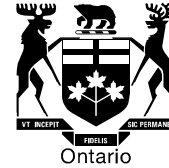


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Rosemarie T. Leclair
Présidente et Directrice Générale



March 1, 2017

The Honourable Glenn Thibeault
Minister of Energy
Ministry of Energy
900 Bay Street
Hearst Block, 4th Floor
Toronto, ON M7A 2E1

Dear Minister Thibeault:

Ontario Energy Board's 2017-2020 Business Plan and Budget

I am pleased to submit the Ontario Energy Board's Business Plan and Budget for 2017-2020 for your review and approval.

I am submitting the Business Plan at this time because of the requirement in the *Agencies & Appointments Directive* that an agency's annual business plan be submitted to the responsible Minister no later than one month before the start of the provincial agency's fiscal year.

An earlier version of the Business Plan and Budget was submitted to the Ministry in December 2016, also in accordance with the requirements of the *Agencies & Appointments Directive*.

Ministry staff had a few questions about some items in the December Business Plan, including performance metrics, proposed capital expenditures and headcount assumptions. We have addressed these matters directly with Ministry staff and have provided greater clarity where appropriate in the Business Plan submitted today.

We have also updated the Business Plan to reflect a number of developments in the OEB's operating environment since December. The most important development has been the passage of Bill 95 regarding disconnections. In light of Bill 95, we concluded that it was appropriate to provide greater detail regarding the scope of the review of utility customer service rules and changes that we propose to undertake in 2017.

I would be pleased to discuss the Business Plan and Budget with you and your staff at your convenience.

Sincerely,

Rosemarie T. Leclair
Chair & CEO

Cc Mr. Serge Imbrogno, Ministry of Energy
 Mr. Michael Reid, Ministry of Energy
 Ms. Julie Mitchell, Ontario Energy Board
 Ms. Mary Anne Aldred, Ontario Energy Board