



OEB ALL STAFF MEETING

May 1, 2018

AGENDA

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

John Bozzo/Ipsos



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CONSUMER REPRESENTATION IN DECISION MAKING

Kristi Sebalj, Registrar



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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 1st 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
- Developed a performance assessment framework for rate applications
- Finalized cyber security framework for industry
- Issued draft report on Utility Governance
- Held orientation session and webinars on the new rates filing requirements



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



2017/18 ACCOMPLISHMENTS

Regulatory Effectiveness

- Enhancements to www.oeb.ca
 - Enriched content
 - New features to present consumer friendly information about key topics
- Adjudicative process improvements
- 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



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



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

2018–2021

2018-21 BUSINESS PLAN

- 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	• Gas Supply Planning • Electricity Distributor Benchmarking • Natural Gas Demand Side Management	• Way Forward For Regulation • “Smarter” Electricity Delivery Rates • “Smarter” Electricity Prices • Net Metering • Enabling Distributed Energy Resources



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	• Consumer Outreach • Consumer Representation in Decision Making • Review of Customer Service Rules and Charges • LEAP review • Strengthening Utility Accountability to Customers • Strengthening Protection for Customers of USMPs	• Adjudicative Process Improvements • Enhancing OEB Performance



MODERNIZATION PANEL – UPDATE

- 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 8TH



UP NEXT: Q & A

