

**Sarah Branco**

---

**From:** Sarah Branco  
**Sent:** September 1, 2017 10:03 AM  
**To:** Rosemarie Leclair; Viive Sawler; Brian Hewson  
**Cc:** Neil Brodie  
**Subject:** RE: EDA draft presentation  
**Attachments:** Jun 16, 2017 - OEB ALL STAFF MEETING FINAL-NO VIDS.pptx

And here is the deck from the staff meeting that Rose is referring to.

*Sarah Branco*

Ontario Energy Board  
T: (416) 440-8146




---

**From:** Rosemarie Leclair  
**Sent:** Friday, September 1, 2017 9:59 AM  
**To:** Viive Sawler <Viive.Sawler@oeb.ca>; Brian Hewson <Brian.Hewson@oeb.ca>  
**Cc:** Neil Brodie <Neil.Brodie@oeb.ca>; Sarah Branco <Sarah.Branco@oeb.ca>  
**Subject:** FW: EDA draft presentation

Viive, Brian...just got through this deck now...as I said I think we are getting close...I've also had some time to mull over what the key message is that I am trying to give...and doing that has evolved my thinking a bit...So I'm sharing this stuff now so you can mull on it...and we can chat when I get back around noonish... ( Viive..as I said...your call if you want to come in...but I think Neil, Briann and I can probably take it from here...). Just so you understand context of some of my changes, what I'm going to try to do, either through the slide or with my speaking points is... speak to an issue that they or we have had...and how it's been, is being, or will be addressed by the OEB..

Title slide...I think we should change to..."Performance, Value, Innovation, Reward" – that is the key theme of all that we have been doing...

Slide 3...add bullet ...I think after Value bullet – "Supporting Innovation"

Slide 4 ..change header to read "Performance"...then as a sub header "Financial Sustainability". Having seen it..I don't think I like the data under each of the checkmark items....change to..under Flexible rate setting...from 3GIRM to Custom IR, Price Cap IR, and Annual IR ( I will use the detail data in my speaking points). Do we have the average annual distribution rate increase?? As well as the high and low numbers?? I might want to include that.

Under Access to capital,,just say Incremental Capital Module..and Advanced Capital Module ( I need some description ..just a couple of bullets for me..on what these actually are and how and when they can be used..I probably know it but don't want to get it wrong just in case ...again that is for my speaking points)...again, do we know how much has been approved under these and

how many new projects??

Under Robust Return on Equity...take out the over and under numbers...do we have the ROE for each of the last 5 years?? And the avg return for LDCs in each of those....( not sure if I want on the slide or for my speaking points yet)

Slide 5...Im thinking that MAADs and Res fixed rates fit better under innovation...so we will move these to a new slide. We may want to keep the idea of Fixed rates in financial viability...but the sub bullet about the what and why needs to change...here its about maintaining an appropriate level of revenue to sustain operations while focusing on improving cost effectiveness

Slide 6 ...also move to a new Innovation Slide

Slide 7 - Change Header to "Performance and Value"...sub header is Robust, reliable Networks. Take out the "Focus on planning and investments..

Under first bullet "Asset mgt and DSP..." first sub should read..."to pace, prioritize, optimize renewal investments"...to support modernization of the network and adoption of smartgrid ....What's missing ( either for my slide or for speaking points is what is actually required of the LDCs...and what is current status ie its been implemented and we have received...or??? Reliability standards...this still needs content...that content should be what the issue was..ie trying to determine appropriate min standard of reliability for different customer classes...what we did...and what is result...Again,sure how much on the slide vs speaking points... Outage...ditto my comments above on Reliability

Slide 8 ...I think DSC and TSC amendments is not a good header...what is it that we are doing...amending the DSC and TSC is the tool to achieve that...as per my comment above...need to know what the issue was, how we went about looking at it, whgere we are at and what they can expect to see , when ( and again..not sure how much for slide vs speaking points) Cyber...ditto my comments above re the sub bullet info to be included..whats here is not apprtropriate..We should always assume the audience knows nothing...the slide content needs to be high level but informative...

Slide 9 ...I think we should delete " Customer Edu..." ...I think we should add sub bullet under Scorecard..."Comparative info to allow customers to assess value and performance of their utility year over year, and across Idcs"

Need a sub bullet under Customer engagement in utility....."to help inform utility investment and service plans and provide helpful information to customers" ( not sure I like this exactly..but its close)

Consumer Charter and Cty meetings are new this year ...so they should show as that ...(Im not sure I like the What's new subtitle where weve used it on other slides...maybe we just use different colours or bullets..green checkmark if its done...and yellow or just a bullet if its under way....

Under Consumer Charter ...I think we need a descriptive bullet of what it is

Under Cty meetings...again a descriptive bullet of what it is and why...I can use the details in my speaking points.../we should have the number of customers who attended...and number of cities we visited...

