



OEB ALL STAFF MEETING

JUNE 16, 2017

AGENDA

1. All staff presentation
 1. The Year That Was: By The Numbers
 2. Our Vision: Consumer-Centric
 3. Our Journey: Achievements in 2016-2017
 4. Next Year... And The Year After That
2. Q & A



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2

THE YEAR THAT WAS BY THE NUMBERS

ORGANIZATIONAL

175
EMPLOYEES

\$5.71
COST PER
CUSTOMER

14
BOARD
MEMBERS

1
NEW DIVISION

43 RECRUITMENTS

OPERATIONAL

ENGAGED WITH 2000+
CONSUMERS AT 45
COMMUNITY EVENTS

ISSUED
300
DECISIONS

9,300+
CONSUMER CONTACTS

72 UTILITY
SCORECARDS

1,680
COMPLAINTS
RESOLVED

5 AUDITS OF
ELECTRICITY AND GAS
DISTRIBUTORS

700+
Licences

960
Industry Relations
Enquiries handled

31 COMPLIANCE
INSPECTIONS **6**
ENFORCEMENT PROCEEDINGS

15
COMMUNITY
MEETINGS

100 RATES DECISIONS

PERFORMANCE

97.5%
CALLS ANSWERED

ALL
LEADS TO

98.4%
CORRESPONDENCE
ANSWERED

97%
OF BUSINESS PLAN
OBJECTIVES MET

93%
DECISIONS ISSUED

88.5%
CUSTOMER
SATISFACTION



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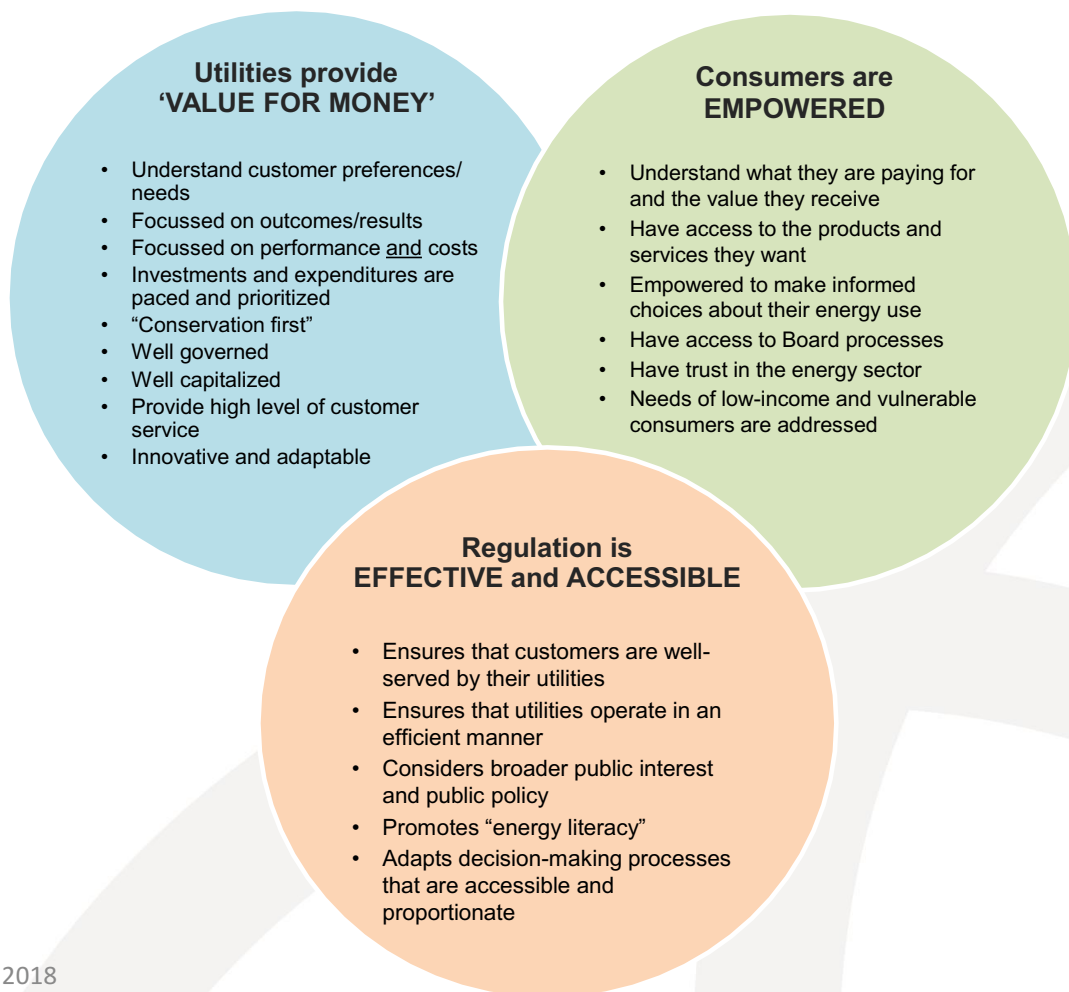
3

