

Rosemarie Leclair

From: Rosemarie Leclair
Sent: December 14, 2017 3:48 PM
To: Neil Brodie
Subject: Re: key messages public

Good

Sent from my iPhone

On Dec 14, 2017, at 3:43 PM, Neil Brodie <Neil.Brodie@oeb.ca> wrote:

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 the tools needed to carry out that mandate in the future.

The OEB has demonstrated its capabilities on consumer protection:

- Most recently, its 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 (http://www.auditor.on.ca/en/content/annualreports/arreports/en17/v1_306en17.pdf).
 - We have consistently held distribution rates to inflation. In 2016 alone, we saved consumers about \$22 million through avoided rate increases on just 10 large decisions and actually lowered rates for customers of 50 distributors in Ontario. In a recent Hydro One decision, the OEB saved consumers approx. \$50 million for 2017 through avoided rate increases and by ensuring ratepayers received a greater share of tax savings.
 - 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.

Neil Brodie | Executive Advisor to the Chair and CEO | Ontario Energy Board
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