

Ontario Energy Board
P.O. Box 2319
27th. Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

**Commission de l'énergie
de l'Ontario**
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone: 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273



BY E-MAIL AND WEB POSTING

November 25, 2015

To: All Licensed Electricity Distributors
All Other Interested Parties

Re: Component A Public Awareness of Electrical Safety Measure for Licensed Electricity Distributors

In the *Report of the Board on Scorecard on Performance Measurement for Electricity Distributors: A Scorecard Approach* (EB-2010-0379) dated March 5, 2014 (Scorecard Report), the Ontario Energy Board (OEB) stated that, “looking at the scorecard from a customers’ point of view, safety of the distribution system is very important, and the Board believes that customers would find that public safety is an important aspect of overall value for money.”¹ The OEB further stated that it would consult with the Electrical Safety Authority (ESA) and will include a public safety measure on the scorecard. The Board expected that the measure will have a target.

On May 13, 2015, the OEB issued a letter to electricity distributors regarding the implementation of a public safety measure for the 2014 Scorecard. The OEB amended section 2.1.19 (d) of the Electricity Reporting & Record Keeping Requirements (RRR) to include the definitions for the public safety measure and performance targets. In its letter, the OEB stated that the scorecard public safety metric will have the following components:

- Component A - Public Awareness of Electrical Safety
- Component B - Compliance with Ontario Regulation 22/04
- Component C - Serious Electrical Incident Index

¹ EB-2010-0379, Report of the Board on Scorecard on Performance Measurement for Electricity Distributors: A Scorecard Approach, March 5, 2014, page 21.

Component A – Public Awareness of Electrical Safety Measure

The Public Awareness of Electrical Safety component of the public safety measure is expected to measure the level of awareness of key electrical safety precautions among public within the electricity distributor's service territory. It measures the degree of effectiveness for distributors' activities on preventing electrical accidents.

During the development of Components B and C, it was determined further consultation was required to finalize Component A. The ESA was expected to consult with distributors to develop biennial (i.e., every second year) standardized questions for survey of statistically representative sample of distributor's service territory's population. To achieve this objective, the ESA established an electricity distributor Working Group with representatives of 15 electricity distributors and held meetings in August and September 2015. The Electricity Distributors Association and the OEB attended the ESA Working Group sessions as observers. The ESA conducted a public consultation from October 8, 2015 to November 9, 2015 and invited comments on the ESA's recommendation to the OEB for Component A - Public Awareness of Electrical Safety.

Upon conclusion of its public consultation, the ESA provided recommendations to the OEB for its consideration. The OEB has now accepted the ESA's recommended a methodology and an implementation guide (see Appendix A) as well as a set of biannual standardized questionnaire that electricity distributors should use to conduct either a telephone or an online survey of a statistically representative sample of distributor's service territory's population regarding Component A - Public Awareness of Electrical Safety Measure (see Appendices B and C).

Distributors will be expected to demonstrate the impact of their public education efforts through biannual surveying of adults residing in their territory. The performance target for public awareness of electrical safety will be established once three years of data is gathered from the distributors.

Implementation Dates for Tracking and Reporting of Component A - Public Awareness of Electrical Safety

Starting in 2016, all electricity distributors will be required to file RRR 2.1.19 (d) Component A - Public Awareness of Electrical Safety Measure for the preceding calendar year by April 30 as a part of their annual Reporting & Record Keeping Requirement (RRR) filings. Although the distributors will execute the survey every two years, they are still required to annually report the performance results for Public Awareness of Electrical Safety Measure.

While the OEB retains oversight for the overall scorecards for the electricity distributors, the ESA will continue to provide assistance to the electricity distributors for the public safety elements including assessments of the effectiveness of the survey and possible future updates to the survey questions. The OEB expects that the first reporting of Component A - Public Awareness of Electrical Safety Measure will be shown on the distributor scorecards for 2015.

Components B and C

For the purposes of the 2014 scorecard, the ESA provided to the OEB the performance results for 2010 to 2014 regarding the level of compliance with Ontario Regulation 22/04 and serious electrical incident index on behalf of distributors which were published in the electricity distributor's 2014 scorecards.

Starting in April 30, 2016, all electricity distributors will be required to directly file the performance results for Components B and C alongside Component A under section RRR 2.1.19 (d) Public Safety. The electricity distributors are expected to work with the ESA prior to the annual RRR filing due date to ensure the accuracy of the data reported.

The OEB takes this opportunity to thank the ESA and its Working Group for the work in developing the scorecard public safety measure.

All inquiries regarding the public safety measures and Component A Public Awareness of Electrical Safety Measure must be forwarded to IndustryRelations@ontarioenergyboard.ca or 1-877-632-2727 (toll-free within Ontario).

Yours truly,

Original Signed By

Kirsten Walli
Board Secretary

Appendix A: Scorecard Methodology and Implementation Guide for Component A - Public Awareness of Electrical Safety

Appendix B: Biannual Standardized Scorecard Public Awareness of Electrical Safety Telephone Questionnaire

Appendix C: Biannual Standardized Scorecard Public Awareness of Electrical Safety Online Questionnaire