



Report on Reliability and Power Quality Survey

Non-residential customers

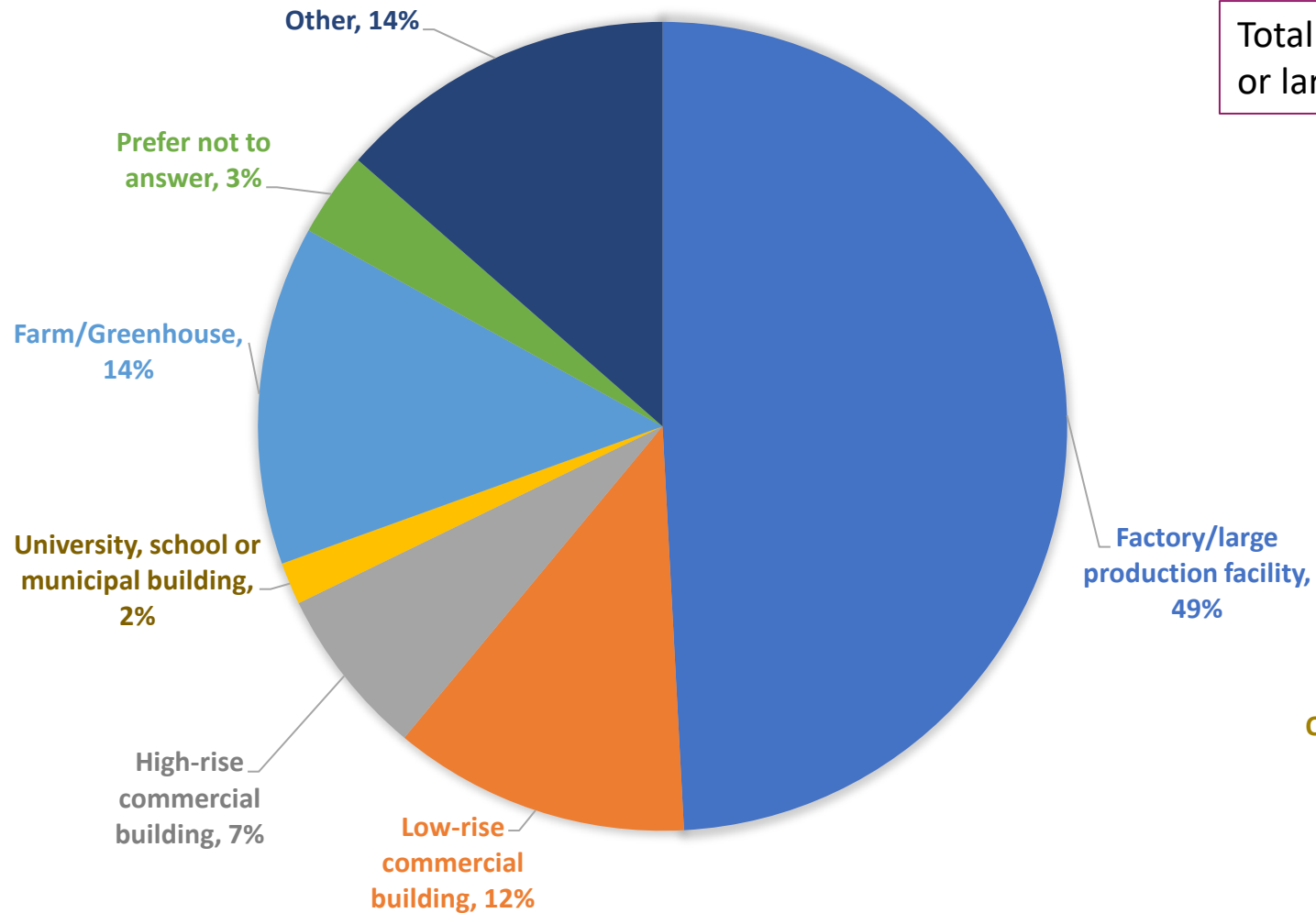
March 31, 2022

Background and note to reader

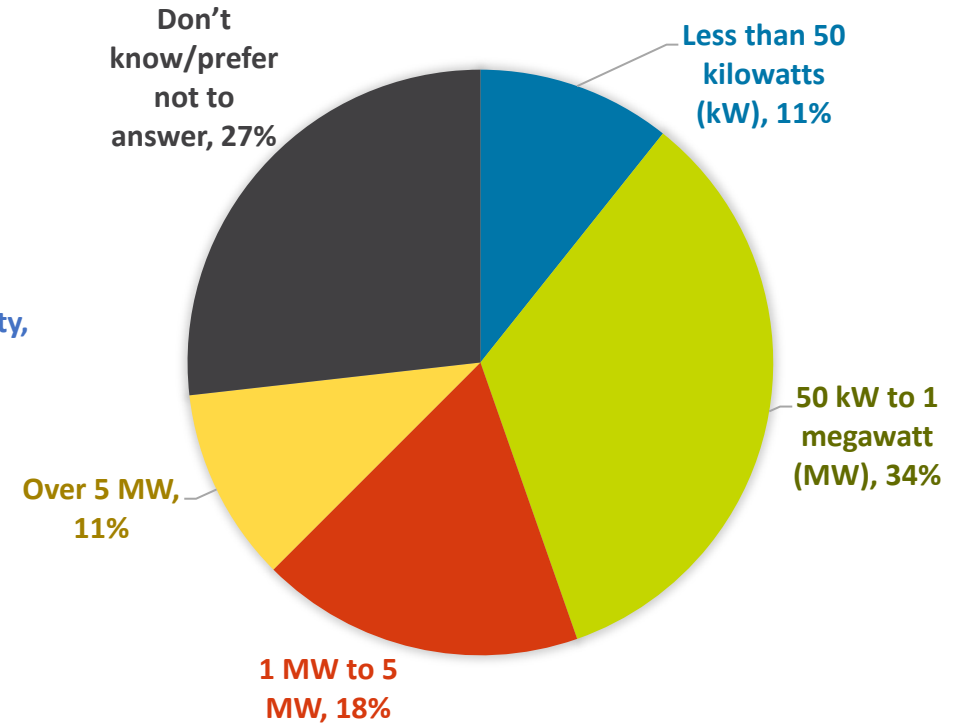
- From February 16 to March 9, 2022, the OEB sought input from Ontario businesses about the reliability and quality of their electricity service.
- In all, 83 businesses throughout Ontario – including factories, commercial buildings and farms – were surveyed through [Engage with Us](#), the OEB’s digital engagement platform. Where totals do not add to 100%, it is either due to rounding or the respondent was allowed to provide more than one response.
- Their input has informed the focus of the OEB’s Reliability and Power Quality Review, launched in November 2021.

Areas of Questions
Satisfaction with reliability
Outage/power quality experience
Outage/power quality impacts
Transparency
Costs & Compensations

