



Ontario Energy Board Commission de l'énergie de l'Ontario



Annual Scorecard Implementation Schedule: A Regulatory Calendar for Scorecard

Industry Operations and Performance
Audit and Performance Assessment

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Why An Annual Scorecard Implementation Schedule?

- Chapter 3 of the Scorecard Report sets out the following activities and timelines for production and posting of the scorecards.
- Establishing a set of **specific annual activities and dates** regarding the electricity distributors' scorecard will provide necessary guidance for the electricity distributors to implement their scorecards.
- Help distributors properly plan their time and resources for timely preparation and publication of their scorecards.
- Facilitate a consistent and disciplined implementation of scorecard among distributors and the OEB staff to ensure its effective and efficient implementation.

Annual Scorecard Implementation Schedule

- The following is a list of dates that have been established to serve as the annual scorecard implementation schedule for the electricity distributors. Please note that there are exceptions to some of the dates regarding the implementation of the scorecard in 2014, e.g. publication of Annual Yearbook in August rather than July 31, etc., which have been identified (see the 2014 Scorecard Implementation Schedule).
- **April 30** ---- All distributors to complete filing of RRR annual data.
- **May 1** ----- Draft scorecard available to Distributors.
 - Distributors to provide any changes to current year RRR data by no later than June 15. If June 15 falls on weekend, then distributor revised data is due the Friday before June 15. A distributor that wishes to revise previously reported RRR data may do so as set out in the Board's Process for Revising Data Filed under the Board's Reporting and Record Keeping Requirements as per February 17, 2010 letter.
- **July 31** ---- The Board to publish Annual Yearbook of Electricity Distributors, Total Cost Benchmarking Analysis and update the Scorecard for Total Cost Benchmarking results no later than July 31.
 - If July 31 falls on weekend, then the Board will publish on the Friday before July 31.
 - For 2014, the Board will publish these documents and the updated Scorecard by middle of August.

Annual Scorecard Implementation Schedule

- **August 25** ---- The Board to make the results for CDM savings available in the scorecard no later than August 25.
 - For 2014, OPA will provide the 2013 CDM savings results to the Board on Wednesday, August 27, 2014. However, starting in 2015, it is expected that the OPA will provide the CDM savings results to the OEB on August 25 so that the Board can make the data available in the scorecard.
- **May 1 to August 31** ---- Distributors to input information into the management discussion and analysis (MD&A) section of their scorecards using the “Management Discussion and Analysis” tab of their scorecards prior to electronic signoff of the distributor’s scorecard by its CEO.

Annual Scorecard Implementation Schedule

- **August 31** ---- Distributors to complete annual Scorecard process no later than August 31. This process completion will include electronic signoff of the distributor's scorecard by the CEO of the distributor. If August 31 falls on weekend, then the distributor will finalize the scorecard including executive signoff on the Friday before August 31.
- **September 30** ---- Scorecards are required to be published no later than end of September. Distributors and the Board will concurrently publish on their websites with the final scorecard during the evening of the last Wednesday of September. The scorecard will be available to the public at the end of last business day in September.
 - For 2014, the Board and distributors will make the scorecard available to the public on September 25th.

Next Steps Regarding the Distributors' Scorecard Annual Implementation Schedule

- Performance Assessment group of the Board will monitor the effectiveness of the distributors' scorecard annual implementation schedule during 2014 and improve the schedule based on lessons learned from the implementation and the feedback received from the distributors.

Questions and Answers

- **Q1.** Why is the Board establishing and communicating this schedule with the distributors?
- **A1.** There are 3 key reasons:
 1. To provide necessary specific guidance for the electricity distributors to implement their scorecards.
 2. To help distributors properly plan their time and resources for timely preparation and publication of their scorecards.
 3. To facilitate a consistent and disciplined implementation of scorecard among distributors and the OEB staff to ensure its effective and efficient implementation.

Questions and Answers

- **Q2.** Why aren't the OPA results not available to the Board prior to August 27, 2014?
- **A2.** Currently, the OPA processes cannot make the CDM results available to the Board prior to August 25. However, starting in 2015, it is expected that the OPA will provide the CDM savings results to the OEB on August 25th so that the Board can make the data available in the scorecard sooner.

Questions and Answers

- **Q3.** The timeline from August 27 for release of CDM results to August 31 for electronic sign-off of scorecard by the distributors' CEOs is tight. What happens if the CEO is on the vacation on the week of August 25?
- **A3.** The distributors' CEOs need to electronically signoff their scorecards. It is expected that CEOs would delegate their signing authorities to their staff to fulfill their responsibilities.

Questions and Answers

- **Q4.** Why does this schedule require the Board and the distributors to concurrently publish the final scorecard on their websites during the evening of the last Wednesday of September?
- **A4.** The Board requires the scorecard to be available to the public at the end of last business day in September. Publishing final scorecard on the distributors' websites during the evening of the last Wednesday of September will ensure timely availability of the scorecard to the public on both the Board and the distributor's websites. In addition, this date will ensure avoiding publication of scorecard during the weekend and staff working on the weekend.
 - For 2014, the Board will publish the scorecard on September 25th

Questions and Answers

- **Q5.** Will the deadline for finalizing the scorecard be extended this year? If we get the Yearbook measures mid-August and the CDM measures on Aug 27th, this doesn't provide the LDC with sufficient time to get the necessary CEO/Executive approval by the 31st.
- **A5.** No, the deadline for finalizing the scorecard will not be extended this year. The Board understands that the distributors have been working with the OPA on CDM measures. It is expected that distributors will complete annual Scorecard process no later than August 31. Because August 31 falls on weekend in 2014, distributors are required to finalize the scorecard including executive signoff by August 29, 2014.