OUR VISION FOR A CONSUMER-CENTRIC REGULATOR

- We regulate in a manner that focuses on **outcomes valued by consumers**
- Our processes are efficient, effective, **understood and accessible** to both industry and consumers
- Ontario regulated **entities** are among the **most efficient** in North America and beyond
- Consumers have:
 - A **reliable energy supply**, at a reasonable cost
 - The **information** they need to **make choices** regarding energy use
- Consumers **receive value for their energy \$\$\$**



CONSUMER-CENTRIC REGULATION IN ACTION



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A MODERN, FRIENDLIER REGULATOR



www.ontarioenergyboard.ca

OEB.ca

'The Board'

'The OEB'

ENGAGE. EMPOWER. PROTECT.



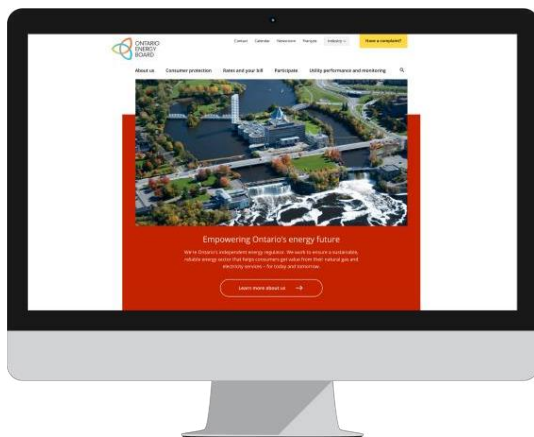
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6

EMPOWERING CONSUMERS

NEW WEBSITE



ECPA

The Ontario Energy Board
PROTECTING YOU

Electricity Price Comparison
Before You Sign Up, Compare Prices

Still Have Questions?
Contact the energy retailer that gave you this sheet or the Ontario Energy Board.

DISCLOSURE STATEMENT
Important Information About Electricity Contracts

Before You Sign Up, Understand:

1. The Price
2. Your Rights
3. Your Responsibilities

Acknowledgment
I have read and understood this Disclosure Statement.
This Disclosure Statement is not part of the energy contract. Sign and keep it for your records.

Signature
Date

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THERE'S HELP FOR LOW-INCOME HOUSEHOLDS
You may qualify for a reduction on your electricity bill with the new Ontario Electricity Support Program.

AIDE POUR LES MÉNAGES À FAIBLE REVENU
Vous pourriez avoir droit à une réduction de votre facture d'électricité grâce au nouveau Programme ontarien d'aide relative aux frais d'électricité.

OntarioElectricitySupport.ca
1-855-831-8151

GET \$30-\$50 OFF YOUR ELECTRICITY BILL

The Ontario Electricity Support Program offers monthly on-bill credits to help lower-income households ranging in size from one or two.

LOW-INCOME? OESP CAN TAKE \$30-\$50 OFF YOUR ELECTRICITY BILLS EACH MONTH.

You Can Apply:
Online | On Paper | Through an Agency

YOU WILL FIND OUT IF YOU QUALIFY IN 44 WEEKS AFTER YOU SUBMIT YOUR APPLICATION AND SIGNED CONSENT FORM.
When approved, the credit will appear directly on your electricity bill.

LEARN MORE
ontarioelectricitysupport.ca

OESP

ONTARIO ENERGY BOARD CONSUMER CHARTER

As a residential consumer of electricity and natural gas in Ontario, you have both rights and responsibilities. Electricity and natural gas companies must respect your rights while you must fulfil your responsibilities. The Ontario Energy Board (OEB) ensures that your rights are respected.

