



Giving Energy Consumers a Stronger Voice

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Enhanced Consumer Engagement Framework

- 2011 consumer centric focus
- 2015 review of consumer participation in OEB hearings
- Focus on residential and small business consumers
- Enhanced accessibility and participation
- Reviewed other models and current practices
- Sought best practices to develop made in Ontario framework
- 2016 launched new consumer engagement framework



Why Enhance Engagement?

Legitimacy

- Regulating in the public interest
- Understanding value to consumer
- We are our decisions

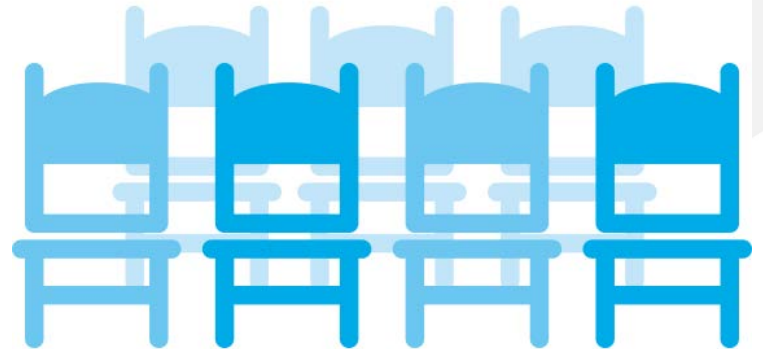
Integrity and Authenticity

- Walking the talk
- Utility requirement to engage

Education and Literacy

- Building capacity
- Responding to questions and concerns
- Initiating a conversation

If we are the proxy for competition, must we not ask:
“What would the competition be doing?”



Consumer Engagement Objectives



Consumers can meaningfully participate



Consumer's voice is heard

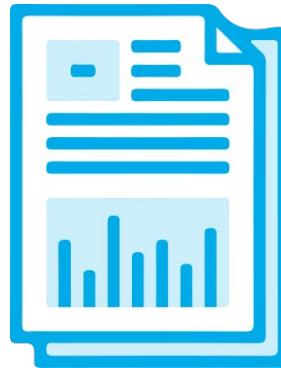


OEB's regulatory process is easily understood



Decisions consider views of affected consumers

Path of Consumer Engagement



Awareness

Information

Access

Community Meetings

OEB Community Meetings By The Numbers (2016-2018)

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



“Tempers Flare Over Proposed Rate Increase”



“She didn’t want to yell.

In fact, moments after her tearful outburst, she looked as if she regretted it. But her emotions got the better of her.”

“Sparse Turnout for OEB Rate Application Meeting”



Overarching drivers of trust

- Holding utilities accountable for
 - effectiveness, efficiency
 - levels of service
- Balancing needs of consumers with needs of utilities
- Helping protect vulnerable consumers

Key Messages

- We want to hear from all consumers
- Utilities must apply to OEB first
- Review is:
 - open
 - rigorous
 - comprehensive
 - evidence based
- Proxy for competition
- Utilities rarely get what they ask for

Community Meetings

Survey results from attendees of a 10-meeting series for one utility's rate case:

86% would attend again and refer others

73% knew meetings were hosted by OEB

70% asked questions at the meeting

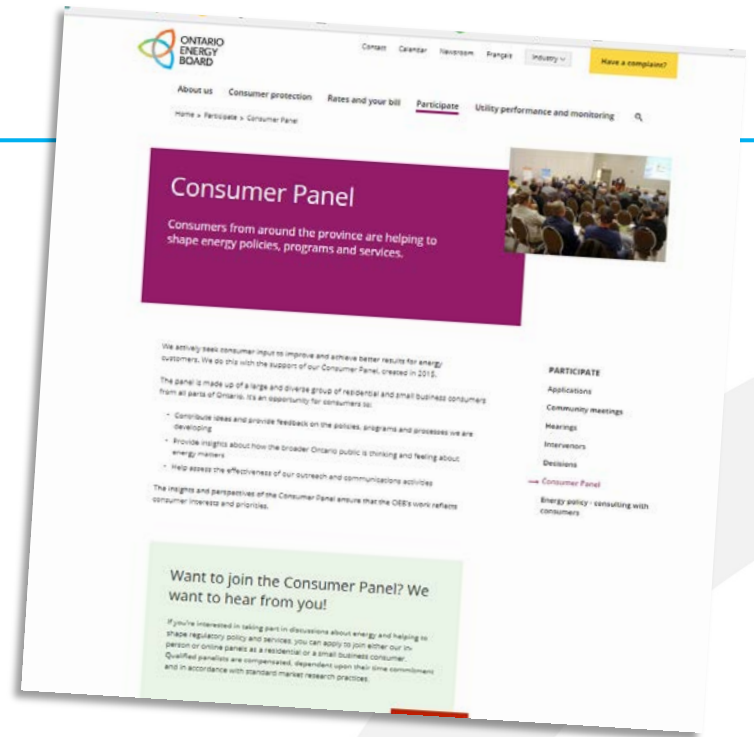
66% found OEB presentation helpful

40% read Community Meeting Report

20% felt better informed after the meeting



Consumer Panels



- Face-to-Face (Kingston, London, Sudbury, Toronto)
- Online
- Residential
- Small Business

Consumer Observations

“I liked the fact that there are employees at the OEB who are experienced...and ask those questions”

“Made me feel well protected”

“Before all of this I would have thought it was a rubber stamp process, but now I’m reassured that it is not”

“I had no idea that the OEB worked so hard for the consumer”

OEB Observations

- Rewards far outweigh risks
- This is also about change management
- Integrates key regulatory functions
- Expect the unexpected
- Learn and adapt

Thank You



oeb.ca/participate



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