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# Public Safety Scorecard Metrics Guide

## Components B & C

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February 2019  
R2



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## Executive Summary

This document provides insight into the Components B and C of the Scorecard Public Safety metric. More information can be found in the document entitled “Brdltr\_Public\_Safety\_Scorecard\_Measure\_20150513.pdf”.

## Definitions

**N/C** – Non-Compliance

- A failure to comply with a substantial part of Regulation 22/04; or
- Continuing failure to comply with previously identified Needs Improvement item(s).

**N/I** – Needs Improvement

- A failure to fully comply with part of Regulation 22/04; or
- Non-pervasive failure to comply with adequate, established procedures for complying with Regulation 22/04.

**C** – Compliant

- Substantially meeting the requirements of Regulation 22/04.

## Components B & C

### Component B – Compliance with Ontario Regulation 22/04

Audit, Declaration of Compliance, Due Diligence Inspections, Public Safety Concerns and Compliance Investigations make up Component B. These five elements are evaluated by the Powerlines Department under different timeframes varied by distributor groups and are not normalized based on the LDCs’ size. As a whole, these elements determine the compliance status (Non-Compliant, Needs Improvement, or Compliant) to be reported under the Scorecard Public Safety Metric.

The example below helps to describe the timeframes established for these elements.

#### Example:

For the 2016 Scorecards:

Timeframes for Audits and Declaration of Compliance elements are

- Group 1 LDCs: January 1, 2015 to December 31, 2015.
- Group 2 LDCs: March 1, 2015 to the end of February 29, 2016.
- Group 3 LDCs: May 1, 2015 to April 30, 2016.

Timeframe for Due Diligence Inspections, Public Safety Concerns and Compliance Investigations elements is:

- All LDCs: April 1, 2015 to March 31, 2016.

#### Trend Indicator and Targets

The scorecard is used to track how well the distributor is performing over the five-year period. The trend column contains colour and arrow/directional indicators.

The colour indicator will be made “green” or “red”. A “green” indicator means that the LDC met or exceeded the target supplied. The target is always to meet the definition of Compliant with respect to compliance with Ontario Regulation 22/04.

The arrow/directional indicator will be made “down”, “up” or “flat”. A “down” directional arrow indicates there is a trend towards less compliance with Regulation 22/04 with respect to previous years. An “up” directional arrow indicates there is a trend towards greater compliance with Regulation 22/04 with respect to previous years. A “flat” directional arrow indicates no significant change in the current year with respect to previous years. A directional arrow will be considered for indicating “up” or “down” if the slope of the linear regression line through the 5 years of data is greater than 0.2 or less than -0.2 for Compliance with Ontario Regulation 22/04. A “flat” directional arrow will be considered for a linear regression line through 5 years of data that is between -0.2 and 0.2 or  $\pm 0.4$  (as this may indicate 4 years of consistent data with a change of 2 levels at either end of the 5 year window).



### **Component C – Serious Electrical Incident Index**

“Serious electrical incidents”, as defined by Regulation 22/04 and which follows the criteria in the paragraph below make up Component C. The metric details the number of and rate of “serious electrical incidents” occurring on a distributor’s assets and is normalized per 10, 100 or 1,000 km of line (10km rate category for total lines fewer than 100km, 1000km rate category for total lines over 1000km, and 100km rate category for all the others).

Only equipment which is applicable to Section 12 of Regulation 22/04 will be considered. A “serious electrical incident” will appear as part of this Component if it was determined that a member of the Public was involved in the incident (i.e. caused a death, critical injury or had the potential to cause death or critical injury). A “serious electrical incident” will not appear as part of this Component if it was determined that the incident was initiated by a non-distributor worker and there were no deaths or critical injuries with a member of the public.

A “serious electrical incident” may be included within Component C, however may not meet the criteria to be included within Component B.

The example below helps to describe the timeframe established for this index.

#### Example:

For the 2016 Scorecards:

- All LDCs: January 1, 2015 to December 31, 2015.
- The date that the Serious Incident is closed, by ESA’s Powerlines Department, will be the effective date in some cases.

### Trend Indicator and Targets

The scorecard is used to track how well the distributor is performing over the five-year period. The trend column contains colour and arrow/directional indicators.

The colour indicator will be made “green” or “red”. A “green” indicator means that the LDC met or exceeded the target supplied. The target is the average of 5 years worth of serious incident index data, multiplied by the constant 0.7. The target for the number of incidents is generated to correspond with the index.

The arrow/directional indicator will be made “down”, “up” or “flat”. A “down” directional arrow indicates there is a trend towards a lower serious electrical incident index with respect to previous years. An “up” directional arrow indicates there is a trend towards a higher serious electrical incident index with respect to previous years. A “flat” directional arrow indicates no significant change in the current year with respect to previous years. A directional arrow will be considered for indicating “up” or “down” if the slope of the linear regression line through the 5 years of data is greater than 0.2 or less than -0.2 for either the serious electrical incident index rate or the serious electrical incident index number. A “flat” directional arrow will be considered for a linear regression line through 5 years of data that is between -0.2 and 0.2.



### **Scorecard Public Safety Reporting**

Under RRR 2.1.19 filing, LDCs are to report Scorecard Public Safety metric. The OEB generates a filing schedule each year, which can be found on the Rules and Requirements section of the OEB Industry website, under "[Reporting Schedule](#)".

As of the date of this guide's publication the Reporting Schedule documents an annual "due date" for the Safety Metric of April 30.

1. Two (2) months prior to the "due date", ESA will provide Component B (Compliance with Ontario Regulation 22/04) and Component C (Serious Electrical Incident Index) softcopy data to the LDC. ESA's recorded "Scorecard Contact" will be used by ESA to send the data, and where none has been provided ESA will use the "Main Utility Contact". Please contact ESA via email to change or verify the contacts, at [Utility.Regulations@electricalsafety.on.ca](mailto:Utility.Regulations@electricalsafety.on.ca).
2. Up to one (1) month prior to the "due date", ESA will accept feedback from the LDCs, regarding the data provided. Feedback could include:
  - a. Questions;
  - b. Clarifications;
  - c. Revision Requests; or
  - d. Other Items
3. All feedback shall be sent to [Utility.Regulations@electricalsafety.on.ca](mailto:Utility.Regulations@electricalsafety.on.ca).
4. All feedback will be responded to by ESA, such that LDCs can provide the required RRR input to meet the Reporting Schedule "due date".



### Revision History

Revision Made to Document	Rationale	Rev. #	Date
Included “Filing” and “Revision History” sections	Provide Electrical Distributors Guidance around RRR Filing. Track Revisions	1	February 2018
Examples using the 2016 Reporting Year were included	An example with actual dates was requested by Stakeholders	1	February 2018
Additional information regarding the make-up of Component C was added.	Details what is not included in the Scorecard Metric, but is reportable under Regulation 22/04.	1	February 2018
Additional information regarding the trend indicator and target make-up of Component B & C were added.	Details the meaning of the Trend Indicator.	1	February 2018
Additional information regarding the make-up of Component C.	Increased transparency for the metric	2	February 2019