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## VIA E-MAIL AND WEB POSTING

December 6, 2012

To: All Licensed Electricity Distributors  
All Registered Participants in Consultation EB-2010-0379

**Re: Board Staff Proposal for Stakeholder Meeting on January 10, 2013  
Defining and Measuring Performance of Electricity Distributors  
Board File No. EB-2010-0379**

On November 15, 2012, the Board issued a letter announcing that a Stakeholder Meeting will be held on January 10, 2013 to allow all participants an opportunity to engage in a consultation on defining and measuring performance of electricity distributors.

Today, the Board posted on its website a Board staff presentation for the January 10, 2013 meeting that puts forward staff's proposals on:

- the measures that might best reflect a distributor's effectiveness and/or continuous improvement in achieving the performance outcomes; and
- a scorecard to effectively organize how distributors report on their performance.

The Board has also posted on its website a paper prepared by Pacific Economics Group Research LLC ("PEG") entitled "Concept Paper on Empirical Analysis and Benchmarking To Be Used in the Renewed Regulatory Framework for Electricity".

### **January 10, 2013 Stakeholder Meeting**

The purpose of the Stakeholder Meeting is to discuss the materials issued today. Stakeholder input is needed to give staff and the Working Group a view of significant issues and areas of concern.

As a springboard for discussion at the Stakeholder Meeting, Board staff and PEG will make presentations on the materials issued with this letter. Preliminary issues for consultation are included in these materials to help stakeholders prepare for the Stakeholder Meeting.

The meeting will be held at the Board's offices and will be broadcast over the web to allow remote participation. The Stakeholder Meeting will be transcribed.

### Location and Registration

The Stakeholder Meeting will take place in the Board's West Hearing Room, 25<sup>th</sup> floor, 2300 Yonge Street, Toronto. The meeting will start at 9:30 a.m. and is expected to end at 4:30 p.m.

Stakeholders that intend to participate in the Stakeholder Meeting are asked to email notice of their intention to [RRF@ontarioenergyboard.ca](mailto:RRF@ontarioenergyboard.ca) by **January 4, 2013 including in the subject line "EB-2010-0379 Stakeholder Meeting Attendance"**. Participants are asked to indicate in their email whether they intend to attend in person or by web.

### **Next Steps**

The Board anticipates that it will issue in June, 2013 a Supplemental Report of the Board describing the standards, measures and scorecard reporting associated with electricity distributor outcomes for customer service and cost performance supported by a consultant final report setting out an approach to total cost benchmarking. Leading up to that, stakeholder working group meetings will occur in January and February to provide assistance to staff, and a staff report and a consultant report are expected to be issued for comment in mid-April. A Stakeholder Meeting on the reports will be scheduled in late-April.

All materials related to this consultation will be posted on the "[Defining and Measuring Performance of Electricity Transmitters and Distributors \(EB-2010-0379\)](#)" page of the Board's website ([www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca)).

If you have any questions regarding this consultation, please contact Lisa Brickenden at 416-440-8113, or by e-mail at [RRF@ontarioenergyboard.ca](mailto:RRF@ontarioenergyboard.ca). The Board's toll-free number is 1-888-632-6273.

Yours truly,

*Original Signed By*

Kirsten Walli  
Board Secretary