

Neil Brodie

From: Neil Brodie
Sent: December 14, 2017 1:51 PM
To: Rosemarie Leclair
Subject: Public lines

Karen John and I have put these together. Have a look.

The Ontario Energy Board (OEB) is proud of the work we've done to deliver on our mandate and protect energy consumers.

We [welcome this opportunity to work with the panel to ensure that we continue to have to tools needed to carry out that mandate in the future.](#)

The OEB has demonstrated its capabilities as a consumer watchdog:

- [Most recently](#), it's Market Surveillance Panel uncovered millions of dollars that had been gamed at Goreway Station Partnership. The Auditor General of Ontario recognized our efforts in her December 6, 2017 report ([link to energy chapter](#)).
- We have consistently held distribution rates to inflation. In 2016 alone, we saved consumers about \$22M through avoided rate increases and actually lowered rates for customers of 50 distributors in Ontario.
- The OEB also stands up for vulnerable consumers as demonstrated through the OEB mandated ban on winter disconnections, the design and delivery of the bill credit program, the Ontario Electricity Support Program, the end of distribution charges for on-reserve first nations customers and tougher rules for door-to-door energy marketers.

We are confident that the Panel will find the OEB to be a nimble, expert and forward-thinking regulator which endeavors to always balance the interests of consumers with those of utilities.