

Employee Communications

From: Employee Communications
Sent: December 21, 2017 10:01 AM
To: EveryoneOEB
Subject: A Holiday Message from Rose



Sent on behalf of Rosemarie T. Leclair, Chair & Chief Executive Officer

As another busy year comes to a close, I would like to reflect on all that we have accomplished together over the past 12 months to engage, empower and protect Ontario's energy consumers.

In our core adjudicative work we managed roughly 300 applications – from utility mergers to major rate cases – including Ontario Power Generation's rate application, which is the largest in Canadian history. Staff also developed novel approaches to dealing with new types of applications like cap and trade compliance plans and community gas expansions.

This year we made tremendous progress in institutionalizing our consumer mandate into our internal processes and ensuring the consumer is considered in everything we do. It's paying off. More than ever before, consumers are getting involved. We held an unprecedented 22 community meetings in 2017, which gave more than 700 customers – from Sioux Lookout to Leamington – the opportunity to have their voices heard about major rate applications that may affect them. We also began piloting new ways to innovate our regulatory processes through the Adjudicative Model Review.

We handled new government priorities in implementing aspects of the Fair Hydro Plan, including reducing electricity prices, imposing a winter disconnection ban and expanding the Ontario Electricity Support Program to assist more low-income households. We are also in the midst of preparing our implementation plan in response to the government's Long-Term Energy Plan.

We approved five electricity pricing pilots targeting 20,000 customers across 10 service areas that will explore different ways of giving customers greater choice in what they pay and how they manage their electricity.

Our Consumer Panel is being consulted on a regular basis to test and help shape policies and initiatives that touch consumers. It's now being extended to include an online component of 2,000 consumers and a standalone panel for small businesses.

To engage consumers broadly, we ventured into new territory by having a presence at large-scale public events like the Canadian National Exhibition and the Royal Winter Agricultural Fair. It involved a cast of many to work at our booth – morning until night for two-week stretches – enabling us to engage with 17,000 people.

On the consumer protection front, we rolled out our Consumer Charter, the first of its kind in Canada, which sets out key rights and responsibilities of residential consumers in a single, easily understood document. We also launched a sweeping review of utilities' customer service rules including a survey to capture feedback directly from consumers. We carried out several major enforcement actions and completed a number of voluntary assurances to ensure that the rules are being followed. Our work to develop a cyber-security framework with industry will be instrumental to ensuring that utilities are protecting their systems and their customers' data.

We owe our success to our people – employees and Board members throughout the organization. I want to shine a light on the teams in People, Culture & Business Solutions who make sure we have the people, technology and corporate systems in place to enable all of our work. Also, a special thank you to our public information officers who are on the front lines of service, delivering on our consumer protection mandate.

All this, and we still found time to run a very successful charity campaign, raising an impressive \$58,200 for our community. For the size of our organization we have an enormous heart.

I'm proud of our many achievements in 2017 and look forward with optimism to the opportunities and challenges that lie ahead in the New Year, guided by our new Strategic Blueprint.

I hope everyone has a chance to enjoy some well-earned rest and relaxation over the holidays. See you in 2018.