*<Insert Company Logo here>*

|  |
| --- |
| Retailer Performance Metrics  v1.3  AUC Rule 004: Alberta Tariff Billing Code (v1.4) |

<Provide: Quarter Ending (i.e. Q3, 2008)

Market Participant Name

Submission Date>

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*<Retailers must provide metrics to the AUC according to the measurement and reporting protocol stated in Section 2.15 of the code for each of the performance monitoring metrics that are the responsibility of the retailer described in Section 2.14 (Table 2-2) of the code.*

*Presentation of the quarterly report must reflect the formatting described in the templates in this document. In lieu of an annual report, incremental detail is solicited by metric under the heading Year-End Review.*

*Quarterly reports, as well as quarterly report supporting data, must be provided to the AUC via the AUC’s IAR system and must adhere to the following naming conventions:*

*Quarterly Report: CompanyName\_TBCPM\_YearQuarter.doc (e.g. EPCOREnergy\_TBCPM\_2008Q3.doc)  
  
Quarterly Report Supporting Data: CompanyName\_TBCPM\_YearQuarter.xls (e.g. EPCOREnergy\_TBCPM\_2008Q3.xls)*

*For assistance in using the AUC’s IAR system please contact your company’s regulatory group.*

1. REtailer Performance Metrics

## 1.1 Reported File Rejections

**Measure:** Count of TBR transactions produced by a retailer per distributor per calendar month.

Reporting Period: *<Please state the Quarter Ending (i.e. Q3, 2008)>*

Target Metric: 0 TBRs per distributor per calendar month.

Actual Results: *<Must be recorded and displayed as per the table below>*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Time Period\* | Retailer ID\*\* | Distributor ID | Target | Count\*\*\* | Variance\*\*\*\* | Compliant (Y=Yes/N=No) |
| Month1 | 999999999 | 0010 | 0 | 2 | -2 | N |
| Month1 | 999999999 | 0020 | 0 | 1 | -1 | N |
| Month1 | 999999999 | 0030 | 0 | 2 | -2 | N |
| Month1 | 999999999 | 0040 | 0 | 1 | -1 | N |
| Month1 | 999999999 | 0001 | 0 | 3 | -3 | N |
| Month2 | 999999999 | 0010 | 0 | 2 | -2 | N |
| Month2 | 999999999 | 0030 | 0 | 2 | -2 | N |
| Month2 | 999999999 | 0040 | 0 | 3 | -3 | N |
| Month2 | 999999999 | 0001 | 0 | 1 | -1 | N |
| Month2 | 999999999 | 0003 | 0 | 1 | -1 | N |
| Month3 | 999999999 | 0010 | 0 | 2 | -2 | N |
| Month3 | 999999999 | 0030 | 0 | 2 | -2 | N |
| Month3 | 999999999 | 0001 | 0 | 1 | -1 | N |
| Month3 | 999999999 | 0003 | 0 | 3 | -3 | N |
| Quarter | 999999999 | 0010 | 0 | 6 | -6 | N |
| Quarter | 999999999 | 0020 | 0 | 1 | -1 | N |
| Quarter | 999999999 | 0030 | 0 | 6 | -6 | N |
| Quarter | 999999999 | 0040 | 0 | 4 | -4 | N |
| Quarter | 999999999 | 0001 | 0 | 5 | -5 | N |
| Quarter | 999999999 | 0003 | 0 | 4 | -4 | N |

***\**** *Disclose unique combinations of Time Period, Distributor ID and Retailer ID.*

*\*\* Replicate this table for each unique Retailer ID reported.*

*\*\*\* Report only TBR occurrences (i.e. do not report 0 counts).*

*\*\*\*\* Variance will need to be included in the explanation of results section and must represent the difference between the target and actual performance (i.e. if target is a percent, represent variance as a percent; if target is a count, represent the variance as a count. Negative variance represents under performance; Positive variance represents over performance.)*

