

Frequently Asked Questions

2013 Scorecard for Ontario's Electricity Distributors

PART 1 – GENERAL INFORMATION

What is the Electricity Distributor Scorecard?

The scorecard is a new tool that measures how well Ontario's electricity distributors (also called *utilities*) are performing each year.

Ontario's electricity utilities will report their scorecard performance results annually, and make the results available to the public on their websites. The first results (showing the year 2013) are available on the Ontario Energy Board's (OEB) and utilities' websites as of September 25, 2014.

Why was the scorecard created?

The scorecard has been developed as a tool to allow customers to gain a better sense of how well their utility is performing.

The scorecard is designed to encourage Ontario's electricity utilities to operate effectively, continually seek ways to improve productivity and focus on improvements that their customers value.

The scorecard is a key part of the OEB's [Renewed Regulatory Framework for Electricity Distributors](#) – a new framework that is designed to support the cost-effective planning and operation of the electricity distribution network. It enables the OEB to align the needs of a sustainable, financially viable electricity sector with the expectations of customers, who want reliable service at a reasonable price.

In developing the scorecard, the OEB sought input from industry and consumer groups, including those representing vulnerable consumers. [Read more about the scorecard here.](#)

What does it measure?

The scorecard includes *traditional* metrics for assessing a utility's services, such as frequency of power outages, financial performance and costs per customer.

In addition, future performance results (for 2014 and onwards) will include a number of new metrics that *directly reflect the customer experience*, such as how well the utility resolves a customer's concern on the first contact, the accuracy of customers' bills, public safety and more. See the specific measures included for the 2013 period in Part 2, below.

How will the scorecard data be used?

For consumers, the scorecard allows them to assess for themselves the value of the service received from their utilities and learn how well they are performing.

For distributors, the scorecards are a way to track how well they're performing year over year, and how they compare against other utilities. It will also help distributors better engage with their customers to understand and respond to their customers' needs and to demonstrate the value that is being delivered.

For the OEB, the scorecard will be used to help monitor an individual electricity distributor's performance and eventually, to compare performance across the sector.

Evaluations and comparisons are critical to the OEB's rate-setting process, and can signal whether corrective action is needed. The OEB will monitor the effectiveness of the scorecard as a performance monitoring tool, and work with stakeholders to ensure that it continues to support the Board's objectives.

How can consumers use the scorecard?

New measures relating to customer experience were recently introduced, so utilities have only begun to collect the data for the 2014 period. Next year's scorecards will show a more complete picture, and over time, consumers will be able see how their utility is faring year over year, as well as how it compares to other utilities.

The scorecard can be used as a tool for consumers to assess for themselves the value of the service received from their electricity utility. For example:

- When service appointments are booked with my utility, how often did they show up on time?
- How often did my power go out, and how long did the utility take to fix the problem and restore power?
- How successful is my utility at issuing accurate bills?
- Did my utility answer phone calls from customers in a timely way?

PART 2 – READING THE 2013 SCORECARDS

Why are there blanks on the 2013 scorecard?

A blank means that the data for that particular metric and year is not available. Five new measures were only recently introduced in the scorecard (March 2014) so the data is not available for the 2013 period:

- First Contact Resolution
- Billing Accuracy
- Customer Satisfaction Survey Results
- Public Safety
- Distribution System Plan Implementation Progress.

The results for these new measures are expected to be included in the scorecard for 2014. Some utilities were already tracking their performance in these areas for 2013, and do show a result.

Other measures were introduced at different times so the data is available accordingly:

- Efficiency Assessment is available starting in 2012
- Conservation and Demand Management, Renewable Generation Connection Impact Assessments Completed on Time, and Profitability Ratios are available starting in 2011
- New Micro-embedded Generation Facilities Connected on Time was introduced in 2013 and data will only be available starting in 2013.

Are there any performance targets in the scorecard for the electricity distributors to achieve?

Much of the data that exists in the scorecard is data that the OEB already collects from distributors. For those measures, the OEB established industry and distributor-specific performance targets. These performance targets take into consideration the level of service customers can expect to receive from their distributors at levels the OEB has determined are reasonable. For new measures being implemented, no data yet exists, so no performance targets have been set. The OEB will monitor performance and data until sufficient experience has been gained.

Over time, year-over-year improvements will differentiate the electricity distributor's performance levels relative to the norm and superior performance levels in the sector. This information can be used by the OEB to ensure performance targets continue to be appropriate and continue to encourage continuous improvement.

What do the arrows under the “trend” column mean?

The arrows indicate the directional trend being achieved (up, down or flat) based on data from the past five years. The symbol will be green if the value reported in the most current year is “on target” (target is met or exceeded), and it will be red if the target has not been met.

How do I compare my utility’s 2013 performance with the performance of another utility?

The 2013 results for all of Ontario’s 73 electricity utilities are summarized in this document: [2013 Electricity Distributors’ Scorecard Performance](#)

Are utilities expected to post their scorecards on their websites?

Yes, the 2013 scorecards will be available on utilities’ websites on September 25, 2014.

How can consumers provide feedback about their utility’s scorecard performance?

Consumers are encouraged to send any questions and/or comments to the OEB: IndustryRelations@ontarioenergyboard.ca.