



**BY EMAIL AND WEB POSTING**

December 4, 2024

**TO: All Licensed Electricity Distributors  
All Members of the Reliability and Power Quality Review Working Group  
(EB-2021-0307)  
All Participants involved in the Vulnerability Assessment and System  
Hardening Project (EB-2024-0199)  
All Other Interested Parties**

**RE: Distribution Sector Resilience and Responsiveness (Reliability and Power  
Quality Review EB-2021-0307)**

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Today, the Ontario Energy Board (OEB) released its consultant's report titled Distribution Sector Resilience and Responsiveness ([the Report](#)) in response to the then Minister of Energy's November 2023 Letter of Direction ([LOD](#)). This Report provides valuable insight into Ontario distributors' approach to planning for and recovering from major storms.

In view of the climate-related challenges that are coming, in the October 2022 [LOD](#) the OEB was asked for advice and proposals to improve distribution sector resilience, responsiveness and cost efficiency. In June 2023, the OEB submitted its report *Improving Distribution Sector Resilience, Responsiveness and Cost Efficiency* ([DRRCE](#)), which included a list of recommendations for addressing resilience. Following this, the Minister's November 2023 LOD requested the OEB report on distributors' current storm recovery planning and preparation activities.

In response to this request, the OEB retained ICF Consulting Canada, Inc. (ICF) to conduct a comprehensive survey of distributors to assess their practices across four key areas: operations planning, system hardening, restoration performance, and customer communications. Based on the survey responses, ICF prepared a report summarizing key findings on the current storm preparedness practices of Ontario distributors.

## The Report

The Report provides a detailed overview of Ontario distributors' current efforts to address extreme weather challenges. For each of the four focus areas, the Report outlines distributors' current practices, highlights effective industry approaches, and assesses the level of adoption across the sector. While many distributors have implemented measures to enhance resilience, ICF, drawing on experience from other jurisdictions, also identifies opportunities for further improvement.

This Report will inform the OEB's ongoing work regarding resilience in the electricity distribution sector. Specifically, the results of the report and ICF's assessment is being used to support the establishment of expectations for customer communications and restoration performance for severe weather events being discussed in the Reliability and Power Quality Review consultation. The information on system hardening has been considered as the OEB develops methodologies for vulnerability assessments, value-of-lost-load and cost-benefit analysis, through the Vulnerability Assessment and System Hardening project. The objective of these initiatives is to ensure that Ontario's electricity distribution sector is well prepared to meet the challenges of extreme weather events while maintaining reliable, affordable service for all customers as the province pursues its clean energy and economic growth objectives.

Yours truly,

Brian Hewson  
Vice President  
Consumer Protection and Industry Performance

Attachment:

Appendix A — ICF Report: Distribution Sector Resilience and Responsiveness