***NOTE****: Provide supporting data for the table above using the Excel Workbook Template that describes detailed data submission requirements and formatting that must be followed before submitting to the AUC.*



*\* Produce as many graphs as unique Retailer ID’s reported.*

Explanation of Results:

Month 1

*<Please provide appropriate commentary to include but not limited to the following:*

* *Reason for variance*
* *Issues encountered*
* *Trending/patterns/month to month comparison by distributor*
* *Actions taken by retailer/distributor to remedy issues.>*

Month 2 *<Refer to above comments>*

Month 3 *<Refer to above comments>*

Quarter *<Refer to above comments>*

Year-End Review (applies to 4th Quarter report)

*<Commentary regarding year end performance>*

**Comments:**

***<****General comments on reporting template modifications/manual intervention>*

## 1.2 Reported Tariff Bill File Disputes

**Measure:** Number of TBD transactions produced per distributor per calendar month.

Reporting Period: *<Please state the Quarter Ending (i.e. Q3, 2008)>*

Target Metric: To be determined following a 3-month monitoring window. A target of 0 must be used in the interim.

Actual Results: *<Must be recorded and displayed as per the table below>*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Time Period\* | Retailer ID\*\* | Distributor ID | Target | Count\*\*\* | Variance\*\*\*\* | Compliant (Y=Yes/N=No) |
| Month1 | 999999999 | 0010 | 0 | 2 | -2 | N |
| Month1 | 999999999 | 0020 | 0 | 1 | -1 | N |
| Month1 | 999999999 | 0030 | 0 | 2 | -2 | N |
| Month1 | 999999999 | 0040 | 0 | 1 | -1 | N |
| Month1 | 999999999 | 0001 | 0 | 3 | -3 | N |
| Month2 | 999999999 | 0010 | 0 | 2 | -2 | N |
| Month2 | 999999999 | 0030 | 0 | 2 | -2 | N |
| Month2 | 999999999 | 0040 | 0 | 3 | -3 | N |
| Month2 | 999999999 | 0001 | 0 | 1 | -1 | N |
| Month2 | 999999999 | 0003 | 0 | 1 | -1 | N |
| Month3 | 999999999 | 0010 | 0 | 2 | -2 | N |
| Month3 | 999999999 | 0030 | 0 | 2 | -2 | N |
| Month3 | 999999999 | 0001 | 0 | 1 | -1 | N |
| Month3 | 999999999 | 0003 | 0 | 3 | -3 | N |
| Quarter | 999999999 | 0010 | 0 | 6 | -6 | N |
| Quarter | 999999999 | 0020 | 0 | 1 | -1 | N |
| Quarter | 999999999 | 0030 | 0 | 6 | -6 | N |
| Quarter | 999999999 | 0040 | 0 | 4 | -4 | N |
| Quarter | 999999999 | 0001 | 0 | 5 | -5 | N |
| Quarter | 999999999 | 0003 | 0 | 4 | -4 | N |

*\* Disclose unique combinations of Time Period, Distributor ID and Retailer ID.*

*\*\* Replicate this table for each unique Retailer ID reported.*

*\*\*\* Report only TBD occurrences (i.e. do not report 0 counts).*

*\*\*\*\* Variance will need to be included in the explanation of results section and must represent the difference between the target and actual performance (i.e. if target is a percent, represent variance as a percent; if target is a count, represent the variance as a count. Negative variance represents under performance; Positive variance represents over performance.)*

***NOTE****: Provide supporting data for the table above using the Excel Workbook Template that describes detailed data submission requirements and formatting that must be followed before submitting to the AUC.*



*\* Produce as many graphs as unique Retailer ID’s reported.*

Explanation of Results:

Month 1

*<Please provide appropriate commentary to include but not limited to the following:*

* *Reason for variance*
* *Issues encountered*
* *Trending/patterns/month to month comparison by distributor*
* *Actions taken by retailer/distributor to remedy issues.>*

Month 2 *<Refer to above comments>*

Month 3 *<Refer to above comments>*

Quarter *<Refer to above comments>*

Year-End Review (applies to 4th Quarter report)

*<Commentary regarding year end performance>*

**Comments:**

***<****General comments on reporting template modifications/manual intervention>*

## 1.3 Reported Tariff Bill Period Disputes

**Measure:** Number of tariff bill periods disputed per distributor per calendar month.

Note: One-time charge disputes are not included in this metric.

