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**June 1, 2015**

**To: All Licensed Electricity Distributors**

**Re: Webinar regarding Operational Improvement Initiatives for the 2014 Electricity Distributor Scorecard and 2014 Scorecard Documents  
June 4, 2015, 9:30am–12:00pm**

The Ontario Energy Board (OEB) issued a [letter](#) on May 22, 2015 which provided information on scorecard operational improvement initiatives for the 2014 scorecard process. Specifically, the OEB accepted the recommendations made by OEB staff and the 2014 Scorecard Implementation Working Group<sup>1</sup> (Working Group) regarding the OEB staff prepared enhanced Scorecard Regulatory Calendar, Scorecard MD&A Guide, and Scorecard Communications Guide. All of the guides and documents are available on the [Electricity Distributor Scorecard](#) page, under the heading “2014 Scorecard Documents”.

The OEB staff will host a webinar on **June 4, 2015 from 9:30am to 12:00pm** with participation and presentation from the Working Group members to introduce and discuss the operational improvement initiatives and the 2014 scorecard documents, as well as to answer questions from electricity distributors. A webinar agenda is provided as Appendix A to this letter.

To attend the June 4 webinar, please refer to Appendix B for log-in instructions.

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<sup>1</sup> 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.

To increase the effectiveness of distributors' 2014 scorecard implementation, it is recommended that distributors ensure that all their staff who will play a key role in the implementation of the 2014 scorecards attend the June 4<sup>th</sup> webinar. This will ensure that appropriate staff are engaged and well informed of the 2014 scorecard guides, processes and timelines.

Webinar participants are encouraged to read the materials posted to the [Electricity Distributor Scorecard](#) page on the OEB website in advance of the June 4<sup>th</sup> webinar. Webinar participants are further encouraged to submit questions to the OEB in advance of webinar by emailing them to Antonette Franco at [Antonette.Franco@ontarioenergyboard.ca](mailto:Antonette.Franco@ontarioenergyboard.ca) prior to **June 3<sup>rd</sup> - Noon** with an email subject line of "June 4<sup>th</sup> Webinar Questions" so that the OEB staff and Working Group can be of most assistance.

The OEB staff has scheduled 2.5 hours for the webinar, however the webinar may conclude earlier if all topics are covered. We look forward to you joining us on June 4<sup>th</sup>.

Webinar presentation materials have been posted on the OEB webpage [Electricity Distributor Scorecard](#).

All enquiries regarding this letter or questions regarding the 2014 scorecard implementation and related documents after the June 4<sup>th</sup> webinar should be directed to Industry Relations Enquiry at: [IndustryRelations@ontarioenergyboard.ca](mailto:IndustryRelations@ontarioenergyboard.ca).

Sincerely,

*Original Signed By*

Daria Babaie, *P. Eng., CPA, CMA*  
Manager, Audit & Performance Assessment

## Appendix A: June 4, 2015 Webinar Agenda

### Implementation of Operational Improvement Initiatives for the 2014 Electricity Distributors' Scorecards June 4, 2015 9:30 am – 12:00 pm

|           | <b>Time</b>         | <b>Topic</b>   | <b>Presenter</b>   |
|-----------|---------------------|--|--|
| <b>1</b>  | 9:30 am – 9:40 am   | Welcome & Introduction   | Daria Babaie - OEB   |
| <b>2</b>  | 9:40 am – 9:50 am   | Improvement Action Plans to Address 2014 Scorecard Issues/Concerns/Opportunities | Dominic Parrella – PUC Distribution Inc.<br>Christine Bell – Midland PUC                         |
| <b>3</b>  | 9:50 am – 10:00 am  | Enhanced Regularly Calendar (Timelines) for Implementation of 2014 Scorecard     | Ben Baksh - OEB  |
| <b>4</b>  | 10:00 am – 10:20 am | Scorecard MD&A Guide   | Daria Babaie – OEB<br>Pankaj Sardana - Guelph Hydro  |
| <b>5</b>  | 10:20 am – 10:45 am | Scorecard MD&A Examples  | Chris Cowell – Entegrus Powerlines<br>Louise Gauthier – PowerStream<br>Carm Altomare – Hydro One |
| <b>6</b>  | 10:45 am – 11:05 am | Scorecard Communications Guide   | Dmitry Balashov – Toronto Hydro<br>Laurie Elliott – Hydro Ottawa                                 |
| <b>7</b>  | 11:05 am – 11:10 am | EDA Communication Tools  | Afreen Khan - EDA  |
| <b>8</b>  | 11:10 am – 11:15 am | French Presentation of the Scorecards  | Karen Evans – OEB  |
| <b>9</b>  | 11:15 am – 11:20 am | Enhancement to the OEB Portal  | Susan Muckle – OEB   |
| <b>10</b> | 11:20 am – 11:50 am | Scorecard Public Safety Measure  | Normand Breton - ESA   |
| <b>11</b> | 11:50 am – 12:00 pm | General Questions and Wrap-up  | Daria Babaie – OEB   |

## Appendix B: How to Attend Webinar

Install WebEx client or have your **IT personnel** install it.

**(You have to be an administrator to install new software in your PC/MAC ).**

Go to <https://ontarioenergyboard.webex.com> Click on Support then Download Meeting Center Application

The screenshot shows the Ontario Energy Board website. At the top left is the Ontario Energy Board logo. Below it is a navigation bar with 'Meeting Center' and 'My WebEx' tabs. A left sidebar contains a menu with items like 'Attend a Meeting', 'Host a Meeting', 'Support', and 'Downloads'. The 'Downloads' item is highlighted with a yellow box. The main content area is titled 'Meeting Center: Downloads' and contains two sections. The first section, 'Productivity Tools', describes WebEx tools and includes a 'Windows' dropdown menu and a green 'Download' button. The second section, 'Meeting Center Application', explains that the application is installed automatically but can be manually downloaded. It includes a 'Windows (for Internet Explorer)' dropdown menu and a green 'Download' button. A blue arrow points to this second 'Download' button. A note at the bottom states: 'Note: You must have administrator privileges on your computer to use this installer.'

**You will not be able to attend the meeting without installing this software**

To test after the installation use the link below:

<http://www.webex.com/test-meeting.html>

**To attend the meeting on June 4, 2015:**

Click on the link below

[Join WebEx meeting](#)

Enter your name and email address.

If the link does not work go to <https://ontarioenergyboard.webex.com>

Click on your meeting

Meeting number: 731 700 020

Meeting password: Card2015

**Important**

The audio portion of the meeting will be delivered via telephone  
To access the conference line call:

**Local 416-340-2217**

**Toll Free 1-866-696-5910**

**Access number: 2923198**

If you are unable to see the slides **contact your IT personnel.**

If you still continue to experience problems call OEB ithelp at 416 481 1967 Ext 555 or  
email [it.help@ontarioenergyboard.ca](mailto:it.help@ontarioenergyboard.ca)