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VIA EMAIL ONLY

September 22, 2014

TO: Licensed Electricity Distributors

RE: Publishing of the 2013 Scorecard for Ontario's Electricity Distributors

I am writing to you to express my thanks for signing off on the scorecards (all electricity distributors have completed this step) and to remind you that concurrent publication of the scorecards will take place this Thursday morning (September 25) on the websites of the Board and all electricity distributors. This letter also outlines the next steps required for their publication and addresses two notes added to the scorecard.

As noted in the Board letter of August 27th concerns were raised by electricity distributors on the requirement to sign off on a scorecard that included benchmarking numbers (generated by the Board's consultant) and on CDM figures. Notes have been added to the scorecard to address each of these issues. For benchmarking, the note indicates that the figures were generated by the Board based on the total cost benchmarking analysis conducted by Pacific Economics Group Research, LLC and based on the distributor's annual reported information.

With respect to CDM, the Net Annual Peak Demand Savings measure does not match either the figure included in the OPA Final CDM Results Report (i.e., Scenario 1 or Scenario 2). The CDM note describes the nature of the measure used in the scorecard, as follows, "The Conservation & Demand Management net annual peak demand savings do not include any persisting peak demand savings from the previous years." This approach was derived from the Board's Conservation and Demand Management Report – 2011 Results EB-2010-0215 of December 20, 2012, the Board indicated that, "The peak demand savings are not cumulative. To achieve the [industry-wide] CDM Target of 1,330 MW the persisting peak demand (kW) savings must be in place at the end of 2014." Accordingly, persistence associated with peak demand savings will be addressed on completion of the four-year CDM program for Board purposes.

To prepare for the Thursday morning scorecard launch to the public, the electricity distributors' scorecards should be set up on their websites on Wednesday evening. The next steps for the Board and distributors with respect to publishing are outlined below.

Next steps for the Board

On Thursday, September 25, the Board will:

- Communicate the publishing of scorecards with an announcement on the What's New section of the Board's home page
- Publish all scorecards together on a new, dedicated webpage on the Board's website. Scorecards will be accompanied by a link to the utility's website
- Publish a Frequently Asked Questions (FAQs) document (see attachment) that addresses these topics:
 - What is the Electricity Distributor Scorecard?
 - Why was the scorecard created?
 - What does it measure?
 - How will the scorecard data be used?
 - How can consumers use the scorecard?
 - And Q&A's on reading the 2013 scorecards

The FAQs document has been prepared in plain language for consumers to assist them better understand their distributor's scorecard. Electricity distributors are encouraged to use and post the document on their websites to ensure their customers are well-informed about the scorecard. This document also helps the electricity distributors respond to the inquiries from their customers.

- Translate the Board's scorecard webpage in French.

Next steps for electricity distributors

For Thursday, September 25, it is expected that each distributor will:

- Retrieve its scorecard from the Board's e-Filing Services webpage and save it in PDF file format for publishing. The distributor can access its live scorecard by logging onto the e-Filing Services webpage of the Board's website.
- Publish the scorecard on its main website. Electricity distributors are encouraged to make the scorecards visible on their main websites so that it can be easily accessible by their customers.
- Distributors are required to confirm the publication of their scorecards with Board by sending an e-mail to the Board's Performance Assessment staff at performance.assessment@ontarioenergyboard.ca
- Communicate to customers on its website the fact that its scorecard is published. The FAQs discussed above that has been attached to this letter may be used for this purpose.

If you encounter any IT-related issues such as logging into the system or retrieving your scorecard, please contact the Board for assistance at it.help@ontarioenergyboard.ca or

(416) 481-1967 extension 555. Any general inquiries regarding the above matters should be directed to Board's Industry Relations at 416-440-7604 or by e-mail at IndustryRelations@ontarioenergyboard.ca. The Board's toll free number is 1-888-632-6273.

Yours truly,

Originally signed by

Peter Fraser
Vice President, Industry Operations & Performance

Attachment: Frequently Asked Questions: 2013 Scorecards for Ontario's Electricity Distributors