



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



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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 > 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 one application



2018-2021 BUSINESS PLAN

Ceiran



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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

Points



UP NEXT: Q & A

