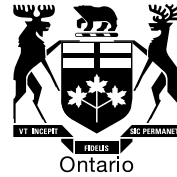


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VIA E-MAIL

September 27, 2016

To: All Licensed Electricity Distributors

**Re: Protecting Privacy of Personal Information and the Reliable Operation of
the Smart Grid in Ontario
OEB File No. EB-2016-0032**

As a sector, the ongoing protection of electricity consumers' interests is inherently of critical importance. The privacy and security of customer data has long been a priority of the Ontario Energy Board (OEB) and is a requirement in every distributor's licence. Distributors are also required to address customer privacy and grid security issues in their rate applications.

On February 11, 2016 the OEB launched a policy consultation in regards to "Protecting Privacy of Personal Information and the Reliable Operation of the Smart Grid in Ontario" ([EB-2016-0032](#)). Since its launch, the OEB has been working with a project Steering Committee and some of your peer utility colleagues in a Working Group to help inform development of a regulatory framework. To aid in the development of this *Cyber Security Regulatory Framework*, an initial survey to assess the Cyber Security Landscape was sent out to the members of the working group, in August of 2016. In order to provide a deeper insight into these results, another survey will be sent out to the larger LDC community which will provide a better understanding at a very high level the current state of utilities' cyber security knowledge and practices across Ontario's electricity utility sector. The questions asked in this survey are identical to the ones Cyber Security Working Group members completed in August of 2016. The results of the survey will be available on an aggregated basis in the consultant's report.

The survey respondent should be knowledgeable about matters related to cyber security for your organization. If you are that individual, please complete this survey; otherwise, please forward the link at the end of this message to that person.

All responses are collected anonymously. Completion of this survey is expected to take about 10-15 minutes. Your assistance in completing this survey by the end of business day Monday, October 3rd is sincerely appreciated.

Yours truly,

Original signed by

Peter Fraser
Vice President, Consumer Protection & Industry Performance