



NEWS RELEASE

AN ANNUAL REPORT CARD FOR ENERSOURCE – HOW MISSISSAUGA’S ELECTRICITY UTILITY IS WORKING FOR CUSTOMERS

October 5, 2016 – (MISSISSAUGA, Ontario) – Enersource has once again received exceptional marks in the Ontario Energy Board (OEB) Scorecard for electricity distributors.

The OEB’s Electricity Distributor Scorecard allows customers to gain a better sense of how well their local utility is performing. Measures assessed in the Scorecard include service quality, customer satisfaction, system reliability, conservation and efficiency.

According to the Scorecard, Enersource continued to make service quality and customer satisfaction key priorities. This is reflected in improvements to connection times for new residential and small business services, and the company’s engagement activities with customers. After consulting with customers on the utility’s Distribution System Plan, 90 per cent of respondents expressed confidence in Enersource.

Also included in the Scorecard is an efficiency assessment of utilities. Since 2012, Enersource has been considered one of the more efficient utilities in Ontario.

For more information or to view the Scorecard, please visit: www.enersource.com/wp-content/uploads/2016/01/Enersource-2015-Scorecard-and-MDA.pdf

QUOTES

“The annual OEB Scorecard reviews the performance of all utilities with a customer centric lens,” said Enersource President and CEO Peter Gregg. “It provides a third-party assessment and confirmation of our effectiveness at meeting the needs of customers.”

ABOUT ENERSOURCE

Enersource is one of Ontario's most reliable energy providers, serving over 200,000 residential and commercial customers across Mississauga. It is a diversified energy and technologies company that serves customers through the distribution of electricity and the delivery of services related to the design, operation and maintenance of electrical systems.

Ninety per cent of Enersource Corporation is owned by the City of Mississauga, and 10 per cent is owned by BPC Energy Corporation (Borealis), which is part of the Ontario Municipal Employees Retirement System (OMERS).

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