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VIA E-MAIL AND WEB POSTING

March 5, 2014

To: All Licensed Electricity Distributors
All Participants in Consultation Process EB-2010-0379
All Other Interested Stakeholders

Re: Issuance of Report of the Board on Performance Measurement for Electricity Distributors: A Scorecard Approach under the Renewed Regulatory Framework
Board File No.: EB-2010-0379

Today, the Board issued its *Report of the Board on Performance Measurement for Electricity Distributors: A Scorecard Approach*. A copy of the Report is attached and is available from the Board's website at www.ontarioenergyboard.ca. This Report sets out the Board's policies on the measures that will be used by the Board to assess a distributor's effectiveness and improvement in achieving customer focus, operational effectiveness, public policy responsiveness, and financial performance to the benefit of existing and future customers. The form and implementation of a performance monitoring tool – a Scorecard – is also addressed in the Report.

The Report identifies a number of new measures that distributors will be reporting for the scorecard and work on these measures will commence immediately. As well the report indicates an expectation that the scorecard will evolve and the Board expects to develop more customer focused service standards as part of that evolution.

Issuance of this Report completes the consultation process. The Board thanks all participants for their contributions. The Board will address the issue of cost awards for this consultation by separate correspondence to be issued shortly.

Please contact Market Operations by e-mail at market.operations@ontarioenergyboard.ca with any questions. The Board's toll-free number is 1-888-632-6273.

Yours truly,

Original Signed by

Kirsten Walli
Board Secretary

Attachment: Report of the Board on Performance Measurement for Electricity Distributors: A Scorecard Approach