

## **Questions and Answers**

### **Regarding Distributors' Final Review and Sign-off of their 2013 Scorecards**

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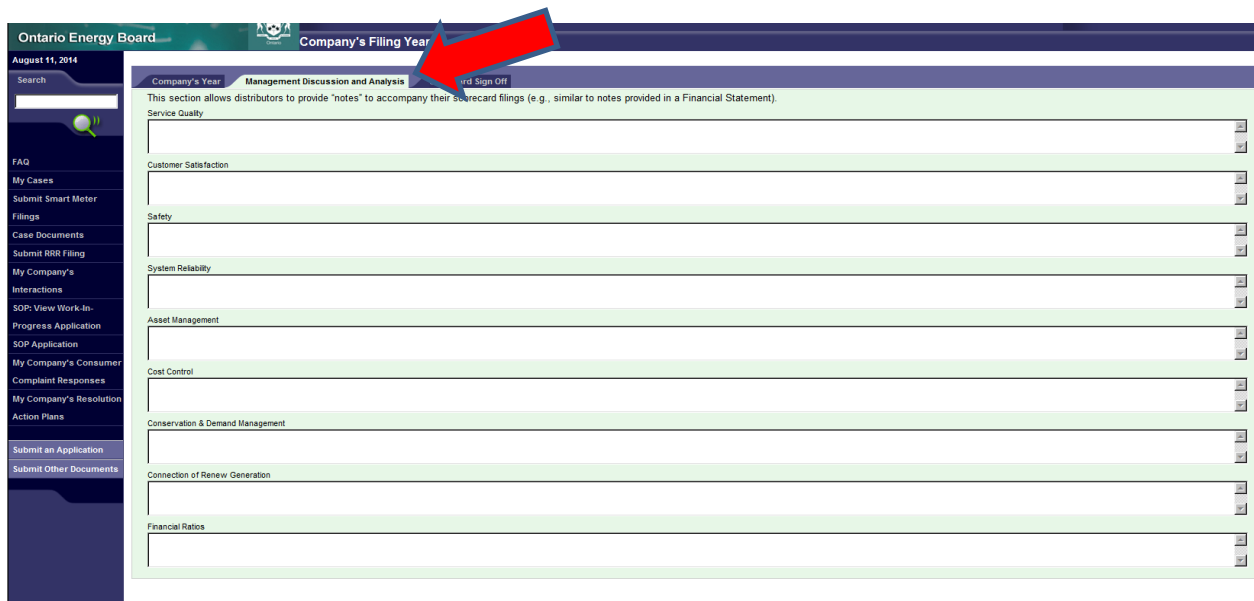
Issued: August 27, 2014

**Q.1 How do I access the final version of my scorecard?**

A.1 Distributors can access their live scorecards by logging onto the e-Filing Services webpage (i.e., same webpage when filing RRR information). There is a “Scorecard” tab at the bottom of the page (please see screen below). Upon clicking on the tab, the scorecard will appear in a new window. This version of the “final” scorecard is an updated version of the draft 2013 scorecard, which was made available to the electricity distributors on May 1, 2014. This version of the scorecard that is being made available to the electricity distributors now includes cost control (i.e., efficiency assessment, total cost per customer and per Km of line) and CDM measures together with other scorecard measures for the last five years (2009 to 2013).

**Q.2 Where do I find the Management, Discussion & Analysis section of the scorecard?**

A.2 After logging onto the e-Filing Services page and selecting the 2014 filing period for 2013 reporting year, please click the “Management Discussion and Analysis” tab of the scorecard. See the print screen below.

