

Employee Communications

From: Employee Communications
Sent: May 29, 2017 2:55 PM
To: EveryoneOEB
Subject: 2016-2017 Performance Results



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

Performance Results

The performance cycle for 2016-2017 has now completed and I'm very pleased to share our results with you. Thanks to everyone's hard work, **we achieved 97 per cent of our business plan objectives.**

This result is impressive, and even more so considering the pace of activity during the year as we handled new priorities from the government and adjusted to changes within the organization. You've once again risen to the challenge of another productive year during which we accomplished a number of significant projects along with day-to-day core duties. We brought the consumer engagement framework to life in full force, hosting some 15 meetings in 12 communities affected by major applications for rate increases. We implemented – and communicated broadly to the public – numerous consumer protection rules that came into effect on January 1st. We developed the regulatory framework for the Cap and Trade program to reduce greenhouse gas emissions, which also launched on January 1st. We continued delivering the Ontario Electricity Support Program (OESP), approving more than 182,000 applications within the first year of the program and increased eligibility requirements so that more Ontarians in need can receive support. Following consultations with consumer groups and our own Consumer Panel, we launched the Consumer Charter that sets out customer rights and responsibilities. We overhauled the website, a key channel that will help advance our goal of enhancing consumer literacy. We were also kept very busy with new government priorities, including the Fair Hydro Plan, which touched several areas of our work – banning winter disconnections, reducing prices in the latest Regulated Price Plan announcement, expanding OESP and developing options for Indigenous distribution rates. These are only a few examples of the numerous successes we've had in 2016-2017, and during a period of increased public scrutiny around energy issues.

Everything we do here involves incredible collaboration between departments – we're a team in every sense of the word. In particular, I would like to recognize our colleagues who form the critical infrastructure that underpins our success: Information & Information Technology, Finance & Administration and Human Resources. And I would like to pay special tribute to our public information officers who are on the front lines of customer service, delivering on our consumer protection mandate.

With the business plan audit now complete, Management Committee has approved incentive payments to all eligible staff and Board members, which are being issued in a special pay run on June 1st.

This is my sixth year at the OEB and it's rewarding to step back and see how far we've come. I'm so pleased and proud of the progress we continue to make on our journey to better empower, engage and protect Ontario's energy consumers.

Once again, thanks for your contributions and congratulations on a job well done.

Moving forward

With that successful year behind us, we turn to the new fiscal year underway. The 2017-2020 business plan was recently approved by the government and is available [on the intranet](#) and website. We're planning an opportunity to meet and talk about the new business plan – watch for a meeting request soon.