



NEWS RELEASE

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

October 1, 2015 – (MISSISSAUGA, Ontario) – Once again, Enersource has 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 exceeded industry targets for service quality and customer satisfaction. This is reflected in improvements to call answer times and meeting scheduled appointments on time. For new residential and small business service connections, Enersource is well above the industry’s target.

The OEB also noted that Enersource customers experienced fewer hours of interrupted service due to outages than was reported in last year’s Scorecard.

Enersource is committed to providing its customers with the tools necessary for effective electricity conservation. This is achieved by educating customers about available energy reduction programs. As indicated in the Scorecard, Enersource was successful in helping customers address their conservation needs.

According to the OEB’s efficiency assessment, Enersource is considered one of the more efficient utilities in the Province.

To view the Scorecard, please visit:

www.enersource.com/about-enersource/FinancialDocuments/Scorecard-1.pdf.

QUOTES

“The Scorecard is a meaningful tool for both customers and utilities,” said Peter Gregg, President and CEO of Enersource Corporation. “It provides a guide for us to assess our strengths and identify opportunities for improvement so that we can ensure the services we deliver to customers are as timely and effective as possible.”

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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