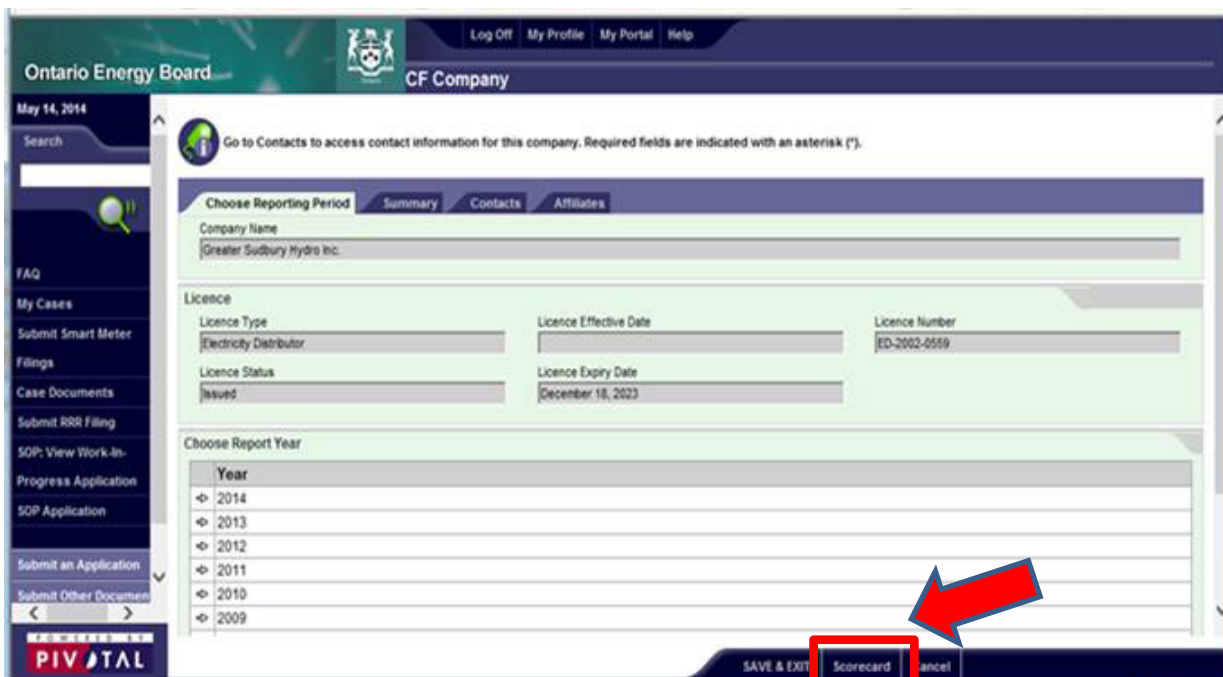


**Q.3 In the management discussion and analysis (MD&A) section of the Scorecard, is there a limit as to how much information a distributor can include in the data fields provided in this section?**

A.3 There is no limit on the amount of information a distributor may provide in MD&A section of the scorecard. Note however that the MD&A section is limited only to basic data contents. As such, tables, charts, graphs or pictures etc., may not appear or have the same appearance of their original formats. In addition, cut and paste from a Word document to the MD&A section may not show some information in the original format (e.g., bullets in Word may appear as question marks (?)).

**Q.4 If a distributor wishes to file information (e.g., reports, studies, spreadsheet analysis, etc.) to supplement or support its management discussion and analysis (MD&A), how should this information be filed?**

A.4 A distributor would need to submit this information in PDF format in an email to the Board's Performance Assessment staff at [performance.assessment@ontarioenergyboard.ca](mailto:performance.assessment@ontarioenergyboard.ca) with reference made to the 2013 scorecard. This information would then be included in the Board's website under the scorecard webpage together with the distributor's scorecard from where it can be accessed. Please note that the use of this email address is limited to only sending additional information (e.g., reports, studies, spreadsheet analysis, etc.) in support of the 2013 scorecard and for a distributor to confirm the scorecard's publication on its website discussed below in Q&A #12.



