

Rosemarie Leclair

From: Rosemarie Leclair
Sent: December 11, 2017 11:54 AM
To: Ceiran Bishop; Mary Anne Aldred
Cc: Ken Quesnelle; Christine Long
Subject: RE: Draft Business Plan
Attachments: OEB 2018-2021 BusinessPlan.draft.09.12.17.AD-cb (002).docx

Ceiran, attached are my comments...Let me start by saying ...well done in such a short period of time...

In terms of substantive comments on initiatives...a few things I thought were missing....an initiative that relates to program evaluation (although LIEN is in...and there may be others that could fit that description)...we have as a policy of the OEB that we will review programs for effectiveness etc..about 3 years after launch...the plan should reflect which programs are candidates for this coming year...

I think we were to have an initiative on appropriateness of our own performance metrics...I didn't see it....

We've had as a topic for some time..looking at Tribunal excellence and reviving our approach to stakeholder satisfaction...I think it's time we come back to that (Viive is doing some scoping for me on it)....

As part of our tools to for providing more transparency and accessibility to ratepayers..we are developing the policy registry...that should appear somewhere..even as a line in a listing of initiatives...)

I was also struggling to remember the continuity between last year's list of initiatives and this years...so maybe for Mgt ctee meeting..you could have that...which are net new, which are a continuation...and which from this year have dropped off...

My most significant annoyance, and you'll see it in my comments on 4 or 5 items...is that there are major initiatives that are well underway, have always been part of our plan, and have been talked about in past plans..that show up but development is deferred to the LTEP plan....I don't agree at all with that approach...we should be including in this plan all the steps we plan to take just as we would in any other business plan...

We can add a comment that says that this initiative will also be reflected in our LTEP implantation plan...and will be subject to changes once that plan is approved..

As I said in my last note..no need to make changes before Mgt Ctee...I've copied Ken and Christine to keep them in the loop.

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-----Original Message-----

From: Ceiran Bishop
Sent: Monday, December 11, 2017 10:21 AM
To: Rosemarie Leclair <Rosemarie.Leclair@oeb.ca>
Cc: Mary Anne Aldred <MaryAnne.Aldred@oeb.ca>; Neil Brodie <Neil.Brodie@oeb.ca>; Ken Quesnelle <Ken.Quesnelle@oeb.ca>; Christine Long <Christine.Long@oeb.ca>; Kirsten Walli <Kirsten.Walli@oeb.ca>
Subject: RE: Draft Business Plan

I can confirm that the item is on the agenda. I will ensure the materials get circulated promptly to all attendees.

C

-----Original Message-----

From: Rosemarie Leclair
Sent: Monday, December 11, 2017 10:06 AM
To: Ceiran Bishop <Ceiran.Bishop@oeb.ca>
Cc: Mary Anne Aldred <MaryAnne.Aldred@oeb.ca>; Neil Brodie <Neil.Brodie@oeb.ca>; Ken Quesnelle <Ken.Quesnelle@oeb.ca>; Christine Long <Christine.Long@oeb.ca>
Subject: RE: Draft Business Plan

Thanks Ceiran...going through it now...Has it been added to Mgt ctee agenda?? If not, I think you should....Ken and Christine will need the time to go through it...Any comments I, or they have can be provided and /or incorporated following Mgt ctee to ensure we meet the Dec 31 timeline...

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-----Original Message-----

From: Ceiran Bishop
Sent: Sunday, December 10, 2017 10:12 AM
To: Rosemarie Leclair <Rosemarie.Leclair@oeb.ca>
Cc: Mary Anne Aldred <MaryAnne.Aldred@oeb.ca>; Neil Brodie <Neil.Brodie@oeb.ca>

Subject: FW: Draft Business Plan

Rosemarie- here is a draft business plan and cover letter for review, which are slated for review at MC on Wednesday. The draft reflects the intent to provide a version of the plan that is complete as possible at this point of its development, making clear that LTEP-related material will be added once the implementation plan has come together. Both the cover letter and notes to draft explain this approach. The document has been drafted with the intent that the NTDs be retained -- they are directed at Ministry staff rather than MC alone.

The document reflects input we received from divisions. One outstanding item is the org chart, an update of which I expect from Margaret on Monday. (We will also fold in the updated risk register at a later point - it's in hand but the formatting requires some attention).

Further proof-reading, pagination, and other tweaks will continue in parallel.

We can revise as required.

Ceiran