A 1:00 pm to 9:00 pm shift has been implemented for all Customer Service Technicians (CST's) in the Lower Mainland.
 - There are now 6 CST's working the afternoon shift Monday to Friday and 4 CST's working Saturday and Sunday depending on available resources.
 - In addition, 4 CST's in the Lower Mainland are on standby from 5:00 pm to 8:30 am 7 days per week.
 - CST's outside the Lower Mainland continue to be on standby after hours

Meter Exchange Appointment

DEFINITION

- The percentage of appointments met for meter exchanges (excluding industrial meter exchanges).

CALCULATION

$$\frac{\text{Number of meter exchange appointments met}}{\text{Number of meter exchange appointments made}}$$

PERFORMANCE

Benchmark	Threshold	2014 Results	Status
95%	93.8%	95.5%	Better than benchmark

Public Contact with Pipelines

DEFINITION

- This measures the overall effectiveness of the Company's efforts to minimize damage to the gas system through public awareness, which is designed to reduce public safety risk and service interruptions to customers.
- "Pipelines" are any gas lines.

CALCULATION

$$\frac{\text{Number of line damages}}{\text{Number of BC One calls}} \times 1,000$$

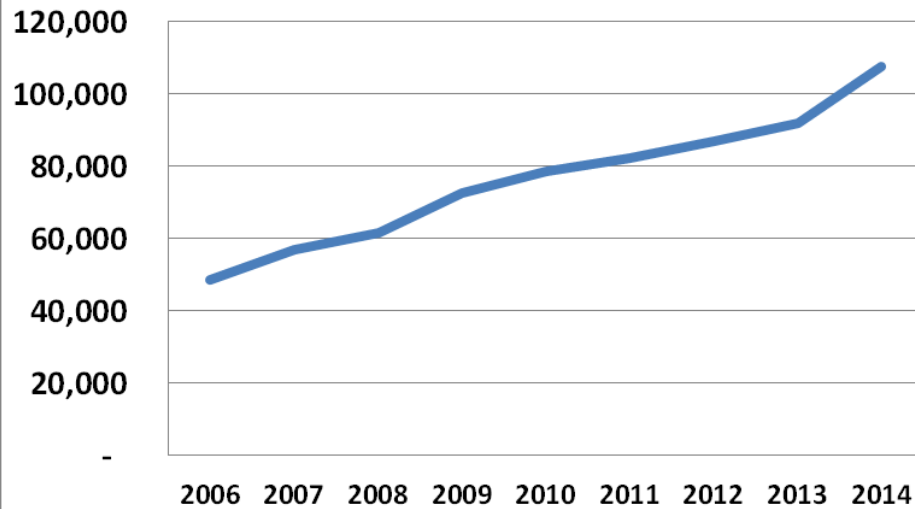
- The measure is a three year rolling average of annual results.

PERFORMANCE

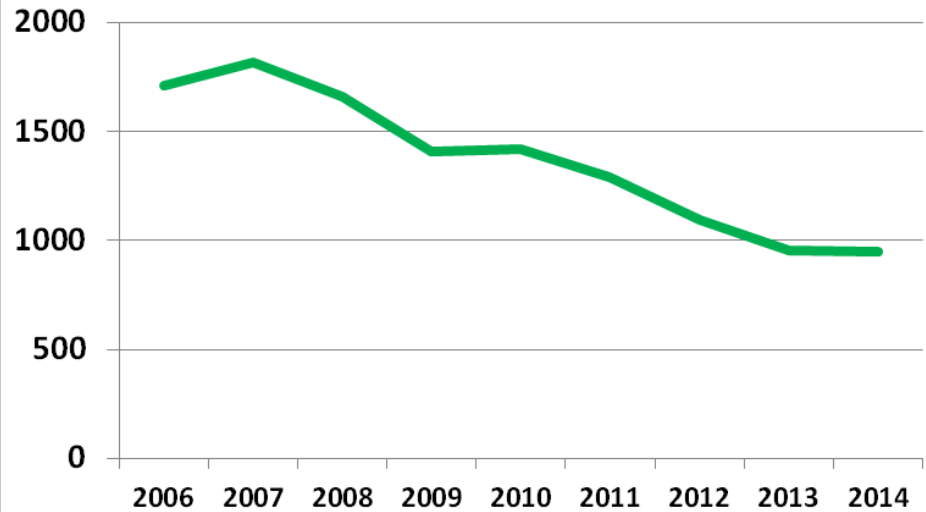
Benchmark	Threshold	2014 Results	Status
16	16	11	Better than benchmark

Public Contact with Pipelines, detail

Calls to BC 1-Call



Line Damages



Year	2006	2007	2008	2009	2010	2011	2012	2013	2014
3 Year Average	33	32	31	26	21	18	15	13	11

All Injury Frequency Rate (AIFR)

DEFINITION

- The AIFR is an employee safety performance indicator based on injuries per 200,000 hours worked (approximate injuries per 100 workers).
- Injuries are defined as: Lost time injuries (one or more days missed from work) or Medical treatment (medical treatment was given or prescribed).

CALCULATION

$$\frac{\text{Number of Employee Injuries X 200,000 hours}}{\text{Total Exposure Hours Worked}}$$

- The measure is a three year rolling average of annual results.

PERFORMANCE

Benchmark	Threshold	2014 Results	Status
2.08	2.95	2.22	Between benchmark and threshold

All Injury Frequency Rate Detail

Year	2012	2013	2014
Annual Result	1.91	3.02	1.73
3 year average	2.08	2.20	2.22

- The three-year rolling average was negatively affected by the 2013 annual result of 3.02
 - ▢ The Company experienced a number injuries linked to work-related hazards (i.e., slips, trips and falls).
- FEI continues to increase its efforts on proactive safety management:
 - ▢ Hazard analysis
 - ▢ Safe work planning and
 - ▢ Observation programs.

