

**Ontario Energy
Board**

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**Commission de l'Énergie
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All Electricity Distributors

Re: Performance Based Regulation (PBR) Performance Indicators

Enclosed please find a survey put together by the OEB PBR Implementation Task Force. This task force, which consists of stakeholder representatives including utility representatives, is working with Board Staff in assessing features, procedures and requirements on the non-economic implementation aspects of PBR.

The survey information is required to enable the task force to determine appropriate performance indicators and to determine minimum standards for the indicators. This is an essential step in establishing PBR. The minimum performance standards are required to ensure that service quality is maintained in the restructured electricity industry.

Part A of the survey concerns customer service and Part B concerns system reliability.

The task force has a short turn around time for their work and as such are asking that you return the completed surveys by March 29, 1999. It is important that you complete the survey so that the Board can establish appropriate performance indicators and your utility will be subject to a minimum standard that is reasonable for its circumstances. Please return your completed forms to Christiane Wong by e-mail (wongch@oeb.gov.on.ca) or fax (416-440-7656)

The Board has been requiring a significant amount of feedback from the distributors and we appreciate your cooperation in responding to the various requests. We hope that we can count on your further cooperation in our endeavours to establish a reasonable and practical regulatory framework for the electricity distributors in Ontario.

Sincerely yours,

Robert Cappadocia
Director
Regulatory Affairs

Enclosures