

Rosemarie Leclair

From: Rosemarie Leclair
Sent: May 24, 2017 12:41 PM
To: Neil Brodie
Subject: Re: Employee meeting

I think my top 5 priorities would be..

1. Continue to strengthen our consumer focus.....leverage and populate new web site to make it as useful and as accessible as possible....complete our review of customer service rules with a view to incenting Idcs to excell at customer service ...and continuing to proactively give consumers a voice in our decisions
2. Continue to look at ways we can increase the customer value proposition....new pricing packages (RPP, retailers, etc)....change the way we set rates to incent good decisions, encourage innovation etc...
3. Continue to move towards real performance based regulation....setting minimum standards, monitoring performance , and rewarding excellence...(this is the hook to the Governance and AMR and new program level metrics..)
4. Continue to leverage our expertise in supporting the implementation of govt policy..ie FHP, LTEP, CCAP...etc
5. Continue to invest in enhancing our own performance....by strengthening our tools, processes, the capacity and skills of staff and board members....

Not sure this is perfect...but its what comes as top of mind...(I want AMR done, Consumer information and choice, and customer service rule, new rate making..and a lot of outstanding org issues completed...but I cant say it that way on a slide deck...and I don't want anyone to feel offended...so more high level language as per above...)

Sent from my iPad

On May 24, 2017, at 12:07 PM, Neil Brodie <Neil.Brodie@oeb.ca> wrote:

In preparation for the meeting when you return, a presentation is being put together.

The portion that they are having trouble with is "The Year Ahead". Some of the high level themes will be taken out of the Business Plan but they are looking for your top 5 priorities

Some topics I've come up with are:

Implementing FHP

Support LTEP

Finish Governance Model which will complete RRF and allow Adjudicative Model to begin

Cyber Security

Decoupling

RPP pilots

More information for the customer

Customer Service review

Natural gas expansion and harmonization with grant program

If I'm missing something let me know.

Neil