

Centra Gas Manitoba Inc. 2019/20 General Rate Application
PUB Completeness Review
Attachment 4 (Update)
March 22, 2019

MANITOBA HYDRO CORPORATE PERFORMANCE DASHBOARD as at March 31, 2018				
	Measure	Target	Actual	
Safety in the Workplace	Accident severity rate	<12 days per 200,000 hours worked	13.83	
	Accident frequency rate	<.60 accidents per 200,000 hours worked	1.35	
	Serious incidents	0	6	
Indigenous Relations	Indigenous employment	18% overall	19.40%	
Demand Side Management	Natural gas energy saved	9.4 million cubic meters	6.6 million cubic meters	
*Customer Value	Natural Gas Average Response Time to Outages	<60 minutes	30 minutes	
	Natural Gas System Reliability	<777 customer hours	1677 customer hours (or 0.00007%) <i>(of a total 2.5 billion customer hours)</i>	
	Average Unplanned Natural Gas Outage Duration Time	<4.39 hours	6.85 hours	
	Number of Customers Affected by Unplanned Natural Gas Outages	<177 customers	314 customers (or 0.11%) <i>(of approximately 280,000 Natural Gas customers)</i>	
Financial Strength	Measure <i>(in millions of dollars)</i>	2017/18 Actual	2018/19 Current Outlook	2019/20 Approved Budget
	Net income - Natural Gas Segment	\$6.8	\$4.4	\$2.9
	O&A costs - Natural Gas Segment	\$63.1	\$63.3	\$61.2
	Capital Expenditures - Business Operations Capital (Natural Gas)	\$36.9	\$35.4	\$40.1