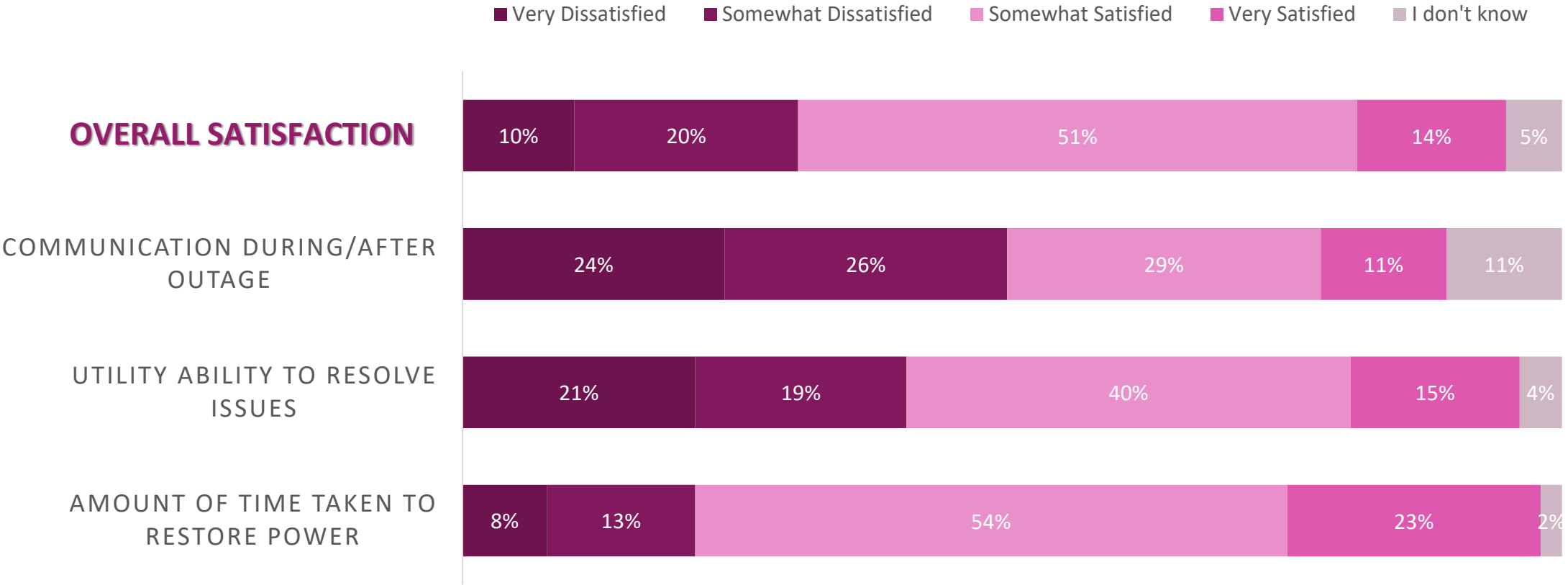
Customers Surveyed



Total of 83 customers – about 50% are factory or large production facilities.



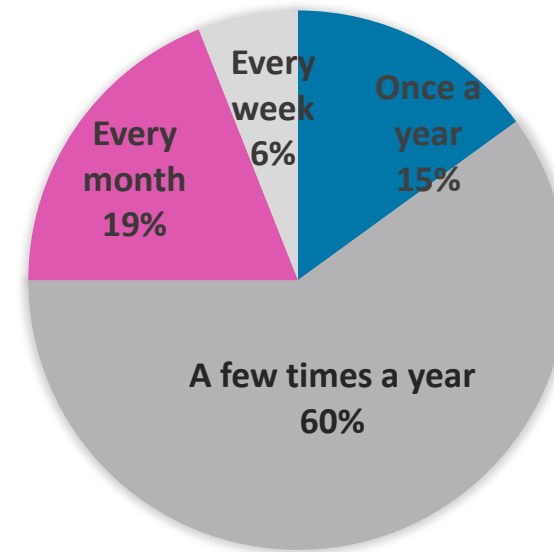
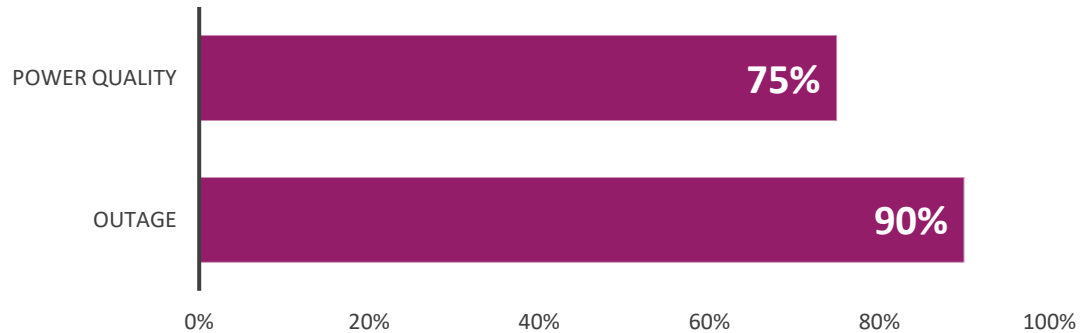
Satisfaction with Reliability