Questions and Answers

- **Q6.** How do I access my live scorecard?
- **A6.** Please see print screen below.

The screenshot displays the PIVOTAL web interface for the Ontario Energy Board. The user is logged in as 'CF Company'. The main content area shows the 'Contacts' tab for 'Greater Sudbury Hydro Inc.'. Below this, the 'Licence' section is visible, containing fields for Licence Type (Electricity Distributor), Licence Effective Date, Licence Number (ED-2002-0559), Licence Status (Issued), and Licence Expiry Date (December 18, 2023). A 'Choose Report Year' table is also present, listing years from 2014 to 2009. At the bottom of the interface, there are three buttons: 'SAVE & EXIT', 'Scorecard', and 'Cancel'. A large red arrow points to the 'Scorecard' button, indicating the path to access the live scorecard.

Year
2014
2013
2012
2011
2010
2009

Questions and Answers

- **Q7.** How do I fill in the Management, Discussion & Analysis section of the scorecard?
- **A7.** After selecting SCORECARD button (see previous question), please use the “Management Discussion and Analysis” tab of the scorecard. See print screen below.

The screenshot shows the Ontario Energy Board's online filing system. At the top, the date is August 11, 2014. The main header includes 'Ontario Energy Board' and 'Company's Filing Year'. Below this, there are three tabs: 'Company's Year', 'Management Discussion and Analysis', and 'Scorecard Sign Off'. A red arrow points to the 'Management Discussion and Analysis' tab. The main content area contains a text box with the instruction: 'This section allows distributors to provide "notes" to accompany their scorecard filings (e.g., similar to notes provided in a Financial Statement)'. Below this are several sections, each with a text input field and a small icon on the right: Service Quality, Customer Satisfaction, Safety, System Reliability, Asset Management, Cost Control, Conservation & Demand Management, Connection of Renew Generation, and Financial Ratios. A left-hand navigation menu contains various options such as 'FAQ', 'My Cases', 'Submit Smart Meter', 'Filings', 'Case Documents', 'Submit RRR Filing', 'My Company's Interactions', 'SOP: View Work-In-Progress Application', 'SOP Application', 'My Company's Consumer Complaint Responses', 'My Company's Resolution Action Plans', 'Submit an Application', and 'Submit Other Documents'.

Questions and Answers

- **Q8.** Will there be a template for exactly what the CEO is signing off at the end of August?
- **A8.** After logging on to the e-filing services page, the CEO can submit an electronic sign off of the scorecard as seen below. The Board is planning to release the sign off tab on August 25, 2014.

The screenshot shows the 'Scorecard Sign Off' page in the e-filing system. The page has a dark blue sidebar on the left with navigation links like 'FAQ', 'My Cases', and 'Submit Smart Meter'. The main content area has a light green background and contains the following elements:

- Company's Year** | **Management Discussion and Analysis** | **Scorecard Sign Off** (highlighted with a red arrow)
- Text: "I certify that all of the information contained in the Scorecard including the Management Discussion and Analysis is complete and accurate."
- Sign Off** section with a checked checkbox.
- Job Title** dropdown menu.
- Other** text input field.
- Sign off By** text input field containing "Muckle, Susan; +1 (416) 440 7622 SM@ontarioenergyboard.ca".
- Sign off date** text input field containing "July 30, 2014".
- Text: "The scorecard must be signed off by the Chief Executive Officer, Chief Operating Officer, President or other person of equivalent position."
- Text: "Once you have checked the Sign off field, clicking the Save button will not automatically submit this form."
- Text: "The Signed off by and Signed off date will automatically populate after you select Sign off and select Save."
- Submit?** section with a dropdown menu labeled "* Submit Form".
- Text: "To submit this form, select Yes in the Submit Form drop down and then click the Save button."

Questions and Answers

- **Q9.** Can our CEO provide a hardcopy signature rather than electronic?
- **A9.** No, the CEO must perform the sign off for the final scorecard electronically by logging in using their account information on the e-filing services page.

Questions and Answers

- **Q10.** Can the CEO delegate staff to sign off the distributor's scorecard?
- **A10.** Yes. The scorecard is only visible for sign off from the CEO's account when logging in the e-filing services page. In the event that the CEO is unable to sign off, it is a matter of the CEO delegating the task of the final review and sign off to the appropriate staff member.

Questions and Answers

- **Q11.** If there is an error on the scorecard: e.g. total cost per customer, that belongs to PEG model and it is discovered after the score card is signed off, is the Board staff going to fix the error?
- **A11.** Any errors discovered after the scorecard is signed off should be brought to the attention of Board's Performance Assessment team. The distributor is required to submit a RRR data revision request form http://www.ontarioenergyboard.ca/oeb/_Documents/RR/RRR_data_revision_request_form.pdf. To expedite the revision process, the form must include the requested revised data and the original data for reference. Board staff will review the request for the changes pending the request approval process.

Questions and Answers

- **Q12.** I am having IT issues with logging in and viewing my live scorecard and data. What should I do when I have these types of IT related issues?
- **A12.** For any IT related issues such as logging into the system and viewing your live scorecard, please contact the Board at it.help@ontarioenergyboard.ca or (416) 481-1967 ex. 555

Questions and Answers

- **Q13.** Our electricity distributor has met the required timelines of posting the scorecard on our website by September 24, 2014, which was the required date for publication of our distributor's scorecard. What should I do as the next step?
- **A13.** As the next step, electricity distributors are encouraged to send a notice/email to the Board's Performance Assessment team and inform them of the publication on the distributor's scorecard on its website.