( if we add visuals...they either need to be really small or on a separate slide,,scxorecard... charter...cty meetings....might be worthwhile to see if we can pull some norther utility samples??)

Slide 10 – change header..." Value and Innovation"...delete " Customer Choice and Control...I'll use that in my speaking points.

RPP and C&I fixed rates are new..so need to be tagged as such

Under C&I in particular...we need a better descriptor of the issue we ae tryuing to addrsss...what weve done and whats next...Again not sure how much on slide or for my notes..but whats on

slide now is not quite right

RPP pilots..again as per my earlier comment...we need to assume they know nothing ..so need to say what this is about...product of new roadmap...give consumers more control and more choice...better utilize existing networks, and reduce or mitigate need for new investments...what we did..invited LDCs to submit proposals based on guidelines developed in consultation with...this week..announce...these pilots will... ( and again...not sure how much for speaking points vs slide deck)

Add MAADS stuff and new legislation in this slide ( old slides 6 etc)...On new leg stuff...we need to provide more info exactly what it is..how OEB fits in..current status ( again some of this may be speaking points)

Slide 11 – Protecting Consumer Interests..I think we are going to lose this slide...move the 2<sup>nd</sup> bullet on Customer Service Rules to Slide 9 on Value for Customers...again add a little more context and current status or what's planned. Ref to disconnections can be bundled in my speaking notes...

Slide 12 – I'm still struggling with set up of this one ...maybe we need to start with Performance ..and as sub bullets – financial, operational, organizational, service quality,. Then the last bullet on enablers ...but change to Enablers..with sub bullets being...corporate governance, customer satisfaction, robust benchmarking, , and performance monitoring...Not sure what order those would go in...

Then go to first bullet High performing can expect...

I would take all of the existing blue text out..it goes into too much detail ..I just need a wrap up statement that captures what we are trying to achieve...again that can be for my notes ..not necessarily on slide...and what we plan as next steps....

Slide 13...change header to “ Modernizing Regulation – Our Blueprint for the Next 5 years... again here still struggling...and maybe we don't need this but need to close on something that is forward looking...

Slide 14 ...delete this slide...

I did go back and look at slides for ee meeting...there are 3 that I think could add to the presentation..slide 4 , and slide 10 and 11...maybe we use those as our end point??? I've attached it for your review.

Anyway ..there you have it. I'm thinking there is enough here for you to work on...maybe that would be a better use of time....than meeting...but I will be back nonetheless...have to leave at 2 latest.

**Rosemarie T. Leclair**

Chair & CEO

Ontario Energy Board

2300 Yonge Street, Suite 2700

Toronto, Ontario

M4P 1E4

Tel: 416-440-7601

Fax: 416-440-7700

Email: [rosemarie.leclair@oeb.ca](mailto:rosemarie.leclair@oeb.ca)



**From:** Viive Sawler  
**Sent:** August-31-17 3:38 PM  
**To:** Rosemarie Leclair  
**Cc:** Neil Brodie; Brian Hewson  
**Subject:** EDA draft presentation

Rose, here is the next iteration. Hoping that it's moving in the right direction based on our conversation yesterday and our dialogue today, but I know it's still a work in progress. Brian and Neil – not sure we have the title right yet. In the EDA Program, Rose's topic is listed as: "Update on OEB changes/direction," so we were thinking maybe we needed to change it to something more catchy but not sure we landed yet. Any brilliant suggestions are welcome!

Just a couple of points of note on some of the slides:

Slide 4 – re # of LDCs that accessed ICMs – Jane said that there have been 16 since 2009 but 8 of those 16 have been since the RRF implementation plus 3 associated with amalgamations

Slide 4 – re # of over earners/under earners – these numbers do not consider the 300 bp deadband, they are strictly based on deemed and achieved as will be reported in the scorecards

Slide 5 – benefits of fixed rates (Rose, these bullets came out of the document you pointed me to re-benefits to utilities)

Slide 6 – I don't really like the sub-bullet to diversification – needs work/better ideas?

Slide 9 – I think if we insert some images, may speak for themselves?

Slide 10 – RPP pilots...I have more detail from Rachel if you want to say more beyond the #s – also, a reminder that the CustomerFirst one under review is the one that includes 7 utilities, 5 of which are represented within the NE/NW district

Slide 11 – looked at some older AMR documents but not sure this really captures where you wanted to go here?

Slide 12-13 – as discussed, taken from Aleck's draft Strat Plan

Thanks,  
 V

Viive Sawler, M.E.S.  
 Executive Liaison, Stakeholder Relations  
 Office of the Chair

2300 Yonge Street, 27th Floor  
 Toronto, ON M4P 1E4  
 Tel: 416-440-7691  
 E-mail: [viive.sawler@oeb.ca](mailto:viive.sawler@oeb.ca)