**Q.5 It appears that the figure used for my 2011 and 2012 Net Annual Peak Demand Savings (Percent of target achieved) in the scorecard does not match either figure included in the OPA Final CDM Results Report (i.e., Scenario 1 or Scenario 2). Please explain what data point the Board is using in the scorecard.**

**A.5** The figures included in the scorecard for the Net Annual Peak Demand Savings (Percent of target achieved) is found in each LDC's Final CDM Results Report provided by the OPA. The Board has included the in-year net incremental peak demand savings amount in the scorecard. This represents the peak demand savings that the distributor has achieved in that particular year. The Board has not used Scenario 1 or Scenario 2 peak demand savings. An example has been provided below, using Midland Power Utility Corporation's 2012 Final CDM Results table, to show where the peak demand savings figures used in the scorecard can be found. The Board has used these peak demand figures in both of its CDM Summary Reports for 2011 & 2012. When making its final determination of a distributor's achievement of its targets, the Board will seek the input of the OPA of what final results are most appropriate to use.

Table 1: Midland Power Utility Corporation Initiative and Program Level Savings by Year (Scenario 1)

Initiative	Unit	Incremental Activity (new program activity occurring within the specified reporting period)				Net Incremental Peak Demand Savings (kW) (new peak demand savings from activity within the specified reporting period)				Net Incremental Energy Savings (kWh) (new energy savings from activity within the specified reporting period)				Program-to-Date Verified Progress to Target (excludes DR)	
		2011	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014 Net Annual Peak Demand Savings (kW)	2011-2014 Net Cumulative Energy Savings (kWh)
<b>Consumer Program</b>															
Appliance Retirement	Appliances	73	58			4	4			31,401	23,056			8	194,771
Appliance Exchange	Appliances	11	9			1	1			1,299	2,500			2	11,993
HVAC Incentives	Equipment	73	92			23	21			44,774	37,020			44	290,155
Conservation Instant Coupon Booklet	Coupons	667	37			1	0			24,940	1,672			2	104,776
Bi-Annual Retailer Event	Coupons	1,040	1,268			2	2			35,133	32,018			4	236,554
Retailer Co-op	Items	0	0			0	0			0	0			0	0
Residential Demand Response (switch/pstat)*	Devices	0	0			0	0			0	0			0	0
Residential Demand Response (IHD)	Devices	0	0			0	0			0	0			0	0
Residential New Construction	Homes	0	0			0	0			0	0			0	0
<b>Consumer Program Total</b>						<b>32</b>	<b>28</b>			<b>137,547</b>	<b>96,264</b>			<b>59</b>	<b>638,278</b>
<b>Business Program</b>															
Retrofit	Projects	7	22			71	147			475,474	676,923			218	3,932,663
Direct Install Lighting	Projects	83	56			93	48			244,291	187,768			121	1,480,449
Building Commissioning	Buildings	0	0			0	0			0	0			0	0
New Construction	Buildings	0	0			0	0			0	0			0	0
Energy Audit	Audits	1	0			0	0			0	0			0	0
Small Commercial Demand Response (switch/pstat)*	Devices	0	0			0	0			0	0			0	0
Small Commercial Demand Response (IHD)	Devices	0	0			0	0			0	0			0	0
Demand Response 3*	Facilities	1	1			72	72			2,815	1,050			0	3,964
<b>Business Program Total</b>						<b>236</b>	<b>267</b>			<b>722,578</b>	<b>865,741</b>			<b>339</b>	<b>5,416,977</b>
<b>Industrial Program</b>															
Process & System Upgrades	Projects	0	0			0	0			0	0			0	0
Monitoring & Targeting	Projects	0	0			0	0			0	0			0	0
Energy Manager	Projects	0	0			0	0			0	0			0	0
Retrofit	Projects	0	0			0	0			0	0			0	0
Demand Response 3*	Facilities	3	1			1,309	437			76,826	10,520			0	87,345
<b>Industrial Program Total</b>						<b>1,309</b>	<b>437</b>			<b>76,826</b>	<b>10,520</b>			<b>0</b>	<b>87,345</b>
<b>Home Assistance Program</b>															
Home Assistance Program	Homes	0	3			0	0			0	1,388			0	4,164
<b>Home Assistance Program Total</b>						<b>0</b>	<b>0</b>			<b>0</b>	<b>1,388</b>			<b>0</b>	<b>4,164</b>
<b>Pre-2011 Programs completed in 2011</b>															
Electricity Retrofit Incentive Program	Projects	2	0			8	0			45,369	0			8	181,473
High Performance New Construction	Projects	0	0			0	0			689	0			0	2,757
Toronto Comprehensive	Projects	0	0			0	0			0	0			0	0
Multifamily Energy Efficiency Rebates	Projects	0	0			0	0			0	0			0	0
LDC Custom Programs	Projects	0	0			0	0			0	0			0	0
<b>Pre-2011 Programs completed in 2011 Total</b>						<b>8</b>	<b>0</b>			<b>46,058</b>	<b>0</b>			<b>8</b>	<b>184,232</b>
<b>Other</b>															
Program Enabled Savings	Projects														
Time-of-Use Savings	Homes														
<b>Other Total</b>															
<b>Adjustments to Previous Year's Verified Results</b>															
Energy Efficiency Total						204	223			903,369	962,343			406	6,439,788
Demand Response Total (Scenario 1)						1,381	506			79,639	11,570			0	91,209
<b>OPA-Contracted LDC Portfolio Total</b>						<b>1,585</b>	<b>728</b>			<b>983,008</b>	<b>974,495</b>			<b>402</b>	<b>6,533,326</b>
														Full OEB Target:	
														2,390	
														10,820,000	
														%	
														16.8%	
														60.4%	

