

Rosemarie Leclair

From: Rosemarie Leclair
Sent: June 15, 2017 7:33 PM
To: Viive Sawler
Cc: Carol Steski; Kyla Weinman
Subject: Re: Staff deck - RTL additional edits to those discussed at 4

I sent edits for Slide 4 separately with Carol's note on metrics email.....sorry that should have said Slide 3...

Slide 4 - last line...change to "Consumers receive value for their energy \$\$\$"

Slide 9...can we modify last line...to add quotations..ie "The Board..."...and "The OEB...." And is it possible to add arrows between left hand side and right hand side to show a from to...Or is that too messy??

Slide 15...Ive tweaked lines

- Maintain our focus on....
 - Empowering consumers
 - leverage our new website
 - modernize customer service rules
 - expand opportunities for consumers to have a voice
 - Develop new pricing models that meet needs of different consumers and reflect use of system
 - Consider different rate setting models
 - Evolve utility scorecard to make it more relevant to customers
 - Implement corporate governance best practices
- Value and Choice
- Assess performance against unit/program cost benchmarks
- Performance and Protection
- Enhance auditing, compliance, and complaint handling
- Reward performance through proportionate regulatory reviews

Slide 16

- edit Policy Changes to Energy Policy Evolution...and reverse order...start with CCAP, then FHP, then LTEP - Technological Innovation
- new choices for consumers
- traditional utility business model is challenged
- calls for a new approach to regulation - OEB Response....
 - new regulatory blue print
 - new CEO forum on innovation

Sent from my iPad

> On Jun 15, 2017, at 3:56 PM, Viive Sawler <Viive.Sawler@oeb.ca> wrote:
 >
 > Hi Rose,

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> Here's the version we were just working off of. Kyla will flip you another version later on once she incorporates the changes we just discussed.

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> V

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> <OEB ALL STAFF MEETING - NEW.pptx>