Reporting Period: *<Please state the Quarter Ending (i.e. Q3, 2008)>*

Target Metric: To be determined following a 3-month monitoring window. A target of 0 must be used in the interim.

Actual Results: *<Must be recorded and displayed as per the table below>*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Time Period\* | Retailer ID\*\* | Distributor ID | Target | Count\*\*\* | Variance\*\*\*\* | Compliant (Y=Yes/N=No) |
| Month1 | 999999999 | 0010 | 0 | 2 | -2 | N |
| Month1 | 999999999 | 0020 | 0 | 1 | -1 | N |
| Month1 | 999999999 | 0030 | 0 | 2 | -2 | N |
| Month1 | 999999999 | 0040 | 0 | 1 | -1 | N |
| Month1 | 999999999 | 0001 | 0 | 3 | -3 | N |
| Month2 | 999999999 | 0010 | 0 | 2 | -2 | N |
| Month2 | 999999999 | 0030 | 0 | 2 | -2 | N |
| Month2 | 999999999 | 0040 | 0 | 3 | -3 | N |
| Month2 | 999999999 | 0001 | 0 | 1 | -1 | N |
| Month2 | 999999999 | 0003 | 0 | 1 | -1 | N |
| Month3 | 999999999 | 0010 | 0 | 2 | -2 | N |
| Month3 | 999999999 | 0030 | 0 | 2 | -2 | N |
| Month3 | 999999999 | 0001 | 0 | 1 | -1 | N |
| Month3 | 999999999 | 0003 | 0 | 3 | -3 | N |
| Quarter | 999999999 | 0010 | 0 | 6 | -6 | N |
| Quarter | 999999999 | 0020 | 0 | 1 | -1 | N |
| Quarter | 999999999 | 0030 | 0 | 6 | -6 | N |
| Quarter | 999999999 | 0040 | 0 | 4 | -4 | N |
| Quarter | 999999999 | 0001 | 0 | 5 | -5 | N |
| Quarter | 999999999 | 0003 | 0 | 4 | -4 | N |

*\* Disclose unique combinations of Time Period, Distributor ID and Retailer ID.*

*\*\* Replicate this table for each unique Retailer ID reported.*

*\*\*\* Report only distinct tariff bill period dispute occurrences (i.e. do not report 0 counts).*

*\*\*\*\* Variance will need to be included in the explanation of results section and must represent the difference between the target and actual performance (i.e. if target is a percent, represent variance as a percent; if target is a count, represent the variance as a count. Negative variance represents under performance; Positive variance represents over performance.)*

***NOTE****: Provide supporting data for the table above using the Excel Workbook Template that describes detailed data submission requirements and formatting that must be followed before submitting to the AUC.*



*\* Produce as many graphs as unique Retailer ID’s reported.*

Explanation of Results:

Month 1

*<Please provide appropriate commentary to include but not limited to the following:*

* *Reason for variance*
* *Issues encountered*
* *Trending/patterns/month to month comparison by distributor*
* *Actions taken by retailer/distributor to remedy issues.>*

Month 2 *<Refer to above comments>*

Month 3 *<Refer to above comments>*

Quarter *<Refer to above comments>*

Year-End Review (applies to 4th Quarter report)

*<Commentary regarding year end performance>*

**Comments:**

***<****General comments on reporting template modifications/manual intervention>*