\* Activity & savings for Demand Response resources for each year and quarter represent the savings from all active facilities or devices contracted since January 1, 2011.

\* Verified activity & savings data is not available for 2012. Unverified 2012 results are used in this draft report but will be replaced with verified data in the final report.

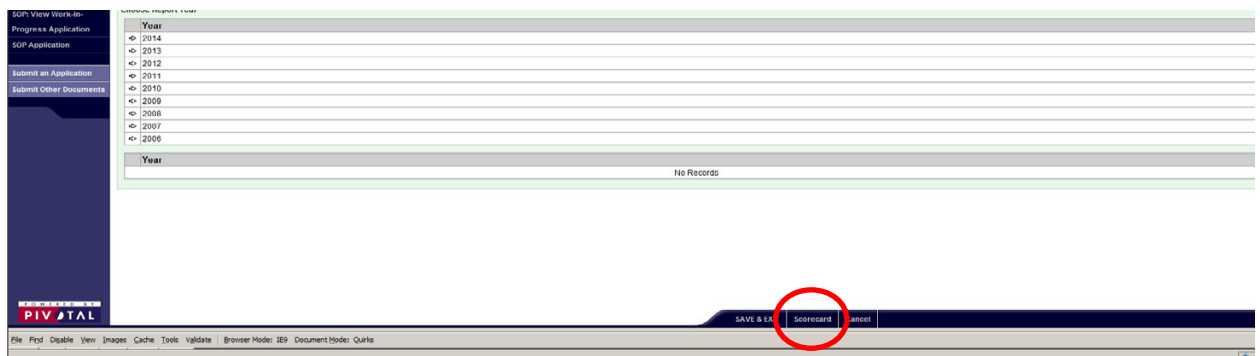
## Q.6 How do I print the scorecard?

A.6 In order to print the scorecard you would need to use Crystal Reports Viewer (as used for *E 2.1.7 Trial Balance* and other multi-tab forms) or have it installed if not already done (please see the link below). An Adobe Printer is also required to save the file as a PDF file. Settings would depend on your local computer/network environment, therefore, please consult your internal technical staff for details.

