



# **OEB ALL STAFF MEETING**

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May 1, 2018

# AGENDA

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1. All staff presentation
  1. Welcome Remarks
  2. Ipsos – RepuBrand
  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



# IPSOS – REPUBRAND

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Ontario Energy Board



# Giving Energy Consumers a Stronger Voice

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OEB's Consumer Engagement Framework in Action  
Current Initiatives

# Consumer Engagement Framework Objectives

Consumers can meaningfully participate

Consumer's voice is heard

OEB's regulatory process is easily understood

Decisions consider views of affected consumers

# Helping Consumers Understand & Access Our Processes



# Awareness

- The OEB – who, what why, how
- How processes affect energy consumers



# Information

- Clear and relevant
- Appropriate channels
- Enhancing literacy



# Access

- Removing barriers
- Providing easy and effective ways to be heard



# Community Meetings

## COMMUNITY MEETINGS BY THE NUMBERS (2016-2018)

|                                               |             |
|-----------------------------------------------|-------------|
| <b>No. of Meetings</b>                        | <b>33</b>   |
| <b>Attendance</b>                             | <b>1160</b> |
| <b>Consumer Presentations</b>                 | <b>35</b>   |
| <b>Evaluation Forms (+ survey) Returned</b>   | <b>285</b>  |
| <b>Letters of Comments Filed (at meeting)</b> | <b>56</b>   |
| <b>News Coverage (stories)</b>                | <b>73</b>   |



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## Community Meetings

Survey results from attendees of the HONI Dx  
ten meeting series:

73% knew meetings were hosted by OEB

66% found OEB presentation helpful

70% asked questions at the meeting

20% felt better informed post-meeting

40% read Community Meeting Report

86% would attend again and refer others



## Videos to Educate Consumers

- Commissioned two of a planned six videos
- Collaborative project - Registrar and Public Affairs
- To educate consumers on our adjudicative process
- On the Participate tab of the website
- Part of a suite of proposed videos
  1. The OEB
  2. Adjudicative Process
  3. How Consumers Can Participate
  4. Community Meetings
  5. Rate Hearing Process
  6. Intervenors



# Videos to Educate Consumers

Let's watch the two videos now...



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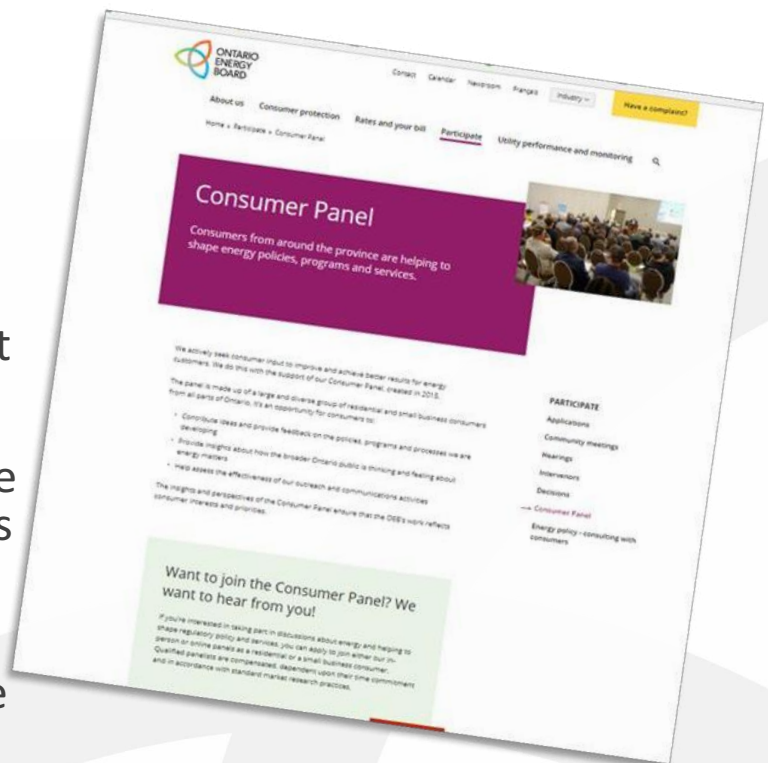
# Video Hearing Pilot