Survey results call for improvements on reliability performance

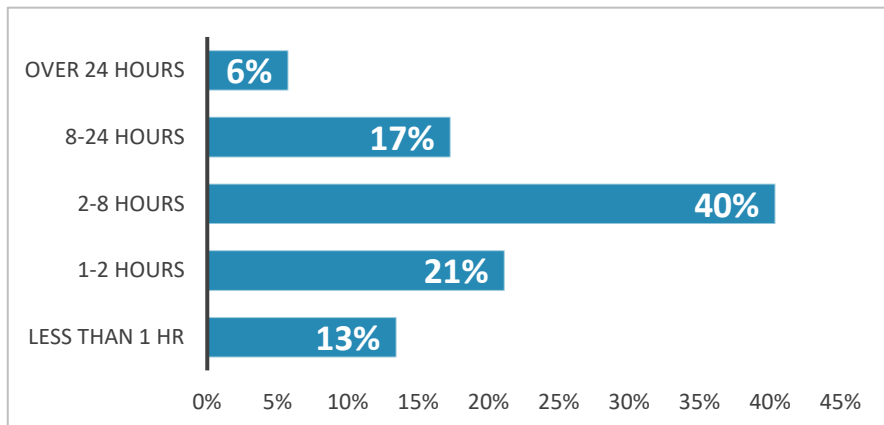
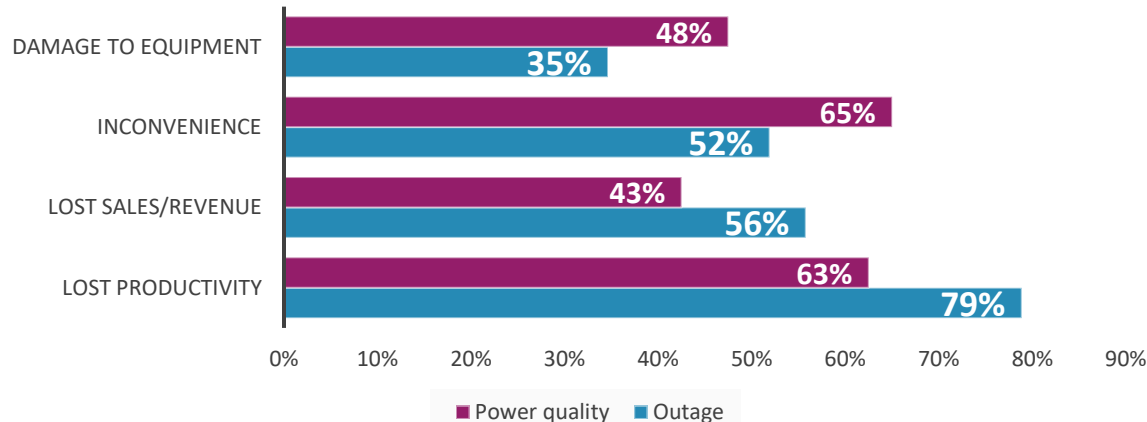
Outage and Power Quality Experience & Impacts

Most customers experienced outage or power quality issues in the past year



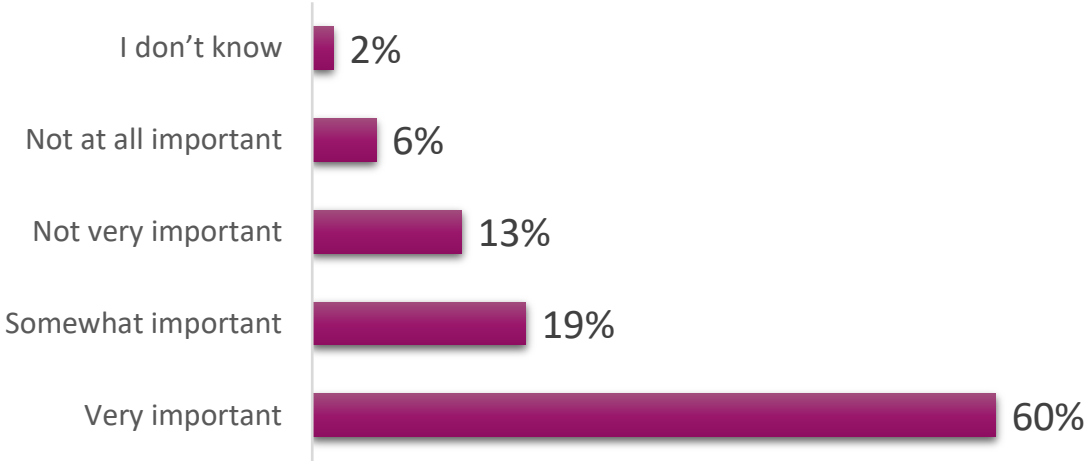
Most customers experience outages a few times a year.

