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BY E-MAIL AND WEB POSTING

March 13, 2017

To: All Licensed Electricity Distributors
All Other Interested Parties

Re: Reporting of Customer Interruptions Data Related to Major Events

A key change for 2016 is revised reporting of reliability data with respect to Major Events. The changes (a) adjust the reliability data to remove the impact of Major Events, and (b) require reporting of criteria to monitor a distributor's performance related to the Major Event.

Ontario Energy Board (OEB) staff's [March 6, 2017 letter](#) to licensed distributors provided an outline of the changes for the annual 2016 Reporting and Record-Keeping Requirements (RRR) filing submissions due by April 30, 2017. In addition, distributors are required to submit data for historical years (a one-time filing) in an Excel model (to be provided) by April 13, 2017. This letter provides the specific details including the background and procedures that differ for the current year's reporting (2016 reporting year) and the historical years' reporting (2012 to 2015).

Background

In the December 7, 2015 [Report of the Board: Electricity Distribution System Reliability: Major Events, Reporting on Major Events and Customer Specific Measures](#), the OEB developed a definition (set out in the RRRs and provided in the attached appendix) for Major Event and outlined new reporting requirements related to Major Events.

Distributors currently report customer interruption information that includes and excludes Loss of Supply (Cause Code 2) in the RRR 2.1.4 filing. As set out in the OEB's [May 3, 2016 letter](#), distributors are now also required to report customer interruption information related to Major Events.

The customer interruption data related to Major Events will be used to derive another set of system reliability measures to exclude both Loss of Supply and Major Events. These

adjusted reliability measures will capture interruptions caused by circumstances within the distributor's control that will be published in the distributor's 2016 scorecard.

Distributors are required to file customer interruption outage data that excludes Major Events for the four previous years (2012 to 2015) in order to establish a baseline of the distributor's average performance over the previous five years (2012 to 2016).

Procedures for Current Year's Reporting (2016 reporting year)

Similar to the previous year's reporting, distributors will continue to file customer interruption data for each cause of interruption by month in individual Cause Code tables in the RRR 2.1.4 filing.

In each table produced for the specific Cause Code (0 to 9), distributors are required to report customer interruption data related to Major Events associated with that particular cause code by month. Once entered, this data will be summarized in Table 3 "Section 2.1.4.2.8 & 2.1.4.2.9 Major Events Adjusted" under the System Reliability Summary tab in the RRR 2.1.4 form.

This data will be used to calculate the adjusted system reliability indices exclusive of Major Events as well as the adjusted system reliability indices exclusive of both Loss of Supply and Major Events.

For more information regarding Major Events reporting for the 2016 reporting year including the online form screenshots, please refer to section RRR 2.1.4 of the [RRR Guide](#). This filing is due by April 30, 2017 along with the rest of the annual RRR filings.

Procedures for Historical Years' Reporting (2012 to 2015 reporting years)

i) Completion of the Historical Major Events Model

The prior four years (2012-2015) requires the completion and submission of the "Historical Major Event Model" in Excel format. Distributors will be required to report the 2012 to 2015 customer outage information related to Major Events by cause code and submit the completed model to HistoricalMajorEvent@ontarioenergyboard.ca by **April 13, 2017**.

Each distributor will receive its own model pre-populated with Total and Loss of Supply adjusted customer outage data reported from its past RRR 2.1.4 filing submissions which was used to calculate the adjusted system reliability indices. The pre-populated data in the model is fixed and cannot be changed. Please note that if revisions are required to your previously reported data, you will need to submit an online RRR data revision request including explanations for the change(s).

ii) *Historical Major Events Data Entry in e-Filing Services*

Once the model has been submitted, distributors are required to follow the procedures as outlined below. Due to the set-up of the OEB's reporting system, the procedures are different for 2012-2013 and 2014-2015.

2012-2013 data

The OEB's IT group will upload the 2012 and 2013 Major Events data from Table 2 of the distributors' Excel model into the e-Filing Services portal. Distributors can verify the uploaded data in the portal after May 2, 2017.

2014-2015 data

Distributors that had Major Events in 2014 and 2015 will be required to input their data in the e-Filing Services portal. OEB staff will advise those distributors when the e-Filing Services portal is opened. Distributors will be required to complete these filings in the portal by May 1, 2017.

If there is no Major Events in 2014 and 2015, the distributor will not need to make any submission in the e-Filing Services portal.

Scorecard Implementation

The draft live scorecard in the e-Filing Services portal will be updated to include the adjusted system reliability measures after the filings have been completed. The above-noted timelines must be met to ensure the integrity of the system reliability measures and the timely implementation of the 2016 scorecard.

Please forward any inquiries regarding the above matter to HistoricalMajorEvent@ontarioenergyboard.ca.

Yours truly,

Barbara Robertson
Acting Manager, Audit & Performance Assessment
Consumer Protection & Industry Performance

Attach: Appendix A

Appendix A

A Major Event is defined in the [RRR as follows](#):

“Major Event” is defined as an event that is beyond the control of the distributor and is:

- a) unforeseeable;*
- b) unpredictable;*
- c) unpreventable; or*
- d) unavoidable.*

Such events disrupt normal business operations and occur so infrequently that it would be uneconomical to take them into account when designing and operating the distribution system. Such events cause exceptional and/or extensive damage to assets, they take significantly longer than usual to repair, and they affect a substantial number of customers.

“Beyond the control of the distributor” means events that include, but are not limited to, force majeure events and Loss of Supply events.

When assessing whether a substantial number of customers were affected and whether it took significantly longer to restore service than normal, distributors shall follow the Canadian Electricity Association’s Major Event Determination Reference Guide. As set out in the Guide distributors shall use one of the following approaches:

- a) The IEEE Standard 1366 approach (preferred method);*
- b) The IEEE Standard 1366 approach, using a two day rolling average; or*
- c) The fixed percentage approach (i.e., 10% of customers affected).*

Distributors shall include all outages that occurred during the Major Event, including those that may be unrelated to the event itself, but occurred at the same time.