



OEB ALL STAFF MEETING

JUNE 16, 2017

AGENDA

1. All staff presentation
 1. The Year That Was: By The Numbers
 2. Our Vision: Consumer-Centric
 3. Our Journey: Achievements in 2016-2017
 4. Next Year... And The Year After That
2. Q & A



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THE YEAR THAT WAS BY THE NUMBERS

ORGANIZATIONAL

175 
EMPLOYEES

\$5.71
COST PER
CUSTOMER

14
BOARD
MEMBERS

1
NEW DIVISION

43 RECRUITMENTS

OPERATIONAL

ENGAGED WITH 2000+
CONSUMERS AT 45
COMMUNITY EVENTS 

ISSUED
300
DECISIONS 

 **9,300+**
CONSUMER CONTACTS

72 UTILITY
SCORECARDS

1,680
COMPLAINTS
RESOLVED 

5 AUDITS OF
ELECTRICITY AND GAS
DISTRIBUTORS 

700+
Licences 

960
Industry Relations
Enquiries handled

31 COMPLIANCE
INSPECTIONS **6**
ENFORCEMENT PROCEEDINGS 

15
COMMUNITY
MEETINGS 

100 RATES DECISIONS

PERFORMANCE

97.5% 
CALLS ANSWERED

ALL
LEADS TO


97%
OF BUSINESS PLAN
OBJECTIVES MET

98.4%
CORRESPONDENCE
ANSWERED 

93%
DECISIONS ISSUED

88.5% 
CUSTOMER
SATISFACTION



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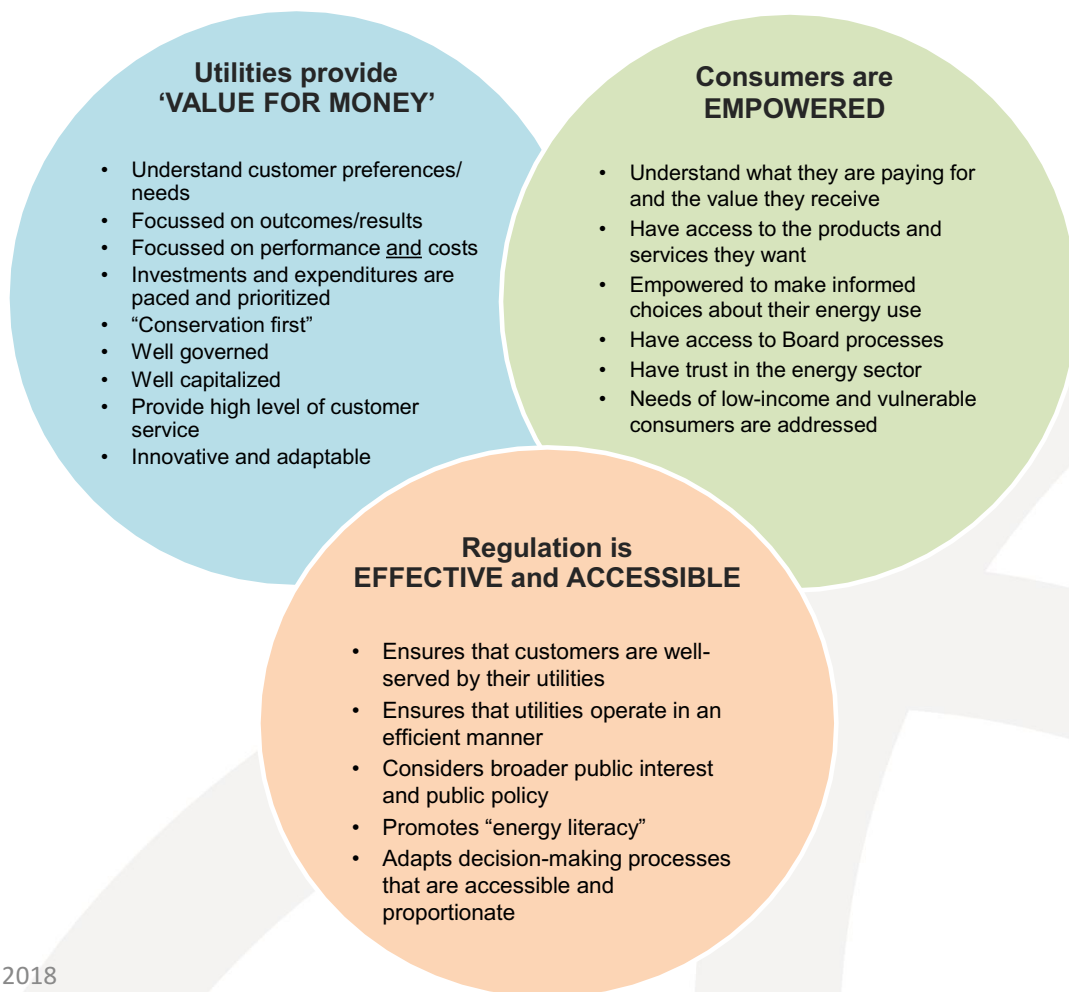
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OUR VISION FOR A CONSUMER-CENTRIC REGULATOR

- 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 **receive value for their energy \$\$\$**



CONSUMER-CENTRIC REGULATION IN ACTION



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A MODERN, FRIENDLIER REGULATOR



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'The Board'

'The OEB'

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VALUE FOR MONEY

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



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EFFECTIVE, RESPONSIVE REGULATION

- ➡ Rate Applications Handbook for Utilities
- ➡ First DSM EM&V by OEB
- ➡ Natural Gas Expansion Framework
- ➡ Cap and Trade Framework
- ➡ Utility Consolidations



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NEXT YEAR...AND THE YEAR AFTER THAT

Maintain our focus on...

➔ Empowering Consumers

- Leverage our new website
- Modernize customer service rules
- Expand opportunities for consumers to have a voice

➔ Value and Choice

- Develop new pricing models that meet needs of different consumers and reflect use of system
- Consider different rate setting models
- Assess performance against unit/program cost benchmarks

➔ Performance and Protection

- Evolve utility scorecard to make it more relevant to customers
- Enhance auditing, compliance and complaint handling
- Implement corporate governance best practices
- Reward performance through proportionate regulatory reviews



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NEXT YEAR...AND THE YEAR AFTER THAT

Anticipate and prepare for the future

➡ Energy Policy Evolution

- Climate Change Action Plan
- Fair Hydro Plan
- Long-Term Energy Plan

➡ Technological Innovation

- New choices for consumers
- Traditional utility business model is challenged
- Calls for a new approach to regulation

➡ OEB Response...

- New regulatory blueprint
- New CEO forum on innovation



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UP NEXT: Q & A

