

Rosemarie Leclair

From: Rosemarie Leclair
Sent: June 15, 2017 8:51 AM
To: Viive Sawler
Cc: Carol Steski; Kyla Weinman; John Bozzo
Subject: Re: can we meet at 9?

Leamington is critical. Take time you need. Viive , you and I can chat st 9 even if others not available and if needed you can skip oea and stay to work with team to get tomorrow's deck done

Sent from my iPhone

> On Jun 15, 2017, at 7:56 AM, Viive Sawler <Viive.Sawler@oeb.ca> wrote:

>

> I am here now - whatever works best for Rose. I know after the theatre visit we have a 10:00 meeting and then after that, we are heading downtown to an OEA meeting.

>

> -----Original Message-----

> From: Carol Steski

> Sent: June-15-17 7:34 AM

> To: Rosemarie Leclair; Viive Sawler; Kyla Weinman

> Cc: John Bozzo

> Subject: can we meet at 9?

> Importance: High

>

> We have a time crunch this morning to get the Leamington slides finalized and posted on the website - can we push our meeting to 9, then we'll go straight over to the theater?

>

> -----Original Message-----

> From: Rosemarie Leclair

> Sent: June 14, 2017 10:35 PM

> To: Viive Sawler; Carol Steski; Kyla Weinman

> Subject: EE meeting deck

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> Thanks for work done so far on this. Ive looked it over and thought about the presentation a little more. Ive put together an outline below that we can walk through tomorrow...I'm trying to hit the themes I want to touch on, and messages I want to give...while keeping it condensed and fun...and give lots of time for chatting..and Q and A. Have a look...and we can chat in the morning about what's possible...

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> One question...are we using the theatre screens???

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> Slide 1 --- Title Slide

> Slide 2 - Agenda. (we may need to modify this to line up...but can decide what needs changing once we are done)

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> Slide 3 - NEW - 2016-17 (or The Year that was) - By the Numbers....

> This would build on your slide 13 and add other content...might need more than one slide..We will have to look at what numbers are readily available...And will need Kyla's creativity on figuring out how best to display...I'm thinking we start on the left with organizational and institutional stuff - # of Board members, # employees , cost/customer, etc. #of licensees, # of rate applications processed, #of phone calls, # of letters, #of audits, etc....#of staff recruitments, # of policy reports, codes, rules etc issued...then we go to performance #s ...86% calls answered...98% decisions issued.....with the BIG number being 97% against our BP objectives (or we don't put it on slide and I just say it...

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> Slide 4 - NEW - Our Vision for a Consumer Centric Regulator....(this replaces or tweaks your Slide 5..I haven't quite decided...I have a couple of options in mind that we can look at tomorrow. One pulls from a 2014 deck to Minister Chiarelli...and is much closer to what is in BP...)

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> Slide 5 - NEW - Consumer Centric Regulation in Action ...(this is a new slide again from Chiarelli deck...but I think it works because it provides a blue print /almost a checklist of what we've been working on and actually rolled much out this year...again we can look at it tomorrow and decide if it works...and how best to incorporate - I used the headers that are in this slide to group our 2016-17 initiatives in Slides7,8,9 below)

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> Slide 6 - NEW - A "Friendlier" OEB ..or (OEB Then and Now or from 2011 to 2017 or...) I leave it to you creative types to put the right header on this..or maybe a header is not needed based on the new standard style?? What I'm thinking here is we formally introduce the new look and feel of an accessible consumer centric regulator...one left side we show the coat of arms and ontarioenergyboard.ca...and on right side ..the new brand and oeb.ca...and anything else you think might be a good visual of putting a fresh face on the OEB....maybe its "the Board" and "the OEB"..(kind of like from Bell Canada to Bell, or Bank of Montreal to BMO...)

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> Slide 7 - Empowering Consumers...in this slide we group - Web site, Consumer Panel, Community Meetings , ECPA, and OESP.....with good visuals..like full page of web site , the 2 videos, a full page of ECPA pamphlet...the OESP vignet, or copy of ads...FN Rates.....ie something that looks wow....

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> Slide 8 - Value for Money....in this slide we group RPP pilots, Smarter Rates, cyber, governance...not sure what if any visuals we have....

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> Slide 9 - Effective RegulationI thought Consumer Charter, C and T, AMR..would fit in here ...although the list seems a little light ..I'm sure we have more than that, but not on BP list ..(Viive maybe you can look through the EPC Projects list to see if we've missed anything that would fit...maybe gas expansion, DSM, Rate handbook....)..again not sure what visuals there are ...

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> Slide 10 - NEW - Next Year...and the Year after that...and the...(again we can think about header and set up..but I think this is where we say two things ..

> - maintain our focus

> - on empowering customers (then list the immediate initiatives...leverage and populate web site..customer service rules review....proactive engagement ...

> - on value and choice (specifics for 2017-18...pricing, retailers and USMP, incenting continuous efficiency...

> - on performance and protection...(specifics ...program level metrics, new scorecard, AMR, etc...) > - anticipate and prepare for the future...

> - policy changes - LTEP, FHP, CCAP

> - technological change

> - etc (Viive..I think there is a good list of 2 or 3 things in our Strat Plan project...Lisa or Ceiran can share...) Our specifics here is the new Strat Plan to inform our reg blue print, new CEO forum on innovation and disruption, etc...

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> Slide 11..Q and A...

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> I didn't find a spot for Bd Member or Our Future Vision...maybe we drop ..or we can see how they fit tomorrow...

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> See you in the a.m.

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> Sent from my iPad