

# **Customer Service Plan Point-to-Point Transmission Service**

BCTC is committed to providing superior customer service to its customers in delivery of our products and services. This document is not intended to duplicate or replace SLA agreements, Tariff agreements and is mindful of the Standard of Conduct.

## **Standards**

- OATT and business practices
- Standards of Conduct

## **Openness**

- Proactive information sharing (e.g. posting bulletins)
- Provide information to our customers with relevant information that will assist them in conducting business
- Actively listen
- Problem solve
- Solicit input to improve business practices and processes
- Notify customers proactively with regards to system and procedural changes
- Consult with customers on business practices/rules
- Incorporate customer feedback into system changes, business practices and rules
- Develop standard system reporting and post on website
- Develop a process with customers for issue resolution and response when errors are made in system processing

## Standard

BCTC will acknowledge the dispute the same day via e-mail. At the time of acknowledgment, next steps and a time frame will be agreed upon with the customer. These, in turn, will be recorded and changes to the plan will be discussed with the customer.

## **Accessibility**

- Standards for call backs
- Contact information
- Regular customer meetings
- Respond to inquiries and issues in a timely manner
- A standard for call backs to customer inquiries/issues will be established
- Develop and post contact information matrix updates on a regular basis
- Customer meetings

## Standard

BCTC will meet with customers on a one-on-one basis once, twice, or more times per year as requested by the customer at the desired location. Minutes will be taken at the meeting and issues requiring resolution will be identified. BCTC and the

customer will discuss and agree upon the timeline for investigation and/or resolution of each issue.

BCTC will hold a state of the nation forum once per year or more, if required, in which customers will be encouraged to raise issues and/or identify processes that require improvements. The agenda will be determined with input from customers. BCTC and the customer will discuss and agree upon the timeline for investigation and/or resolution of each issue where possible.

### **Accountability**

- Accumulate customer service information
- Obtain customer service feedback and input
- Develop action plans to address issues
- Explain decisions
- Escalation processes
- Understand our customer needs, their business and changes to their business environment
- Deliver what we say
- Develop Customer service metrics and report results openly on a regular basis and review with customers
- Develop processes for accumulating customer service information

### **Metrics**

#### **1. Opening of the Pre-schedule Window**

BCTC will measure and post how often pre-schedule opens the window at the preferred time of 08:00:00, and the frequency of delay and duration.

#### **2. Outages of Scheduling Systems**

- (i) **OASIS (Open Access Same-Time Information System):**  
BCTC will measure unplanned and planned outages, which do not allow customers to submit, query or interact on the OASIS website. This does not include outages for communication failures between OASIS and TSS.
- (ii) **ETS (Electronic Tagging System):**  
BCTC will measure unplanned and planned outages, which do not allow customers to submit, query or interact on the ETS website. This does not include outages for communication failures between ETS and TSS.
- (iii) **TSS (Transmission Scheduling System):**  
BCTC will measure unplanned and planned outages that are noticed by users, customers and IT staff, and affect the ability of TSS to process transmission reservations and energy schedules. In addition, communication issues or data integrity issues between TSS and/or OASIS and/or ETS will be captured.