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## **BY E-MAIL AND WEB POSTING**

June 4, 2009

**To: All Licensed Electricity Distributors  
All Other Interested Parties**

**Re: Review of the Quality of Distributor Service Quality Data and Reporting**

The attached report sets out the results of a recently completed audit review of the quality of data reported by electricity distributors in relation to the 2007 service quality indicators ("SQIs"). This review was performed by the Board's Regulatory Audit staff.

SQL information is required to be reported annually under the Electricity Reporting and Record Keeping Requirement, and includes information related to customer service performance measures and system reliability indicators. The objective of the review was to assess whether the SQL data reported to the Board is accurate, reliable and timely, and can therefore be relied upon in by the Board and interested parties.

Based on the results of the review, Board staff has concluded that there is a need for significant improvement in the accuracy and reliability of reported information.

The report is being communicated to all licensed distributors to promote the creation and maintenance of proper SQL records, including by means of increasing awareness of the types of errors in reporting that have been identified. Board staff will proceed with the other action items noted in the report.

Obtaining accurate and reliable service quality information is important to the on-going work of the Board. Customer service quality requirements for electricity distributors came into force on January 1, 2009 through an amendment to the Distribution System Code issued in March 2008. The Board will use the reported data to determine whether distributors are maintaining adequate service levels and assess compliance against customer service quality requirements.

It appears from the report that distributors have experienced difficulty in interpreting some of the SQIs or are recording or reporting data based on different interpretations or assumptions. The Board intends to further examine this matter, and to take steps as may be required to resolve any issues relating to the definition or measurement of the

customer service quality requirements and service reliability indicators. Further details regarding this project will be made available in due course.

Improving the quality of the data pertaining to the existing service reliability indicators is an evolutionary step towards the Board's previously announced intention to ultimately deal with reliability issues through the codification of standards (Notice of Proposal to Amend a Code, March 12, 2008, EB-2008-0001). Further details regarding this initiative will be communicated from the Board.

Please direct any questions you may have to the Market Operations Hotline at 416-440-7604 or by email at [Market.Operations@oeb.gov.on.ca](mailto:Market.Operations@oeb.gov.on.ca).

**DATED** at Toronto, June 4, 2009

ONTARIO ENERGY BOARD

*Original signed by*

Kirsten Walli  
Board Secretary

Attachment: Board staff Report on the Review of the Quality of Distributor Service Quality Data and Reporting