19% of customers experience outages every month



Transparency

IMPORTANCE OF TRANSPARENCY

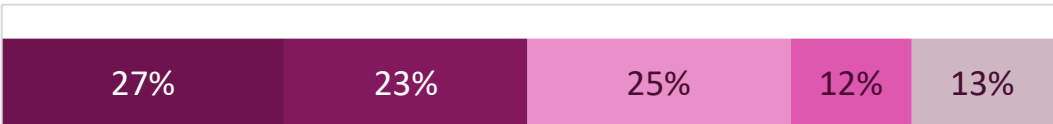


Knowing the level of reliability supply compared to others is important

There is room to improve the utilities' communications during and after an outage

UTILITIES' COMMUNICATIONS

COMMUNICATION AFTER OUTAGE

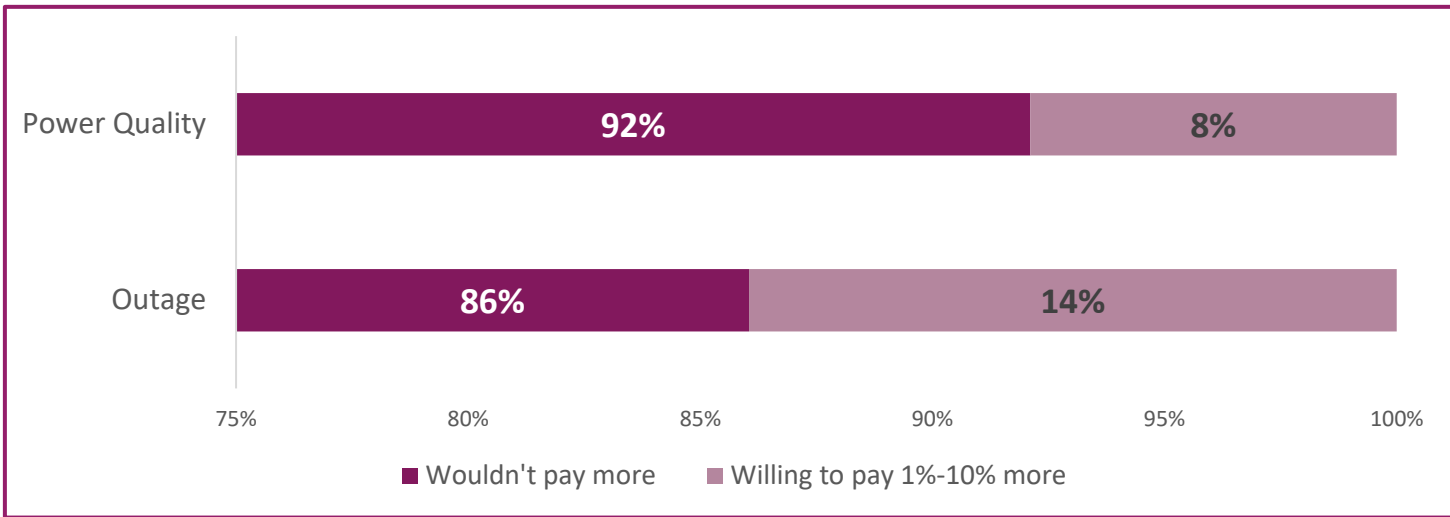


COMMUNICATION DURING OUTAGE



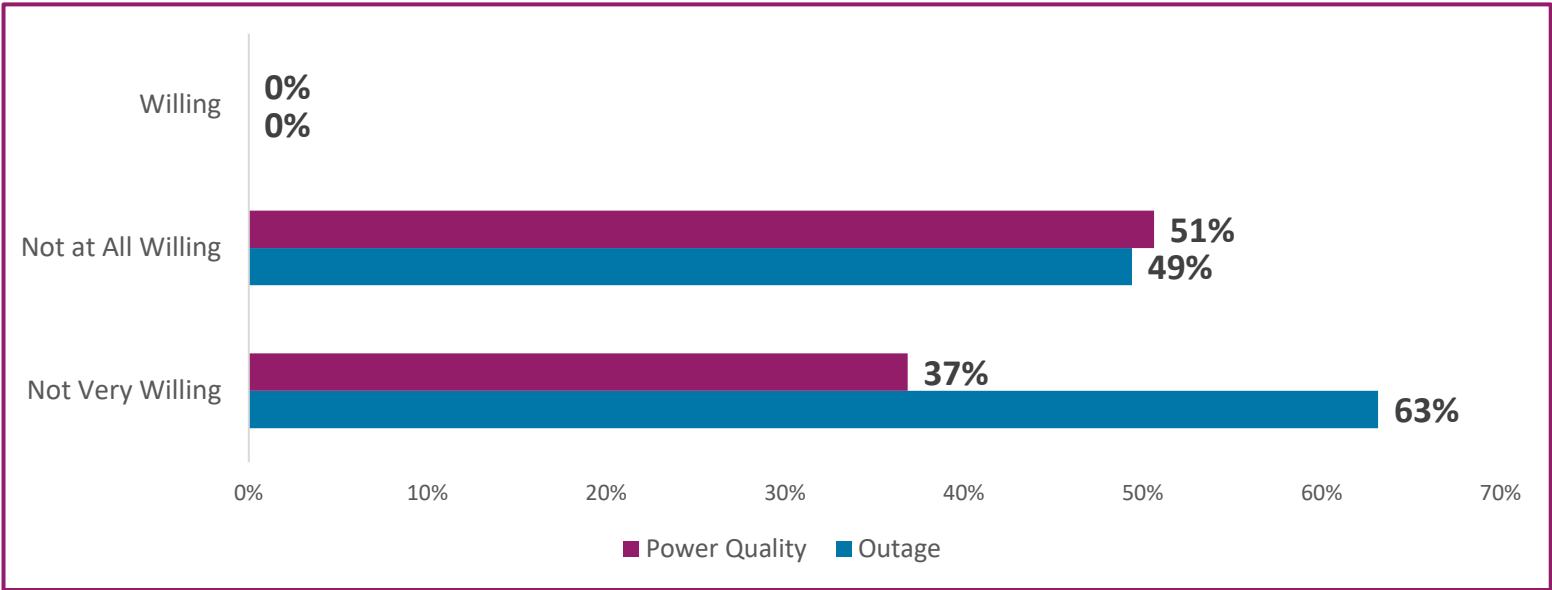
■ Very Dissatisfied ■ Somewhat Dissatisfied ■ Somewhat Satisfied ■ Very Satisfied ■ I don't know

Costs and Compensations



Most customers are not willing to pay more to reduce outage or improve power quality because they feel the current electricity costs are already high

Customers are not willing to accept more outages or power quality issues with a lower electricity bill



Detailed Survey Results

Average electricity demand of respondent

To the best of your knowledge, what is the size of your average electricity demand?

11% Less than 50 kW

34% 50 kW to 1 MW

18% 1 MW to 5 MW

11% Over 5 MW

27% Don't know/prefer not to answer

Electricity issues

Please rank in order of importance the electricity-related issues you are facing today.

- **Rising electricity costs far outranked other issues as the top concern among many respondents (44% respondents ranked it as their top concern)**
- **An equal number of respondents said momentary outages, lengthy outages and power quality was their top concern (15%)**
- **Communication from their electricity provider during power outages was an issue of least concern**

