



OEB ALL STAFF MEETING

May 1, 2018

AGENDA

1. All staff presentation
 1. Welcome Remarks
 2. Ipsos – Repu-Brand
 3. Consumer Representation in Decision Making
 - Current Initiatives
 4. Year-End Results and 2018-2021 Business Plan
 5. Modernization Panel – Update
 6. Election
2. Q & A



THE YEAR THAT WAS BY THE NUMBERS

ORGANIZATIONAL

181 
EMPLOYEES

\$5.25
COST PER
CUSTOMER 

10
BOARD
MEMBERS

49 RECRUITMENTS

OPERATIONAL

ENGAGED WITH **20,000+**
CONSUMERS AT
COMMUNITY EVENTS 

ISSUED
300+
DECISIONS 

 **6,020**
CONSUMER CONTACTS

69 UTILITY
SCORECARDS

1,065
COMPLAINTS
RESOLVED 

6 AUDITS OF
ELECTRICITY AND GAS
DISTRIBUTORS 

785+
Licences 

900
Industry Relations
Enquiries handled

12 COMPLIANCE
INSPECTIONS **6** 
ENFORCEMENT PROCEEDINGS

18
COMMUNITY
MEETINGS 

90 RATES DECISIONS

PERFORMANCE

98.9% 
CALLS ANSWERED

ALL
LEADS TO
XX%
OF BUSINESS PLAN
OBJECTIVES MET 

100%
CORRESPONDENCE
ANSWERED 

84%
DECISIONS ISSUED

88.5% 
CUSTOMER
SATISFACTION



2017/18 Accomplishments

Empowering Consumers

- Consumer outreach continues to expand
 - Engaged well over 20,000 consumers from April 1/17 through Mar/18 at various community events, including 18 community meetings in communities affected by 9 major electricity rate applications
 - Refreshed the OEB Consumer Panel (in-person format) membership and recruited more than 2000 consumers to join the on-line Residential Consumer Panel, and 300 small business consumers for the Small Business Consumer Panel
- Commenced an assessment and review of customer service rules and launched a consumer survey that attracted input from 2500+ residential consumers who provided input on their views about customer service and expectations of their energy utilities
- Conducted 1st annual benchmark study to track residential and non-residential consumers' awareness and understanding of the OEB's role as consumer protector and regulator



- Created a new rates database on the Business Intelligence system to contain all approved rates annually dating back to 2006 and began work automating reporting using a new report writing tool to be used in generating data for the bill calculator, bill impacts analytics, and other data made available to the public.

2017/18 Accomplishments

Enhancing Utility Performance

- Future of the sector
 - Published Strategic Blueprint – our roadmap for the next 5 years
 - Launched the Advisory Committee on Innovation
- Developed a comprehensive performance assessment framework for use in assessing rate applications
- Finalized a leading edge framework for the assessment of distributors' and transmitters' cyber security readiness
- Draft Report on OEB Guidance on Utility Governance released for comment March 28/18



- Held orientation session and webinars on the new rates filing requirements to introduce changes and provide guidance on new requirements

2017/18 Accomplishments

Enabling Access to Competitive Energy Choices

- “Smarter” electricity delivery rates
 - Developed specific policy recommendations for a new approach to commercial and industrial rate design
- “Smarter” electricity prices
 - Approved 5 RPP pricing pilots
- LTEP implementation
 - Could include here or use slides 10 & 11 on Blueprint 5 Year Plan and Blueprint/LTEP alignment?



2017/18 Accomplishments

Regulatory Effectiveness

- Enhancements to www.oeb.ca
 - Enriched content and added new features to present consumer friendly information about key topics ranging from the government's Fair Hydro plan to the winter disconnection ban for electricity utilities, to the provincial and North American rate comparisons
- Adjudicative process improvements
 - Entails streaming utility rate applications based on defined criteria and a robust assessment to ensure greater proportionality in the OEB's review processes
 - Piloted two rate applications – 1st decision (Sioux Lookout) issued March 29/18



2017/18 Accomplishments

- Issued the first ever evaluation, measurement and verification results conducted by the OEB, of Demand Side Management (DSM) programs for natural gas utilities
- Issued two reports
 - Regulatory Treatment of Pension and Other Post-employment Benefits (OPEBs) Costs and the framework for determining wireline pole attachment charges
 - Both followed consultations with stakeholders



2017/18 Accomplishments

Key Decisions

- Issued a decision on Ontario Power Generation's application for payment amounts for the period from January 1, 2017 to December 31, 2021.
 - This was one of the largest rate applications in Canadian history.
- Issued the first decisions for the Cap and Trade compliance plans applications for natural gas utilities.
- Issued the first decisions under a newly developed gas framework for considering gas community expansion applications, which allows for competition and surcharges/stand-alone rates for the connecting community.
 - One of these was a decision on the first contested application to serve certain communities



Fair Hydro Plan

- Implemented lower time-of-use (TOU) RPP (Regulated Price Plan) prices for customers in accordance with the government's Fair Hydro Plan.

UP NEXT: Q & A

