



OEB ALL STAFF MEETING

JUNE 16, 2017

AGENDA

1. All staff presentation
 1. Our Vision: Consumer-Centric
 2. Our Journey: Achievements in 2016-2017
 3. Moving Forward: Next 5 Years
2. Q & A



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2

THE YEAR THAT WAS BY THE NUMBERS

ORGANIZATIONAL

175
EMPLOYEES

14
BOARD
MEMEBER

\$5.71
COST PER
CUSTOMER

OPERATIONAL

ENGAGED WITH **2000+**
CONSUMERS AT **45**
COMMUNITY EVENTS

ISSUED
300
decisions

9,300+
CONSUMER
CONTACTS

ROLLED OUT **72**
UTILITY
SCORECARDS

1,680
COMPLAINTS
RESOLVED

5 AUDITS OF
ELECTRICITY AND GAS
DISTRIBUTORS

700+
Licences

960
Industry Relations
Enquiries handled

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

PERFORMANCE

97.5%
CALLS
ANSWERED

98.4%
CORRESPONDENC
E ANSWERED

ALL
LEADS
TO
97%
OF BUSINESS
PLAN
OBJECTIVES MET



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3

OUR VISION FOR A CONSUMER-CENTRIC REGULATOR

- We regulate in a manner that focuses on outcomes valued by consumers
- Our processes are efficient, effective, understood and accessible to both industry and consumers
- Ontario regulated entities are among the most efficient in North America and beyond
- Consumers have:
 - A reliable energy supply, at a reasonable cost
 - The information they need to make choices regarding energy use
- Consumers understand the value they receive for their \$\$\$



CONSUMER-CENTRIC REGULATION IN ACTION

Utilities provide “VALUE FOR MONEY”

- Understand customer preferences/needs
- Focussed on outcomes/results
- Focussed on performance and costs
- Investments and expenditures are paced and prioritized
- “Conservation first”
- Well governed
- Well capitalized
- Provide high level of customer service
- Innovative and adaptable

Consumers are EMPOWERED

- Understand what they are paying for and the value they receive
- Have access to the products and services they want
- Empowered to make informed choices about their energy use
- Have access to Board processes
- Have trust in the energy sector
- Needs of low-income and vulnerable consumers are addressed

Regulation is EFFECTIVE and ACCESSIBLE

- Ensures that customers are well-served by their utilities
- Ensures that utilities operate in an efficient manner
- Considers broader public interest and public policy
- Promotes “energy literacy”
- Adapts decision-making processes that are accessible and proportionate



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MOVE TO MODERN, FRIENDLIER OEB



www.ontarioenergyboard.ca

The Board



OEB.ca

The OEB

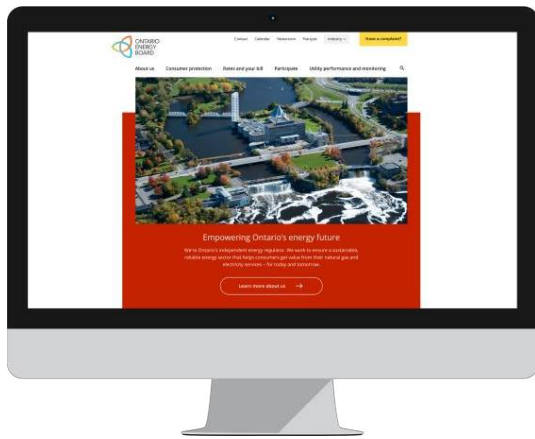


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9

EMPOWERING CONSUMERS

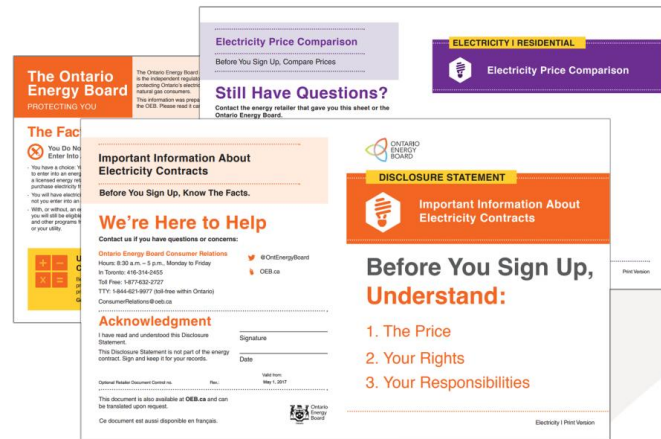


NEW WEBSITE

ENGAGED **50+**
FIRST NATIONS

COMMUNITIES AT **7**
MEETINGS PERSON ON

FIRST NATIONS ELECTRICITY RATE



ECPA



OESP



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COMMUNITY MEETINGS VIDEO



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11

VALUE FOR MONEY

- ➡ Regulatory Price Plan pricing pilots
- ➡ Utility governance
- ➡ Smarter rates for industrial and commercial customers
- ➡ Cyber-security framework



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12

CONSUMER PANEL VIDEO



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EFFECTIVE, ACCESSIBLE REGULATION

- ➡ Rate Applications Handbook for Utilities
- ➡ Gas Demand-Side Management
- ➡ Framework Evaluation
- ➡ Natural Gas Expansion
- ➡ Priority Transmission Projects
- ➡ Utility Consolidations



THE CONSUMER CHARTER

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



CAP AND TRADE PROGRAM



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14

OUTLOOK: THE NEXT 5 YEARS

- **Maintain our focus**
 - **Empowering customers**
 - 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
 - **Value and choice**
 - New pricing packages
 - Change the way we set rates to incent good decisions, encourage innovation
 - Establish effective Performance Monitoring framework, enhanced auditing
 - Unit Cost Bench Marking
 - Corporate Governance guidelines
 - Optimal Investment Decision-making
 - **Performance and protection**
 - Program level metrics
 - New scorecard
 - AMR



NEXT YEAR...AND THE YEAR AFTER THAT

- Anticipate and prepare for the future
 - **Policy changes**
 - Long-Term Energy Plan
 - Fair Hydro Plan
 - Climate Change Action Plan
 - **Technological changes**
 - Affecting how energy is produced, transported, consumed
 - Pricing issues, distributed generation > disruptive change
 - Greater consumer access and control
 - **New Five-Year Strategic Plan**
 - Inform our regulatory blueprint
 - New CEO forum on innovation and disruption
 - Enhancing utility performance
 - Enabling access to competitive energy choices



UP NEXT: Q & A