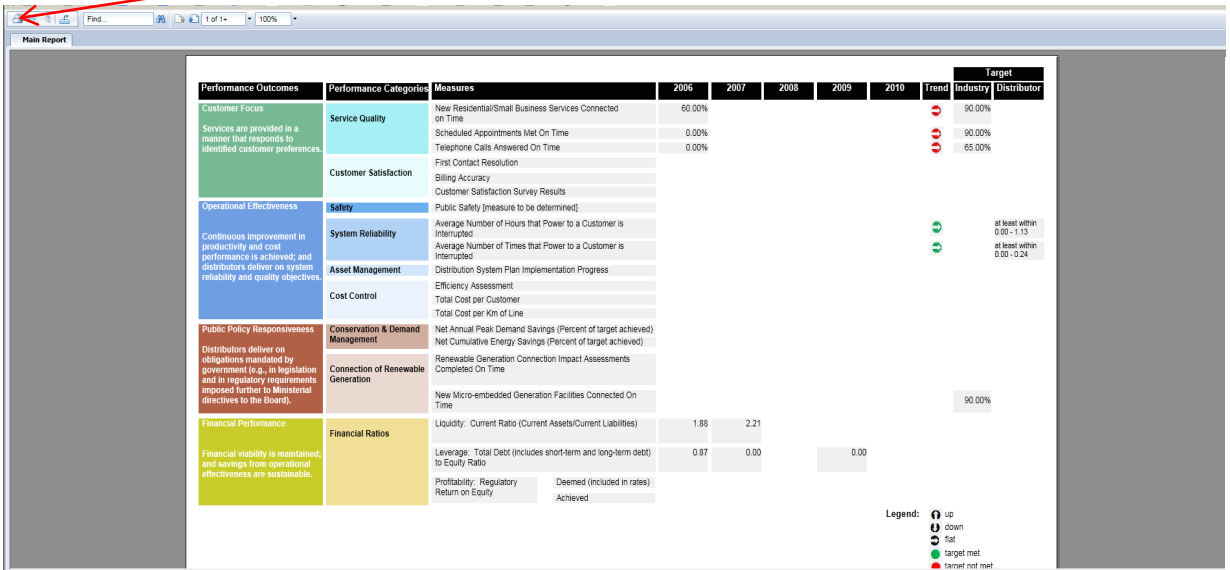
- Visit: <http://www.businessobjects.com/forms/crystalreports/viewer/>
- Download the file "Download Crystal Reports Viewer 2011 - EXE 188MB"

These are the steps to print the scorecard:

1. Login for Submit RRR Filing  
<https://www.pes.ontarioenergyboard.ca/eservice/default.asp>
2. Click Submit RRR Filing on left hand side menu
3. Select the company name
4. View scorecard on your screen (click on Scorecard button on Submit RRR Filing, Company web-page)



5. Click on the printer tool  on the top left corner



Performance Outcomes	Performance Categories	Measures	2006	2007	2008	2009	2010	Trend	Target
Customer Focus Services are provided in a manner that responds to identified customer preferences.	Service Quality	New Residential/Small Business Services Connected on Time	60.00%					↔	90.00%
		Scheduled Appointments Met On Time	0.00%					↔	90.00%
		Telephone Calls Answered On Time	0.00%					↔	65.00%
Operational Effectiveness Continuous improvement in productivity and cost performance is achieved, and distributors deliver on system reliability and quality objectives.	Customer Satisfaction	First Contact Resolution							
		Billing Accuracy							
		Customer Satisfaction Survey Results							
System Reliability	Safety	Public Safety (measure to be determined)							
		Average Number of Hours that Power to a Customer is Interrupted						↑	at least within 0.00 - 1.13
		Average Number of Times that Power to a Customer is Interrupted						↑	at least within 0.00 - 0.24
Asset Management	Cost Control	Distribution System Plan Implementation Progress							
		Efficiency Assessment							
		Total Cost per Customer							
Public Policy Responsiveness Distributors deliver on obligations mandated by government (e.g., in legislation and in regulatory requirements imposed further to Ministerial directives to the Board).	Conservation & Demand Management	Net Annual Peak Demand Savings (Percent of target achieved)							
		Net Cumulative Energy Savings (Percent of target achieved)							
		Renewable Generation Connection Impact Assessments Completed On Time							
Financial Performance Financial viability is maintained, and savings from operational effectiveness are sustainable.	Connection of Renewable Generation	New Micro-embedded Generation Facilities Connected On Time							90.00%
		Liquidity: Current Ratio (Current Assets/Current Liabilities)	1.88	2.21					
		Leverage: Total Debt (includes short-term and long-term debt) to Equity Ratio	0.87	0.00		0.00			
Financial Ratios	Profitability: Regulatory Return on Equity	Deemed (included in rates) Achieved							