Satisfaction with reliability

Overall, how satisfied are you with the reliability of the electricity service provided by your electricity transmitter/distributor?

10% Very dissatisfied

14% Very satisfied

20% Somewhat dissatisfied

5% I don't know

51% Somewhat satisfied

Power outages

In the past year, have you experienced any power outages?

90% Yes

7% No

3% I don't know

Power outages

Approximately how often do you experience an outage?

6% Every week

15% Once a year

19% Every month

60% A few times a year

Power outages

What was the longest outage you experienced in the past year?

13% Less than one hour

21% One to two hours

40% Two to eight hours

17% Eight to 24 hours

6% More than 24 hours

2% I don't know

Power outages and impact on business

Did the outage have any negative impact on the business?

- **Most respondents (79%) said power outages resulted in lost productivity, followed by lost sales/revenue (56%) and inconvenience (52%)**
- **“Significant loss to productivity,” said one business. “A blip means two hours down and >\$50,000 opportunity loss.”**

Opinion on reliability of electricity supply

Over the past five years, do you feel the reliability of your supply is:

17% Improving

21% Deteriorating

58% Remains unchanged

4% I don't know

Knowledge of electricity supply reliability

How important is it for you to know the level of electricity supply reliability that you are receiving (e.g., number and duration of the outages that you experienced relative to the Ontario average)?

