



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

BY EMAIL

September 20, 2024

To: All Licensed Electricity Distributors

Re: Survey on Activity and Program Based Benchmarking: EB-2018-0278

To All Interested Stakeholders,

Activity and Program-based Benchmarking (APB) is the assessment of utilities' costs at a more targeted level of a specific activity or program. Its use by the Ontario Energy Board (OEB) aims to encourage continuous improvement by regulated utilities and increase industry productivity.

As part of our ongoing efforts to improve APB monitoring and reporting, the OEB is seeking feedback from all interested stakeholders on the understanding and use of APB in annual reporting and the adjudicative process.

To enhance the effectiveness of our benchmarking approach, we are trying to gain an understanding of how other organizations currently use APB, limitations and gaps they encounter, and potential areas of improvement. The OEB asks that you complete a survey to assist with this initiative – [please click here](#). The survey will take between 5-10 minutes to complete

Your input is invaluable to us and responses will be used to consider adjustment to APB metrics and scope definition, as well as increase the value APB provides in the adjudicative process. Please submit your feedback by **October 11, 2024**.

This is a voluntary survey and there will be no cost awards for its completion. For more information on the APB initiative, visit the OEB's Engage with Us platform [Activity and Program-based Benchmarking Initiative | Engage with Us \(oeb.ca\)](#).

Any inquiries regarding the above matter should be directed to the OEB's Industry Relations hotline at 416-440-7604 or by e-mail to IndustryRelations@oeb.ca. The OEB's toll free number is 1-888-632-6273.

Yours truly,

Nancy Marconi
Registrar