

ATTACHMENT 2

2026-2030 CUSTOM PERFORMANCE SCORECARD

The Parties agree that Hydro Ottawa will report annually on the below Custom Performance Scorecard.

RRF Outcome	OEB Reporting Category	Hydro Ottawa Custom Measures	Target
Customer Focus	Customer Satisfaction	Contact Centre Satisfaction – Transactional Feedback	85%
		Percentage of Online Billing Accounts	80%
		Customer Participation in Non-Wires Solutions	Monitor ¹
Operational Effectiveness	Safety	All Injury Frequency Rate	Reduce
		Lost Workday Severity Rate	Reduce
	System Reliability & Resilience	Percentage of Distribution Assets in Poor/Very Poor Condition	Monitor
		Percentage of Distribution Assets Reaching End of Life	≤65%
		Feeders Experiencing Multiple Sustained Interruptions	≤10
		Worst Performing Feeders	≤6
		Station Load Index (4 or 5)	0
		Incremental System Capacity	577 MVA
		Distributed Energy Resource Capacity	Monitor
	Cyber Security Readiness	Cyber Security Program Health	Green
	Cost Control	Productive Time	72.5%
		Labour Allocation	Maintain
OM&A per Customer		Monitor	
Public Policy Responsiveness	Environment	Scope 1 Greenhouse Gas Emissions	Reduce
		Scope 2 Greenhouse Gas Emissions	Monitor
		Annual Oil Spills & Costs of Remediation	Reduce
		Non-Hazardous Waste Diversion Rate	Maintain
		Percentage of Green Suppliers	Maintain
Financial Performance	Financial Metrics	Bad Debt as a Percentage of Total Electricity Revenue	Monitor

¹ The Parties agree that Hydro Ottawa will develop and implement interim targets during the rate term as the NWS programs are launched and will include the interim targets and results in the next CoS application for review. The targets are anticipated to be in place once program design is complete in 2026/2027.