60% Very important

6% Not at all important

19% Somewhat important

2% I don't know

13% Not very important

Satisfaction with electricity transmitter/distributor

When thinking about power outages, how satisfied are you with your electricity transmitter/distributor on the following?

	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied	I don't know
Amount of time taken to restore power	23%	54%	13%	8%	2%
Ability to resolve issues and prevent/reduce future outages	15%	40%	19%	21%	4%
Communications during outage	11%	32%	28%	21%	8%
Followup communications after outage is resolved	12%	25%	23%	27%	13%

Willingness to pay more to reduce outages

How much more would you be willing to pay, if any, on your monthly electricity bill to reduce power outages?

74% I wouldn't pay more

4% 1% more

20% I don't know

2% 5% more

Willingness to accept outages if bill is reduced

How willing, if at all, would you be to accept more power outages if it results in a lower electricity bill?

22% Not very willing

74% Not at all willing

4% I don't know

Compensation and reliability

Do you believe that compensation is needed if the reliability of your electricity supply falls below an acceptable level?

80% Yes

20% I don't know

Likelihood of installing alternative supply

How likely are you to install an alternative electricity supply (such as a generator, solar panel or battery) to eliminate power outages?

33% Very likely

7% Not at all likely

24% Somewhat likely

7% I don't know

29% Not very likely

Power quality issues

Power quality issues are normally observed as flickering or blinking lights. In the past year, have you experienced any power quality issues?

75% Yes

16% No

9% I don't know

Power quality issues and impact on business

Did the power quality issues have any negative impact on your business?

- **The majority of respondents said power quality issues were an inconvenience (65%) and resulted in lost productivity (63%)**
- **Nearly half (48%) said power quality issues damaged equipment**

Opinion on power quality

Over the past five years, do you feel the power quality of your electricity supply is:

10% Improving

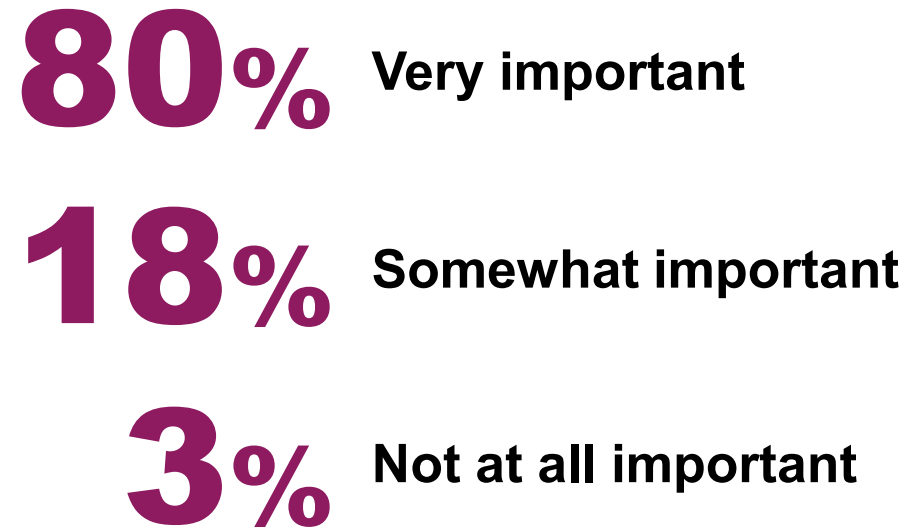
25% Deteriorating

63% Remains unchanged

3% I don't know

Importance of fixing power quality issues

How important is it for the distributor/transmitter to fix the power quality issues that you have experienced?



Investments to mitigate power quality issues

Have you invested in any technologies (such as surge protection) to mitigate power quality issues?

78% Yes

14% No

4% I don't know

4% I prefer not to answer

Willingness to pay more to improve power quality

How much more, if any, would you be willing to pay on your monthly electricity bill to improve power quality?

71% I wouldn't pay more

2% 2% more

22% I don't know

2% 10% more

2% 1% more

Willingness to accept lower quality for lower bill

How willing, if at all, would you be to accept a lower power quality if it results in a lower electricity bill?

14% Not very willing

84% Not at all willing

2% I don't know

Compensation and power quality

Do you believe that compensation is needed if the power quality of your electricity supply falls below an acceptable level?

84% Yes

16% I don't know