

Rosemarie Leclair

From: Rosemarie Leclair
Sent: May 23, 2018 8:46 PM
To: Neil Brodie
Subject: Re: performance results

It reads well. If MAA is good with it, so am I.

Sent from my iPad

On May 23, 2018, at 1:51 PM, Neil Brodie <Neil.Brodie@oeb.ca> wrote:

Public Affairs put together the annual email to employees regarding performance results. The text for this year is below. I have attached last year's email.

At the all employee meeting, Mary Anne went thru the list of accomplishments so this email isn't as long as it otherwise would be. They also drafted a shorter version with no accomplishment paragraph. I think we need to mention some.

This includes the usual recognition of the 'behind the scenes' people in PCBS, public info officers. New this year is lawyers who I hear feel left out of the specific congratulations because of the general-ness of their work. Same with Public affairs.

The email will wait until HR puts together the letters so that there is coordination between the email and letters, ie. email a day or two before letters go out, which is the usual practice.

Let me know if you have any comments on the text.

2017-2018 Performance Results

I'm pleased to share with you the results of our performance for the 2017-2018 year. Together, **we achieved 94.9 per cent of our business plan objectives** for the year. We should all be very proud of our efforts to deliver results during a busy period that saw us once again handle new priorities from the government in addition to the commitments set out in our plan and our core responsibilities.

At our all-staff meeting on May 1st, Mary Anne walked us through many of the specific highlights, such as organizing a record 18 community meetings around the province; developing the implementation plan in support of the government's Long-term Energy Plan; our sweeping review of utilities' customer service rules that captured the feedback of 2,000 consumers; finalizing the industry's cybersecurity framework that will safeguard the privacy of customer information and the security of the grid; and engaging with more than 20,000 people in our community outreach efforts that took us to new, large-scale venues like the CNE with great success. We continued to implement various aspects of the government's Fair Hydro Plan including banning winter disconnections, maintaining electricity prices and expanding Ontario Electricity Support Program to more eligible households. In addition to demanding higher performance of the entities we regulate, we also looked at our own regulatory processes and began piloting new ways to innovate through the Adjudicative

Model Review. These are only a fraction of the many important initiatives we launched or completed during the fiscal year.

And, this is in addition to our day-to-day adjudicative work that saw us manage about 300+ applications including Ontario Power Generation's rate application – the largest in Canadian history – and continue to protect consumers through our work in licensing, audit, compliance and enforcement.

Our success is made possible because of our talented and dedicated people – teams of experts throughout the organization collaborating to make our operations run efficiently and effectively. In particular, I want to pay special attention to our colleagues in People, Culture & Business Solutions who form the critical engine that powers our success, and the public information officers who are on the front lines delivering our consumer protection mandate. I also want to acknowledge the legal and public affairs teams whose expertise is regularly called upon for so much of what we do.

With the 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 DATE**.

On behalf of the OEB Executive team, thank you for your continued dedication to excellence and public service. Congratulations on a very successful year.

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