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Subject: CCR Meeting Tuesday

Hi Terry,

I polled the group and put some notes together for your update tomorrow.

Let me know if you would like any other information.

Trisha

Conservation:

MOECC

We are in the process of finalizing details and agreements related to the work to support the deployment activities for the Ontario Climate Change Solutions Deployment Corporation (OCCSDC). This includes leading web design, customer support, and providing guidance on program design and delivery activities. Over the coming weeks several job opportunities will be posted internally to help resource these initiatives. This new collaboration is a great opportunity to help drive the province's climate change initiatives and I encourage all those interested to apply

- ◆ Also redesigning the SOE Website

Implementation PWP

As you may be aware, an implementation plan for the Minister's December 16 Directive related to the delivery of programs under CFF is being communicated to LDCs, outlining all options for the delivery of province-wide programs (PWP's). LDCs have until May 1, 2017, to indicate which PWPs will be made available in their service territory. Through discussions had so far, it looks like most LDCs will be offering all programs. We will continue to engage with LDCs and collaborate through the various working groups on key program changes to provide greater benefit for all customers

Programs

We have two new versions of res programs coming into market - instant discounts or paperless coupons in the fall and heating and cooling that will see heat pumps added in July and removal of furnaces by the end of the year

Mid-Term Review Update – Advisory Group Formed

Planned public engagements:

- April 18 2017: Comments on customer and market engagement summary report

- June-Oct. 2017: Comments on relevant issues and insights from monthly topics-based summary reports (2-3 public engagements planned)
- Q1 2018: Comments on key topics from the draft final Mid-term Review Study report

Regional Meetings

Coming up in May/June, the Alliances team will be organizing a series of regional events for the LDC community. Similar to those hosted in 2016, the events will take place across the province in London, Hamilton, Barrie, Kingston, and Toronto delivering key information related to CFF and the implementation of conservation programs. Topics will include; CFF Mid-term Review; Implementation of December 16, 2016 Direction; Whole Home Pilot Program and Energy Performance Program; Local LDC insights; Marketing; Energy Conservation Agreement changes. I look forward to the discussions at these meetings and engaging LDCs in our strategic priorities for the remaining of the framework

- In addition....there is a June event for retailers and hospitality and the June MSG one day conference where they also plan to give out marketing awards (Alexandra)

ICI

Mention how impactful the ICI changes are for customers and LDCs and that we (Jen and Emily if we are using names) are providing a high level of support for customers and LDCs

Communications and Government Affairs Update:

Corporate Themes

The updated Q2 corporate themes are now available, each theme and the supporting bullets aim to tell a story about the work the IESO is doing, what's happening in the sector, and how our actions are providing value. The purpose of the corporate themes is to guide our external communications and to inform employee's perspective about what we as an organization want to be talking about externally in this quarter. Similar to the corporate themes, the communications team is working on the development of an external communications strategy that will guide our efforts over the next 15 months. It's intended to be a proactive and coordinated communication strategy that will help to tie together efforts across the organization

- We should consider the corporate themes as we are out speaking on behalf of IESO about conservation

Media

The Media and Editorial Services team continues to handle regular inquiries and interviews with reporters – over 35 in the first quarter – the development of speaking materials for ELT, and ongoing planning for the release of public facing content, like 2017-19 Business Plan, Market Renewal Benefits Case, and today's joint news release with Alectra on the 'Power.House' study. A highlight of the last few months was the release of our 2016 Annual Report: [Reliability in a Changing Sector](#), which showcases the IESO's continued focus on public value and our broader corporate objectives

Web Site news

- New web site launched early March

- Team has been actively working to stabilize the site and upgrade functionality
- The Search tool has created some issues for users and a project to update it is almost complete
- In April, we had more than 90,000 site visits and over 200,000 page views proving that the site is a key channel for us to connect with the sector

Stakeholder Summit

- Will be holding a Stakeholder Summit in June
- Focus will be on the emerging technologies and how they are or will impact the Grid
- We will leverage the Summit to also hold 4 Regional Forums in the Fall and Winter across the province

LTEP – Jordan to provide an update

The Government Affairs team has been proactively anticipating the Ministry of Energy's shift in focus from the development of their Fair Hydro Plan to the 2017 Long Term Energy Plan, and is busy sharing information with and collecting feedback from across the organization through the internal IESO LTEP Working Group. Through the WG and individual meetings with business units, GA has been communicating LTEP content and potential outcomes, gathering input from the organization to helping to shape LTEP 2017, but also the IESO's LTEP Implementation Plan which will follow. The GA team supported over 60 government briefings and meetings in the first quarter