- Goals:
  - Test video technology in the hearing room
  - Test the consumer experience in accessing and participating in a video hearing
  - Identify whether/what additional steps or changes to existing processes might be needed
  - Document lessons learned, protocols etc. for future video hearings



# (Mock) Video Hearing Pilot

- Opted for a mock hearing
- Planned OEB's online consumer panel as a live consumer audience
- Relied on many of you to make it happen
- Developed fact pattern, evidence and other supporting documents
- Had issues with livestream
- Shot video and tested with same online consumer panel
- Also tested other aspects of hearing process



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# Mock Video Hearing Pilot

Let's watch some highlights of that now...



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# Ipsos Report



Second Consumer Panel Consultation

## Mock Hearing Video Pilot

FULL REPORT  
March 2018

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...if there was a summary of the hearing that particular day, outlining the main points I'd be more likely to look at it that way. And then if there's an agenda I could look and see if there's a spot I want to look at in that agenda and tune in on that day... Almost like a sports highlight package where you see the winning goal kind of idea.



I was impressed with the way the hearing was presented. Very formal and informative. I also enjoyed that there was someone asking to clarify certain company specific words to make it clearer for consumers.



Gave me a sense of how the process works. It was informative, but also fairly boring. I'm not sure I would sit through this voluntarily.



I think the pre-documentation is absolutely critical to be able to read that and get a concept, an idea of what you're going to be watching and then watch the actual videos to fill in some of the spaces and to hear people speak and respond.



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# Thank You

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# 2017/18 Accomplishments

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# 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

**100%**  
CORRESPONDENCE  
ANSWERED 

**84%**  
DECISIONS ISSUED

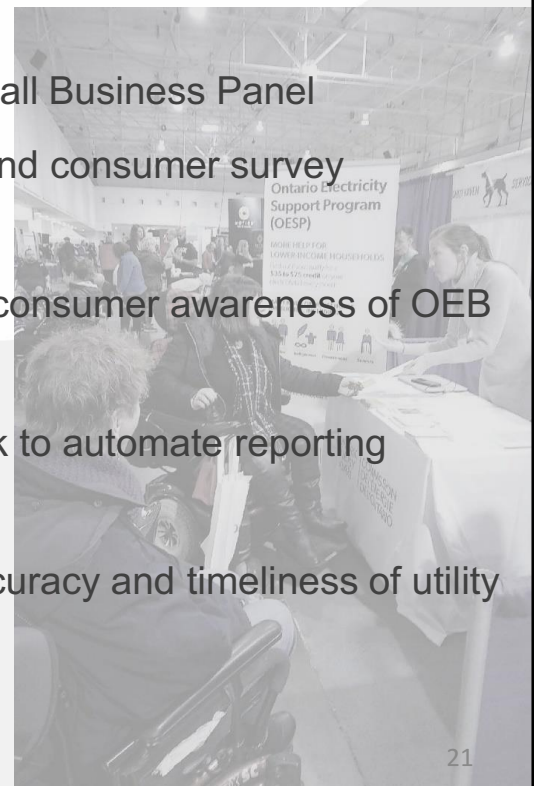
**88.5%**   
CUSTOMER  
SATISFACTION



# 2017/18 ACCOMPLISHMENTS

## → Empowering Consumers

- Engaged 20,000+ consumers at community events including 18 community meetings
- Launched Online Consumer Panel and Small Business Panel
- Initiated Customer Service Rules Review and consumer survey attracted 2,500+ residential consumers
- Conducted 1<sup>st</sup> annual benchmark study of consumer awareness of OEB role
- Created a new rates database. Began work to automate reporting functionality (for bill calculator, etc.)
- Enhanced reporting system to increase accuracy and timeliness of utility reporting



