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**Commission de l'énergie
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May 22, 2015

To: All Licensed Electricity Distributors

**Re: Implementation of Operational Improvement Initiatives for the 2014
Electricity Distributor Scorecard – Issuance of the 2014 Scorecard
Documents**

To facilitate performance monitoring and distributor benchmarking, the OEB launched the 2013 [Electricity Distributor Scorecard](#) in 2014, which was a significant regulatory achievement for the OEB and all of Ontario's 73 electricity distribution companies.

Throughout the 2013 scorecard implementation process, the OEB received feedback and improvement suggestions from electricity distributors related to the 2013 scorecard. As part of the OEB's commitment to continuous improvement, the OEB formed a working group¹ of thirteen electricity distributors for 2014 scorecard implementation (Working Group) in January 2015 with a mandate to develop and implement operational improvement initiatives that will enhance the 2014 scorecard implementation. Staff from the Audit and Performance Assessment department (OEB Staff) and members of the Working Group worked on implementation issues and met a number of times between February and May 2015 to fulfill the mandate.

The OEB issued a [letter](#) on April 30, 2015 setting out a number of key operational improvements initiatives that were under development by OEB Staff and the Working Group in order to enhance the 2014 scorecards. This letter provided further update and information on these operational improvements.

¹ Members of the Working Group consist of: four members of the Cornerstone Hydro Electric Concepts Inc. Group (Orangeville Hydro Ltd., InnPower Corporation, Midland Power Utility Corporation, Niagara-on-the-Lake Hydro Inc.), Entegrus Powerlines Inc., Hydro One Networks Inc., Hydro Ottawa Ltd., Guelph Hydro Electric Systems Inc., Kingston Hydro Corporation, North Bay Hydro Distribution Ltd., PUC Distribution Inc., PowerStream Inc., and Toronto Hydro-Electric System Ltd. The Electricity Distributors Association (EDA) and Electrical Safety Authority (ESA) attended the Working Group's meetings as observers.

In May 2015, OEB Staff and the Working Group concluded their work by addressing issues and areas of concern for the scorecards based on the experience and lessons learned from the 2013 scorecard process and providing a set of recommendations to the OEB. The OEB has now reviewed the work and accepted the recommendations made by the OEB Staff and Working Group regarding the OEB Staff issued Scorecard MD&A Guide, Scorecard Communications Guide, and enhanced Scorecard Regulatory Calendar for the electricity distributors that are posted on the OEB's website. All of the guides and documents are available on the [Electricity Distributor Scorecard](#) page.

Over the course of the coming year, the OEB will monitor the effectiveness of the 2014 scorecard implementation process. Where and if necessary, the OEB will determine if these guiding documents need to be strengthened and issued as formal OEB requirements.

The OEB notes that OEB Staff, with proactive participation from Working Group members, will host a webinar on June 4, 2015 for the electricity distributors regarding the operational improvement initiatives and the 2014 scorecard documents. At this webinar, the Electrical Safety Authority (ESA) will present the details for the scorecard public safety measure to be included on the electricity distributors' 2014 scorecards. Further communication and information will be sent to distributors by OEB Staff in preparation for the webinar.

The OEB takes this opportunity to recognize and thank members of the Working Group for the great contributions and accomplishments towards continuous improvement with respect to the scorecard process.

All enquiries regarding issuance of the 2014 scorecard documents for licensed electricity distributors should be directed to Industry Relations Enquiry at: IndustryRelations@ontarioenergyboard.ca.

Sincerely,

Original Signed By

Kirsten Walli
Board Secretary