



Ontario  
Energy  
Board | Commission  
de l'énergie  
de l'Ontario

**BY EMAIL AND WEB POSTING**

May 3, 2023

**TO:** All Participants in Consultation Process EB-2023-0003  
All Other Interested Parties

**RE:** Engagement on Resilience - Restoration Performance  
Ontario Energy Board File No. EB-2023-0003

The Ontario Energy Board (OEB) invites interested parties to attend a stakeholder meeting to discuss approaches to measuring restoration performance within the context of how to improve distribution sector resiliency, responsiveness, and cost efficiency.

The ability to measure and set expectations for distributor performance in restoring service to customers after a high impact event is a valuable dimension of any resilience framework. Restoration performance measures enable customer expectations to be set, allow successful approaches to be identified and replicated, and can help to substantiate increases in response capability when performance lags.

At its stakeholder meeting on April 25, 2023, the OEB proposed an approach to restoration performance based on the measurement of time and cost for discrete units of work such as the replacement of utility poles. Stakeholders expressed concerns about the approach and contested the value of data collection for this purpose. A primary concern was the view that additional work required to enable measurement of performance would detract from the primary objective of safely restoring power to customers.

The OEB wishes to continue the discussion with stakeholders, exploring further possibilities that may help to inform its consideration of approaches to measuring restoration performance. To this end, the OEB will host a virtual meeting of stakeholders on **May 17, 2023, from 1:30 PM to 4:00 PM.**

As a means of helping all stakeholders prepare, the OEB invites interested parties to put forward suggestions, in advance, on ways to assess restoration performance as a means of improving resilience in the distribution sector. Stakeholders may also wish to review the jurisdictional scans and other material compiled by London Economics International as part of the [report](#) it prepared for the OEB earlier in this consultation process.

Please submit your ideas and suggestions on or before **May 10, 2023**. OEB staff will prepare materials for discussion that make use of suggestions received and circulate them prior to May 17.

In considering ideas for restoration performance, the OEB encourages stakeholders to keep in mind the following objectives:

- maintaining safety during restoration
- ensuring value for money on resilience-related expenditures
- improve transparency
- promoting continuous improvement
- sharing best practices, and
- focusing on outcomes for customers.

Meeting materials will aim to support discussion of the following questions:

- What are the criteria for good restoration performance?
- How can these criteria be measured efficiently?
- How should these measures inform expectations for electricity distributors?

Stakeholders who wish to participate in the meeting are asked to email notice of their intention to [registrar@oeb.ca](mailto:registrar@oeb.ca) by **May 8, 2023**. Emails should include 'EB-2023-0003 - Engagement on Resilience - Restoration Performance' in the subject line. The stakeholder meeting will be a virtual event. Cost awards will be available to eligible participants for participation in this meeting to a maximum of 5 hours for preparation and attendance.

Stakeholders' input and suggestions, as well as any further questions in relation to this letter, should be submitted to Ashely Sanasie ([Ashley.Sanasie@oeb.ca](mailto:Ashley.Sanasie@oeb.ca)).

The Board's toll-free number is 1-888-632-6273.

Yours truly,

Nancy Marconi  
Registrar