# 2017/18 ACCOMPLISHMENTS

## Enhancing Utility Performance

- Future of sector
  - Published Strategic Blueprint – our roadmap for the next 5 years
  - Launched the Advisory Committee on Innovation
- Finalized cyber security framework for industry
- Issued draft report on Utility Governance
- Held orientation session and webinars on the new rates filing requirements
- Developed a comprehensive performance assessment framework



Ontario Energy Board



# 2017/18 ACCOMPLISHMENTS

## ➔ Enabling Access to Competitive Energy Choices

- “Smarter” electricity delivery rates
  - New approach to commercial and industrial rate design
  - Undertook an extensive set of customer meetings to gather feedback
- “Smarter” electricity prices
  - Approved 5 Regulated Price Plan pricing pilots



ONTARIO  
ENERGY  
BOARD

COMMISSION  
DE L'ÉNERGIE  
DE L'ONTARIO

### NEWS RELEASE

*For Immediate Distribution*

#### **OEB pilot project gives London Hydro customers a chance to test new electricity pricing and tools**

**London, Ont. (March 23, 2018)** – The Ontario Energy Board (OEB) is exploring new ways to give residential customers greater choice in the price they pay for electricity at different times, and more tools to help them better understand and manage their electricity use.

London Hydro's pilot is one of several across Ontario selected by the OEB as it redesigns the Regulated Price Plan (RPP) under which it sets prices that apply to more than 90 per cent of the province's electricity customers.

"London Hydro's pilot will help us evaluate the impact of options that give customers greater control over their electricity costs while also helping to improve system efficiency," says Ceiran Bishop, manager of strategic policy for the OEB. "In all, the pilot initiatives will allow the real-world experience of approximately 20,000 customers to inform how electricity is priced for RPP customers in the future – potentially unlocking more value for them and the electricity system as a whole in the process."

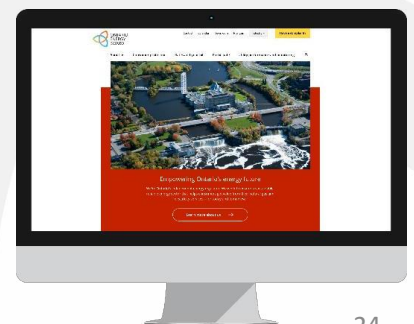
Under its pilot, London Hydro is offering two year-long trial programs designed to enable customers to monitor and understand their consumption better, and to provide the convenience of remotely



# 2017/18 ACCOMPLISHMENTS

## ➔ Regulatory Effectiveness

- Enhancements to [www.oeb.ca](http://www.oeb.ca)
  - Enriched content
  - New features to present consumer friendly information about key topics
- Commenced Proportionate Review
- Issued results of Demand Side Management Evaluation
  - First-ever evaluation, measurement and verification results of natural gas utilities' DSM programs
- Issued draft Gas Supply Planning Framework
- Issued 2 reports
  - Regulatory treatment of Pension and Other Post-employment Benefits (OPEBs) Costs
  - Framework for determining wireline pole attachment charges



# 2017/18 ACCOMPLISHMENTS

## ➔ Key Decisions

- Ontario Power Generation's application for payment amounts (5 yr)
  - One of the largest rate applications in Canadian history
- First Cap and Trade compliance plans for natural gas utilities
- First decisions under a newly developed gas framework for considering gas community expansion applications
  - Incl. decision on first contested application to serve certain communities
- Issued ~50 IRM decisions
  - 35 on the same day for May 1 filers

**ONTARIOPOWER**  
GENERATION

Ontario Energy Board



Ontario Energy Board  
Commission de l'énergie de l'Ontario

DECISION AND ORDER  
EB-2016-0152

ONTARIO POWER GENERATION INC.