Your RIGHTS include:

- You have the right to safe & reliable service:** You are responsible for the safe connection of your home to the distribution network and for providing you with safe and reliable service without unnecessary interruption. As part of this service, your utility is required to make necessary repairs, replacements and improvements to the equipment.
- You have the right to accurate & timely bills:** Your utility is required to issue accurate monthly bills, but billing errors may occur at times. You should know that:
 - If you are quoted on the accuracy of your bill.
 - If you were over-billed, your utility must credit you with the amount in liability to bill for a period of up to **two years**.
- You have the right to fair security deposit policies:** To secure payment of future charges, your utility can ask for a security deposit when you initially apply for service or from their member's good payment history. You should know that:
 - You have the right to pay your electricity bill by the required security deposit.
 - You have the right to a **44-week period**. Use all time generally provide this option to their customers.
 - You have the right to get your deposit back once you have chosen **one year** of good payment history.
- You have the right to fair disconnection & reconnection practices:** Your utility can disconnect your service for a number of reasons such as failing to pay your bill or deposit, failing to pay your bill or failing to follow through on payment arrangements. You should know that:
 - You have the right to advance written notice of disconnection that should contain information about the disconnection process, including the date, between which on the service can be disconnected and available payment options to avoid the pending disconnection.
 - You have the right to a timely reconnection of your service once you have made the required payment. In most cases, all these requests to reconnected service within **two business days** (on receipt of the required payment).
- You have the right to access available energy conservation programs:** Utilities offer programs that can help conserve your energy and need lower your demand to reduced costs. You should know that you have the right to access available energy conservation programs offered by your utility in your area.

Your electricity and natural gas companies:

- Electricity & Natural Gas Utilities (also known as distributors):** Utilities are responsible for delivering electricity and natural gas to your home and property connected to the OEB. Your utility is determined by where and property connected to the OEB. Your utility is responsible for delivering electricity and natural gas to your home and property connected to the OEB. They are also responsible for supplying your energy when you choose to buy your energy from an electric or natural gas company. The utility is not responsible for the safety of the electricity or natural gas provided. The utility is not responsible for the safety of the electricity or natural gas provided. The utility is not responsible for the safety of the electricity or natural gas provided.
- Electricity Retailers & Gas Marketers (also known as energy retailers):** Energy retailers are responsible for selling electricity and natural gas to you. They are not responsible for the safety of the electricity or natural gas provided. The utility is not responsible for the safety of the electricity or natural gas provided. The utility is not responsible for the safety of the electricity or natural gas provided.

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Page 1

THE CONSUMER CHARTER



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7

VALUE FOR MONEY

- ➡ Regulated Price Plan pricing pilots
- ➡ Smarter rates for industrial and commercial customers
- ➡ Cyber-security framework
- ➡ Utility governance



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8

EFFECTIVE, RESPONSIVE REGULATION

- ➡ Rate Applications Handbook for Utilities
- ➡ First DSM EM&V by OEB
- ➡ Natural Gas Expansion Framework
- ➡ Cap and Trade Framework
- ➡ Utility Consolidations



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9

NEXT YEAR...AND THE YEAR AFTER THAT

Maintain our focus on...

➔ Empowering Consumers

- Leverage our new website
- Modernize customer service rules
- Expand opportunities for consumers to have a voice

➔ Value and Choice

- Develop new pricing models that meet needs of different consumers and reflect use of system
- Consider different rate setting models
- Assess performance against unit/program cost benchmarks

➔ Performance and Protection

- Evolve utility scorecard to make it more relevant to customers
- Enhance auditing, compliance and complaint handling
- Implement corporate governance best practices
- Reward performance through proportionate regulatory reviews



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10

NEXT YEAR...AND THE YEAR AFTER THAT

Anticipate and prepare for the future

➡ Energy Policy Evolution

- Climate Change Action Plan
- Fair Hydro Plan
- Long-Term Energy Plan

➡ Technological Innovation

- New choices for consumers
- Traditional utility business model is challenged
- Calls for a new approach to regulation

➡ OEB Response...

- New regulatory blueprint
- New CEO forum on innovation



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11

UP NEXT: Q & A