Transmission Reportable Incidents

DEFINITION

An *informational* indicator measuring the number of reportable incidents to outside agencies for transmission assets as defined by the Oil and Gas Commission (OGC). The metric is intended to be an indicator of the integrity of the transmission system.

- New OGC reporting criteria effective October 1, 2014
 - Still includes 2,958 km of transmission pressure pipelines
 - Now includes additional 714 km of intermediate pressure pipelines
 - Severity threshold lowered

PERFORMANCE

2012	2013	2014
0	0	2

Charles Park Incident (Vancouver)

- 20-inch Intermediate Pressure Pipeline Leak
- October 29, 2014



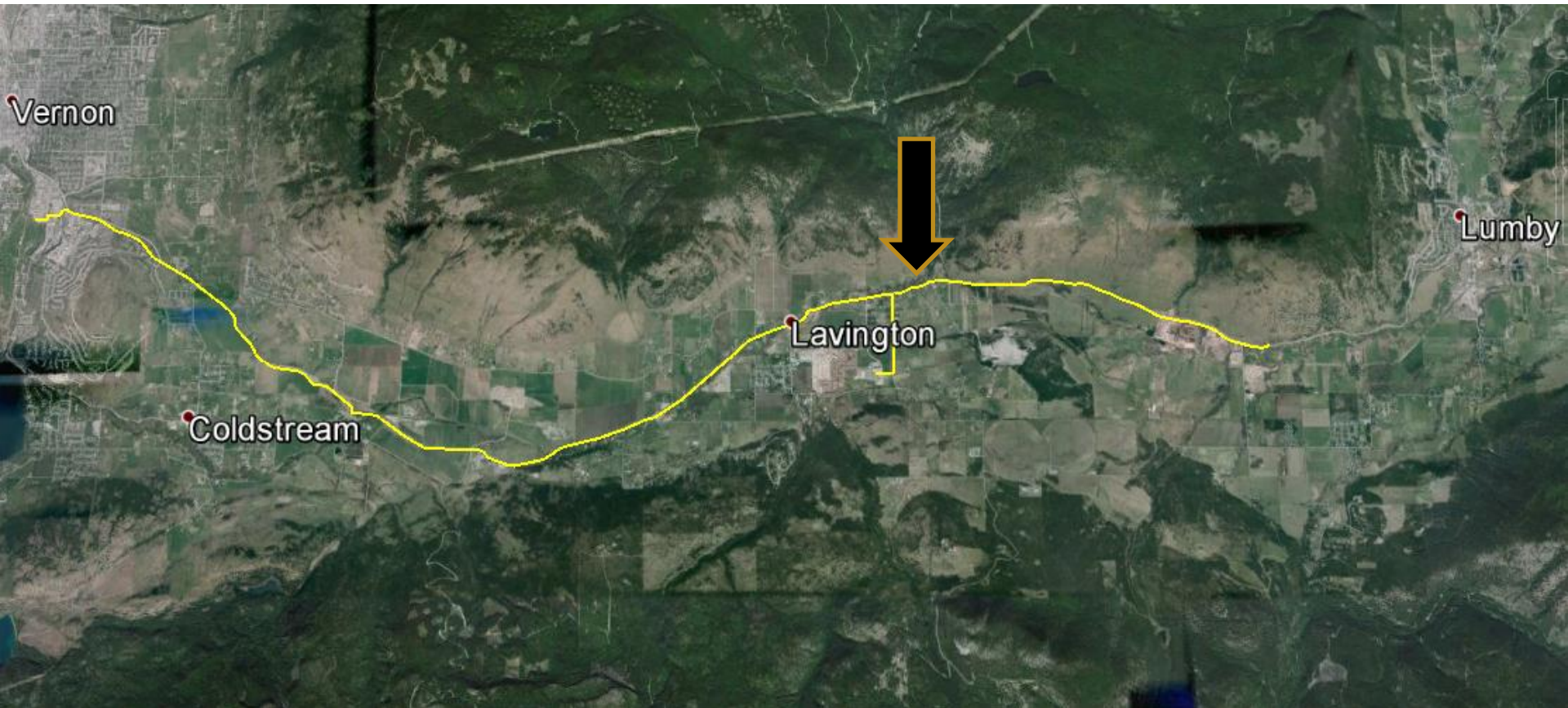
Charles Park Incident

- External loading from large trees combined with soft soil caused remarkable pipeline settlement bringing the pipe into direct contact with an underlying concrete storm pipe



Lumby Incident

- 3rd Party damage to 6-inch Intermediate Pressure Pipeline serving the town of Lumby
- November 20, 2014



Lumby Incident

- A vehicle left Highway 6 and drove through and under a protective barricade striking a blow-down stack.



Leaks per KM of Distribution System Mains

DEFINITION

An *informational* indicator measuring the number of leaks on the distribution system per KM of distribution system mains. The metric is intended to be an indicator of the integrity of the distribution system.

PERFORMANCE

Year	2010	2011	2012	2013	2014
Leaks	140	166	169	143	114
Total km	18895	18974	19040	19098	19172
Leaks per km	0.0074	0.0087	0.0089	0.0075	0.0059
5 year average	0.0064	0.0067	0.0075	0.0078	0.0077

Summary and Closing

Diane Roy – Director, Regulatory Services