6. Select the “Adobe PDF” and other options in your Print Setup window according to your local environment.



7. Click Print

8. Enter the PDF filename and path for the scorecard to be saved

9. Click Save

**Q.7 I am having IT problems with logging in and viewing my scorecard and data. What should I do when I have these types of IT related issues?**

A.7 If you encounter IT related issues such as logging into the system and viewing your scorecard please contact the Board for assistance at [it.help@ontarioenergyboard.ca](mailto:it.help@ontarioenergyboard.ca) or (416) 481-1967 extension 555.

**Q.8 How do I access the scorecard for sign off?**

A.8 After logging onto the e-Filing Services webpage, select the 2014 filing period for the 2013 reporting year and then click the “Scorecard Sign Off” tab. The CEO must submit an electronic sign off of the scorecard as shown below.

August 13, 2014

Search

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

Company's Year Management Discussion and Analysis **Scorecard Sign Off**

I certify that all of the information contained in the Scorecard including the Management Discussion and Analysis is complete and accurate.

Sign Off

Once you have checked the Sign off field, clicking the Save button will not automatically submit this form.

Job Title

Sign off By

Other

Sign off date

The scorecard must be signed off by the Chief Executive Officer, Chief Operating Officer, President or other person of equivalent position.

The Signed off by and Signed off date will automatically populate after you select Signed off and select Save.

Submit?

\* Submit Form

To submit this form, select Yes in the Submit Form drop down and then click the Save button.

**Q.9 Can our CEO provide a hardcopy signature rather than electronic?**

A.9 No, the CEO must perform the sign off for the final scorecard electronically by logging in using his/her account information on the e-Filing Services webpage.

**Q.10 Can the CEO delegate staff to sign off the distributor's scorecard?**

A.10 Yes. In the event that the CEO is unable to sign off, the CEO may delegate the task of the final review and sign off of the scorecard to the appropriate staff. Please note that the scorecard is only visible for sign off from the CEO's account in the e-Filing Services webpage.

**Q.11 How does a CEO get log in access to sign off on the scorecard?**

A.11 A distributor's CEO without log in access to the e-Filing Services will need to fill and submit the '**Electronic user form**': [http://www.ontarioenergyboard.ca/oeb/ Documents/e-Filing/RRR-SM-TOU-user\\_form.pdf](http://www.ontarioenergyboard.ca/oeb/ Documents/e-Filing/RRR-SM-TOU-user_form.pdf). Please select the "CEO" option and submit the form to the contact listed on the form ([ejiro.winthorpe@ontarioenergyboard.ca](mailto:ejiro.winthorpe@ontarioenergyboard.ca)) if the distributor's CEO account does not exist. In the case where a CEO log in access exists, but the CEO is unable remember his/her log in details, please send an email to the Board's IT at [it.help@ontarioenergyboard.ca](mailto:it.help@ontarioenergyboard.ca) for assistance.

**Q.12 When do I need to publish the 2013 annual scorecard?**

A.12 Distributors and the Board will concurrently publish on their websites the final version of the 2013 scorecards during the evening of Wednesday, September 24<sup>th</sup>. Distributors are required to confirm with Board the publication of their scorecards by sending an e-mail to the Board's Performance Assessment staff at [performance.assessment@ontarioenergyboard.ca](mailto:performance.assessment@ontarioenergyboard.ca). Please refer to the 2014 implementation activities schedule for the 2013 scorecard: [http://www.ontarioenergyboard.ca/oeb/Documents/Audit/2013\\_Scorecard\\_Implementation\\_Schedule.pdf](http://www.ontarioenergyboard.ca/oeb/Documents/Audit/2013_Scorecard_Implementation_Schedule.pdf)