



OEB ALL STAFF MEETING

JUNE 16, 2017

AGENDA

1. All staff presentation
 1. The Year that Was
 2. The Year Ahead
 3. State of the Environment
 4. Going Forward
2. Q & A



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WE ACHIEVED **97 PERCENT** OF OUR BUSINESS PLAN OBJECTIVES!

HOSTED 15 COMMUNITY MEETINGS IN 12 COMMUNITIES



DEVELOPED REGULATORY FRAMEWORK FOR CAP & TRADE

THERE ARE A NUMBER OF WAYS YOUR UTILITY PROVIDES MORE **INFORMATION ABOUT CAP AND TRADE** THROUGH:



Bill Inserts



On-Bill Messages



Websites



Call Centres

APPROVED MORE THAN 182,000 OESP APPLICATIONS

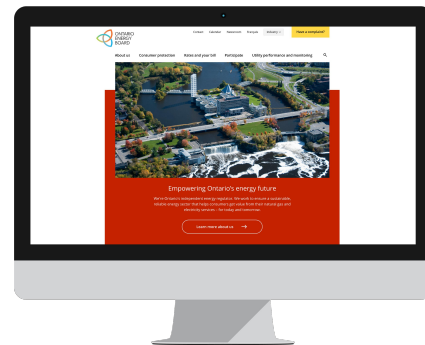


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OVERHAULED THE WEBSITE



IMPLEMENTED AND PROMOTED NEW CONSUMER PROTECTION

Knock knock.
Who's there?

No one... can sign you up
for an energy contract
while they are at your
home.

Learn more at oeb.ca/KnockKnock

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There are new rules that energy retailers
must follow. **Educate yourself.**

Learn more at oeb.ca/knockknock

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LAUNCHED THE CONSUMER CHARTER


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
Your utility is responsible for the safe connection of your home to their distribution network and for providing you with safe and reliable service without unreasonable interruption. As part of this service, your utility is required to make necessary repairs, replacements and improvements to their equipment.

You have the right to accurate & timely bills
Your utility is required to issue accurate and timely bills, but billing errors may occur at times. You should know that:

- You can question the accuracy of your bill.
- If you were overbilled, your utility must credit you with the amount mistakenly billed, for a period of up to **two years**.

Your electricity and natural gas companies (also known as distributors):
Utilities are responsible for delivering electricity and natural gas (energy) to your home at a rate approved by the OEB. Your utilities are determined by where your property is located. Their services include planning, construction, operation and maintenance of their respective distribution networks. They are also responsible for supplying your energy unless you choose to buy your energy



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CONSUMER PANEL VIDEO



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THESE ARE ONLY A FEW EXAMPLES OF THE SUCCESSIONS WE'VE HAD IN 2016-2017

BY THE NUMBERS

ISSUED
250+ decisions



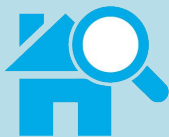
Special shout out to People, Culture & Business Solutions, the "corporate infrastructure" whose work underpins our success

ROLLED OUT **72**
UTILITY SCORECARDS

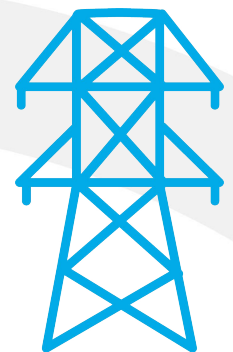


9,300+
CONSUMER CONTACTS

CONDUCTED **31** COMPLIANCE
INSPECTIONS LEADING TO **6**
ENFORCEMENT PROCEEDINGS



1,680
COMPLAINTS RESOLVED



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THE YEAR AHEAD

MAJOR GOALS AND WHAT
SUCCESS WILL LOOK LIKE



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CONTINUE TO STRENGTHEN CONSUMER FOCUS

- **leverage and populate the 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 LDC's to excel at customer service
- continuing to **proactively give consumers a voice** in our decisions



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CONTINUE TO INCREASE THE CUSTOMER VALUE PROPOSITION

- **new pricing packages** (RPP, I&C)
- **change the way we set rates** to incent good decisions, encourage innovation

