



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

**BY EMAIL AND WEB POSTING**

March 28, 2024

**TO: All Licensed Electricity Distributors  
All Participants in Consultation Process EB-2021-0307  
All Other Interested Parties**

**RE: Guide to Addressing Electricity Distribution Power Quality Issues**

---

As part of its ongoing Reliability and Power Quality Review (RPQR) consultation, the Ontario Energy Board (OEB) has developed a *Guide to Addressing Electricity Distribution Power Quality Issues* (Guide). The Guide is intended to enhance transparency and consistency by fostering a uniform approach for addressing power quality issues across Ontario.

In November 2021, the [RPQR Initiative](#) was launched with the objective of establishing a comprehensive regulatory framework for enhancing electricity sector reliability and power quality performance. Input from stakeholders and the RPQR Working Group highlighted the need for clear guidelines and support in managing power quality challenges. These challenges include deviations in the electrical supply, such as voltage variations and harmonic distortions, which can lead to electrical equipment malfunctions or failures. In response to this need, OEB staff, with significant contributions from the RPQR Working Group, developed the Guide, reflecting a collective commitment to address power quality issues.

The Distribution System Code (DSC) requires electricity distributors to follow good utility practice in managing system power quality and that distributors address any power quality issues promptly. The Guide builds on the regulatory framework by setting out best practices and a uniform approach across Ontario for the resolution of power quality issues. The issuing of the Guide is expected to support Ontario's broader electrification and energy transition goals and encourage an enhanced collaborative effort between customers and distributors in managing power quality issues.

Specifically, the Guide offers comprehensive support to both customers and distributors by delineating clear procedures for the identification, investigation, and mitigation of

power quality issues. This includes guidance on managing such issues both prior to and following the connection of customer facilities to the electrical distribution system. It highlights the importance of a collaborative effort between customers and distributors in addressing power quality challenges effectively. When addressing customer complaints regarding power quality, OEB staff will refer to the Guide.

Distributors are encouraged to make the Guide available on their websites, ensuring that it is readily accessible to customers seeking guidance on power quality issues. Any enquiries relating to this letter should be directed to the OEB's Industry Relations at [IndustryRelations@oeb.ca](mailto:IndustryRelations@oeb.ca).

Yours truly,

Brian Hewson  
Vice President  
Consumer Protection and Industry Performance

Attachment: Guide to Addressing Electricity Distribution Power Quality Issues