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**VIA E-MAIL AND WEB POSTING**

March 5, 2014

To: All Licensed Electricity Distributors

**Re: Webinar on the Implementation of the Scorecard for Electricity Distributors**

Today, the Board issued its *Report of the Board on Performance Measurement for Electricity Distributors: A Scorecard Approach*. A copy of the Report is available at [www.ontarioenergyboard.ca](http://www.ontarioenergyboard.ca). The 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 customer focus, operational effectiveness, public policy responsiveness, and financial performance. The form and implementation of a performance monitoring tool – a Scorecard – is also addressed in the Report.

All electricity distributors are invited to participate in a webinar on the implementation of the Scorecard as set out in Chapter 4 of the Report. The webinar will be hosted by Board staff and held on:

**Date:** March 18, 2014

**Time:** 10:00 a.m. to noon

The webinar is intended to give distributors an opportunity to ask Board staff clarifying questions so as to help improve their understanding of the Scorecard and the preparation of their annual Electricity Reporting and Record Keeping Requirements filing this year (i.e. by April 30, 2014). The webinar will be transcribed to provide a prompt record of the session for distributors and to help facilitate preparation of FAQs following the session.

#### *Introductory Scorecards*

To help electricity distributors prepare for the webinar, Board staff will send each distributor its own introductory Scorecard on **March 11, 2014**. It will present the five most recent years (i.e., 2008 to 2012) of available data for each measure. This Scorecard is being prepared for each individual distributor to provide a live example of how the Scorecard will look and is being provided for information purposes only.

Distributors are encouraged to send written questions in advance to Board staff at [RRF@ontarioenergyboard.ca](mailto:RRF@ontarioenergyboard.ca). Advance notice of the topics distributors want to address would assist staff in preparing for an efficient and useful session.

*How to Participate & Registration*

The webinar will be broadcast from the Board's North Hearing Room (25<sup>th</sup> floor, 2300 Yonge Street, Toronto). Distributors may participate in person or over the web.

Distributors that intend to participate in the webinar are asked to e-mail notice of their intention to [RRF@ontarioenergyboard.ca](mailto:RRF@ontarioenergyboard.ca) by **March 14, 2014** including in the subject line "EB-2010-0379 Webinar Participation".

Instructions on how to participate in, and materials for, the webinar will be posted on the Board's Regulatory Calendar and 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)) by March 14, 2014.

If you have any questions regarding the webcast, please contact Board staff by e-mail at [RRF@ontarioenergyboard.ca](mailto:RRF@ontarioenergyboard.ca).

Yours truly,

Original Signed By

Peter Fraser  
Vice President, Industry Operations & Performance