



OEB ALL STAFF MEETING

May 1, 2018

AGENDA

1. All staff presentation

1. Welcome

2. Ispos – Repu-Brand

3. Consumer Representation in Decision Making

- 2 videos to be shown on community meetings/hearings
- Presentation on mock hearing and Consumer Panel

4. Year-End Results and 2018-2012 Business Plan

5. Modernization Panel – Update

6. Election

2. Q & A



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Ipsos – Repu-brand



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Kristi - videos



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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



98.4%
CORRESPONDENCE
ANSWERED



97%
OF BUSINESS PLAN
OBJECTIVES MET

93%
DECISIONS ISSUED

88.5%
CUSTOMER
SATISFACTION



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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



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



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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



Strategic Blueprint - 5 Year Plan

- *Strategic Blueprint – Keeping Pace with an Evolving Energy Sector*
 - Answer to address the need to look at sector evolution, innovation, consumer choice, and the regulatory framework that's needed, in a more comprehensive and inclusive way
- Designed to address 4 strategic challenges:
 - Transformation & Consumer Value
 - Innovation & Consumer Choice
 - Consumer Confidence
 - Regulation “Fit for Purpose”
- Aligned with LTEP which is about fairness, consumer choice and innovation



Strategic Blueprint & LTEP

Blueprint Themes	Transformation & Consumer Value	Innovation & Consumer Choice	Consumer Confidence	Regulation “Fit for Purpose”
Strategic Goals	Utilities are delivering value to consumers in a changing environment	Utilities and other market participants are embracing innovation in their operations and the products they offer consumers	Consumers have confidence in the oversight of the sector and in their ability to make choices about products and services	The OEB has the resources and processes appropriate for the changing environment
Strategic Objectives	The regulatory framework incents utilities to focus on long-term value for money and least-cost solutions Regional and utility system planning reflect the continuing evolution of the sector Utility infrastructure is optimized during the shift to a low carbon economy	The regulatory framework incents and enables utilities to adopt innovative solutions The design of network rates and commodity prices support the efficient use of infrastructure and enable greater customer choice and control. Our codes and rules reflect the needs of an evolving sector	Consumers understand their rights and choices Consumers are treated fairly by utilities and other service providers Consumer perspectives are welcomed, respected and addressed in all regulatory processes The benefits of innovation and sector transformation are realized by all types of consumers	We have the expertise needed to address sector evolution Our own organization and processes remain flexible and are adapted to changing needs Our work is supported by effective engagement and collaboration
LTEP Chapters & Directive Items	Ch. 4 Improving Value & Performance for Customers 1.2 Grid modernization 1.3 DER enablement 1.4 Regional planning 2.1 Distributor efficiency 4.1 Climate change adaptation	Ch. 3 Innovating to Meet the Future 1.2 Grid modernization 1.3 DER enablement 3.1 RPP Roadmap 4.2 EV smart charging 5.1 Culture of innovation	Ch.1 Ensuring Affordable & Accessible Energy 1.1. Enhance utility accountability 2.1 Protect natural gas consumers 2.2 Protect USMP customers	Ch.1 Ensuring Affordable & Accessible Energy 2.1 Proportionate review of applications



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MODERNIZATION PANEL

- Government announced Modernization Panel to undertake a review of the OEB in December 2017
- Chaired by Richard Dicerri, other panel members: Cara Clairman (Plug'n Drive) and Bruce Campbell (formerly of the IESO)
- Tasked with examining current practices in Ontario and best practices from other jurisdictions, with an eye to supporting innovation, new technologies and ongoing consumer protection in a rapidly changing energy sector



MODERNIZATION PANEL CONT'D

- Terms of Reference finalized, call on the Panel to provide advice and recommendations on a 7 themes to ensure the OEB is well equipped to meet the challenges ahead:
 - Mandate and activities
 - Disruption and innovation
 - Governance framework
 - Stakeholder relationship
 - Relationship to government
 - Regulatory excellence and benchmarking
 - Resourcing
- Panel expected to release a summary paper of stakeholder feedback mid-summer, reconvene with stakeholders in the fall and issue a report to the Minister by end of year



UPCOMING ELECTION – JUNE 8th

- Elections happen every 4 years....some of you have been here for many elections – whether the government changes, our work will continue
- Important to understand the rules of the *Public Service of Ontario Act, 2006*
 - *s. 72 and s. 84 identify what public servants may or may not do in relation to political activity*
 - *Under the PSOA, employees are public servants and the OEB is a public body*
- Exercise your civic responsibility and get out and vote!



UP NEXT: Q & A