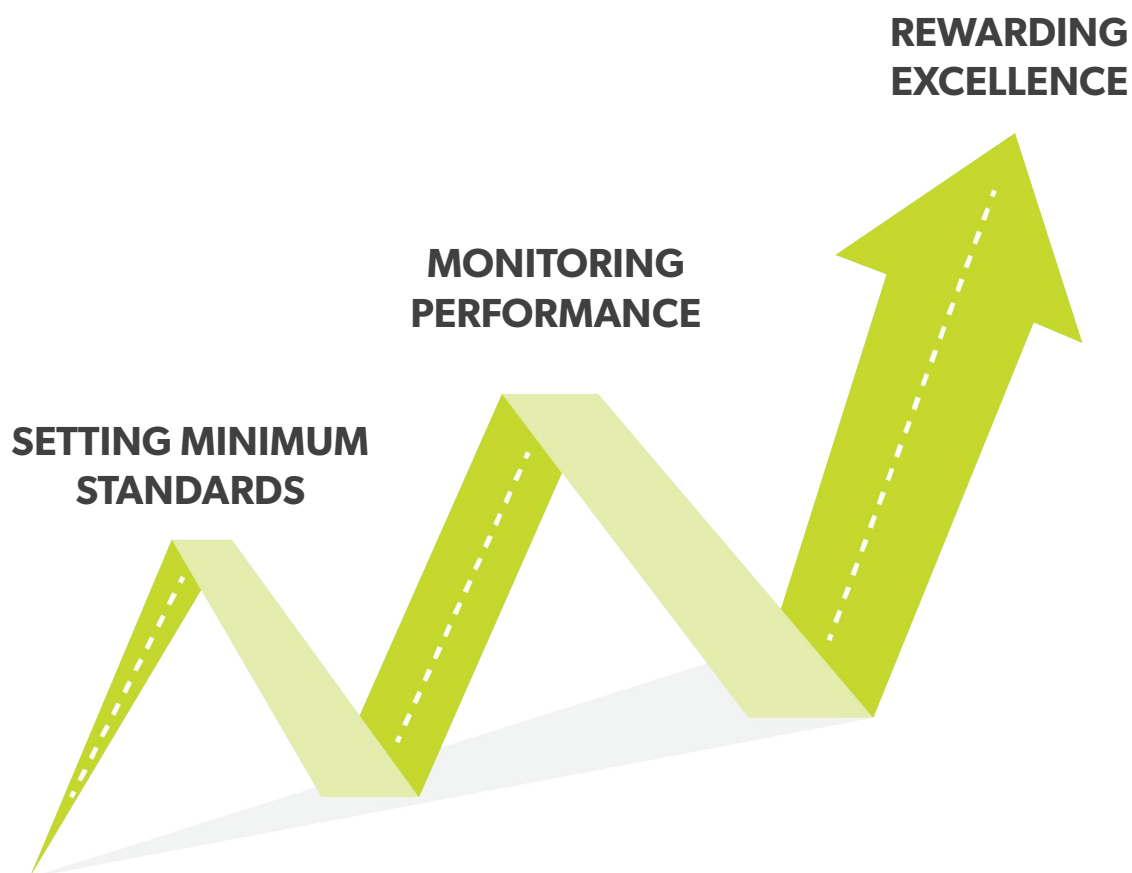


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CONTINUE TO MOVE TOWARDS REAL PERFORMANCE BASED REGULATION



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CONTINUE TO INVEST IN ENHANCING OUR PERFORMANCE



- By strengthening our tools, processes, the capacity and skills of staff and Board members



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STATE OF THE ENVIRONMENT

WHAT'S GOING ON OUTSIDE OUR WALLS



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CONTINUE TO LEVERAGE OUR EXPERTISE IN SUPPORTING THE IMPLEMENTATION OF GOVERNMENT POLICY



FAIR HYDRO PLAN

LONG TERM ENERGY PLAN

CLIMATE CHANGE ACTION PLAN



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KEY TRENDS & ISSUES

IN THE BROADER OPERATING ENVIRONMENT

- **recent changes in ownership** and consolidation of distributors and transmitters
- an **increasing consumer focus** on prices and costs within the sector
- **technological innovation** that presents new choices for consumers



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GOING FORWARD

ALL STAFF MEETING IS A FIRST STEP



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NEXT STEP

SMALLER GROUP DISCUSSIONS =
ONGOING DIALOGUE





**EMPOWER.
ENGAGE.
PROTECT.**

UP NEXT: Q & A



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