Application for payment amounts for the period from January 1, 2017 to December 31, 2021

BEFORE: Christina Long  
Vice Chair and Presiding Member  
Cathy Speed  
Member  
Ellen Fry  
Member

December 28, 2017



# 2017/18 ACCOMPLISHMENTS

## ➡ Fair Hydro Plan

- Implemented lower time-of-use/Regulated Price Plan prices for customers in accordance with the government's Fair Hydro Plan

## ➡ OESP

- Implemented changes to expand eligibility and enhance credits to assist more vulnerable consumers
  - 250,000+ households now receiving the credit



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**Ontario Energy Board**

**GET HELP PAYING YOUR ELECTRICITY BILL**

You may qualify for a reduction on your electricity bill with the **Ontario Electricity Support Program**.

**OntarioElectricitySupport.ca**

**1-855-831-8151**

Find out if you are eligible and get help with your application for the program at the next OESP information session:

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# 2017/18 ACCOMPLISHMENTS

## ➡ People, Culture & Business Solutions

- Pivotal and Trim Upgrade
  - Improved security and ensures supportability
- Implementation of Veritas eDiscovery
  - New tool to assist Freedom of Information requests
- Windows 10 and Office 2016 Upgrades
  - Improved functionality, security and supportability
  - Roll-out of lighter weight laptops and improved remote access capabilities
- Dayforce HCM Implementation
  - Brings together payroll, benefits and other HR functions into a single solution





# Business Plan

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2018–2021

# 2018-21 BUSINESS PLAN

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- Consistent with the Strategic Blueprint
- Considers key trends and issues including:
  - Developments in legislation and public policy (e.g. climate change, system planning, energy pricing)
  - New Long-Term Energy Plan
  - Continuing concern about electricity prices
  - Technological innovation that presents new choices for consumers
  - Broader trends in energy sector and energy regulation



# STRATEGIC GOAL & PROJECTS

| Blueprint Theme                 | Transformation & Consumer Value                                                                                                                                       | Innovation & Consumer Choice                                                                                                                                                                                                                    |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Strategic Goal                  | 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                                                                                                                      |
| Business Plan Projects, 2018-21 | <ul style="list-style-type: none"> <li>• Gas Supply Planning</li> <li>• Electricity Distributor Benchmarking</li> <li>• Natural Gas Demand Side Management</li> </ul> | <ul style="list-style-type: none"> <li>• Way Forward For Regulation</li> <li>• “Smarter” Electricity Delivery Rates</li> <li>• “Smarter” Electricity Prices</li> <li>• Net Metering</li> <li>• Enabling Distributed Energy Resources</li> </ul> |



# STRATEGIC GOAL & PROJECTS

| Blueprint Theme                 | Consumer Confidence                                                                                                                                                                                                                                                                                                                | Regulation “Fit for Purpose”                                                                                               |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| Strategic Goal                  | 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                                           |
| Business Plan Projects, 2018-21 | <ul style="list-style-type: none"> <li>• Consumer Outreach</li> <li>• Consumer Representation in Decision Making</li> <li>• Review of Customer Service Rules and Charges</li> <li>• LEAP review</li> <li>• Strengthening Utility Accountability to Customers</li> <li>• Strengthening Protection for Customers of USMPs</li> </ul> | <ul style="list-style-type: none"> <li>• Adjudicative Process Improvements</li> <li>• Enhancing OEB Performance</li> </ul> |





# Updates

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Modernization Panel, Election

# MODERNIZATION PANEL – UPDATE

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- Announced in December 2017
- Membership:
  - Richard Dicerri, Chair
  - Cara Clairman
  - Bruce Campbell
- Terms of Reference posted, call on Panel to provide advice on 7 key themes
- Process:
  - Stakeholder Consultation (Spring)
  - Review/Analysis (Summer)
  - Final Report (Fall)



## ELECTION – JUNE 7<sup>TH</sup>

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# UP NEXT: Q & A

