



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



Ipsos – Repu-Brand

John B./Ipsos



Consumer Representation in Decision Making

Kristi



Ontario Energy Board

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

- Engaged 20,000+ consumers at various community events, including 18 community meetings 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
- 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

Empowering Consumers

- 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



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
 - 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

Regulatory Effectiveness

- 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
 - Framework for determining wireline pole attachment charges



2017/18 Accomplishments

Key Decisions

- Ontario Power Generation
 - [Payment amounts for the period from January 1, 2017 to December 31, 2021](#)
- Cap and Trade compliance plans for natural gas utilities
- Community Gas Expansion
 - [First decisions under a newly developed gas framework which allows for competition and surcharges/stand-alone rates for the connecting community](#)

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



2017/18 Accomplishments

- Pivotal and Trim Upgrade
 - To ensure supportability and improved security
- Veritas eDiscovery Implementation
 - To assist in performing searches for Freedom of Information requests, thereby eliminating much of the manual effort that was required in the past
- Windows 10 and Office 2016 Upgrades
 - To all End User Desktop and Laptop devices to enabled 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 one application
 - Allows employees to track attendance and access benefits and personal information at any time and from anywhere



2018-2021 Business Plan

Ceiran



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Modernization Panel - Update

- Panel announced in December 2017
- Chaired by Richard Dicteri, other members: Cara Clairman and 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

