

February 18, 2015

Kirsten Walli
Board Secretary
Ontario Energy Board
2300 Yonge Street
P.O. Box 2319
Toronto, Ontario
M4P 1E4

Dear Ms. Walli:

**Re: EB-2014-0227 - Cost Claim of the Consumers Council of Canada – Ontario Energy Board
Consultation Process – Low Income Assistance Strategy Review**

Please find attached the cost claim of the Consumers Council of Canada for the Ontario Energy Board's Consultation Process, Low-Income Assistance Strategy Review. Payment should be made directly to the Consumers Council of Canada at the following address:

Consumers Council of Canada
201 – 1920 Yonge Street
Toronto, ON
M4S 3E2

Attention: Ken Whitehurst, Executive Director

Yours truly,

Julie E. Girvan

Julie E. Girvan

CC: Ken Whitehurst, Consumers Council of Canada
All Parties (by e-mail)
Ruth Greey

Ontario Energy Board
COST CLAIM FOR CONSULTATIONS



Affidavit and Summary of Fees and Disbursements

This form should be used by a party (defined in the Practice Direction on Cost Awards as including a participant in a consultation process) in a consultation before the Board to identify the fees and disbursements that form the party's cost claim. Paper and electronic copies of this form and itemized receipts must be filed with the Board and served on one or more other parties as directed by the Board in the applicable Board Notice of Hearing for Cost Awards. Please ensure all required fields are filled in and the Affidavit portion is signed and sworn or affirmed.

Instructions

- Required data input is indicated by yellow-shaded fields. Formulas are present in the document to assist with the calculation of the cost claim.

- All claims must be in Canadian dollars. If applicable, state exchange rate and country of initial currency.

Rate: _____ Country: _____

- A separate "Statement of Disbursements Being Claimed" is required for each consultant or lawyer/articling student/paralegal.

However only one "Statement of Fees Being Claimed" and one "Summary of Fees and Disbursements Being Claimed" covering the whole of the party's cost claim should be provided.

- The cost claim must be supported by a completed Affidavit signed by a representative of the party.

- A CV for each consultant must be attached unless, for a given consultant, a CV has been provided to the Board in another process within the last 24 months.

- Except as provided in section 7.03 of the Practice Direction on Cost Awards, itemized receipts must be provided.

File # EB- <u>2014-0227</u>	Process: <u>Low-Income Assistance Strategy Review</u>
Party: <u>Consumers Council of Canada</u>	Affiant's Name: <u>JULIE GIRVAN</u>
HST Number: <u>140609165</u>	HST Rate Ontario: <u>13.00%</u>
Full Registrant <input checked="checked" type="checkbox"/>	Qualifying Non-Profit <input type="checkbox"/>
Unregistered <input type="checkbox"/>	Tax Exempt <input type="checkbox"/>
Other <input type="checkbox"/>	

Affidavit

I, Julie Girvan, of the City/Town of Toronto
in the Province/State of Ontario, swear or affirm that:

1. I am a representative of the above-noted party (the "Party") and as such have knowledge of the matters attested to herein.
2. I have examined all of the documentation in support of this cost claim, including the attached "Summary of Fees and Disbursements Being Claimed", "Statement of Fees Being Claimed" and "Statement(s) of Disbursements Being Claimed".
3. The attached "Summary of Fees and Disbursements Being Claimed", "Statement of Fees Being Claimed" and "Statement(s) of Disbursements Being Claimed" include only costs incurred and time spent directly for the purposes of the Party's participation in the Ontario Energy Board process referred to above.
4. This cost claim does not include any costs for work done, or time spent, by a person that is an employee or officer of the Party as described in sections 6.05 and 6.09 of the Board's Practice Direction on Cost Awards.

Signature of Affiant

Sworn or affirmed before me at the City/Town of Toronto,
in the Province/State of Ontario, on _____
(date)

Commissioner for taking Affidavits

Ontario Energy Board
COST CLAIM FOR CONSULTATIONS
Affidavit and Summary of Fees and Disbursements



File # EB- 2014-0227 Process: Low-Income Assistance Strategy Review

Party: Consumers Council of Canada

Summary of Fees and Disbursements Being Claimed

Legal/consultant fees	\$0.00 \$4350.00
Disbursements	\$0.00 \$565.50
HST	\$0.00
Total Cost Claim	\$0.00 4915.50

Payment Information

Make cheque payable to: Consumers Council Of Canada

Send payment to this address: 201-1920 Yonge Street
Toronto, ON
M4S 3E2
Attention: Ken Whitehurst, Executive Director

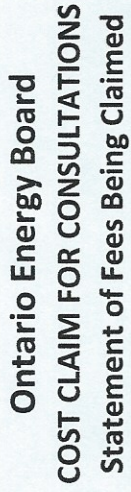
Detail of Fees and Disbursements Being Claimed

Statement of Fees Being Claimed

Statement of Fees being claimed for Eligible Activity is found on the second tab of this workbook.

Statement(s) of Disbursements Being Claimed

Statement of Disbursements being claimed is found on the third tab of this workbook.



Ontario Energy Board

COST CLAIM FOR CONSULTATIONS

Affidavit and Summary of Fees and Disbursements



Individual Whose Costs are Being Claimed

Name: Ruth Greey

Counsel/Articling Student/Paralegal: ☐

Analyst/Consultant: ☒

CV attached: ☒

Year Called
to Bar

CV not required: ☐

Completed Years
Practicing/Years of Relevant
Experience

32

Name: _____

Counsel/Articling Student/Paralegal: ☐

Analyst/Consultant: ☐

CV attached: ☐

Year Called
to Bar

CV not required: ☐

Completed Years
Practicing/Years of relevant
experience

Name: _____

Counsel/Articling Student/Paralegal: ☐

Analyst/Consultant: ☐

CV attached: ☐

Year Called
to Bar

CV not required: ☐

Completed Years
Practicing/Years of relevant
experience

Name: _____

Counsel/Articling Student/Paralegal: ☐

Analyst/Consultant: ☐

CV attached: ☐

Year Called
to Bar

CV not required: ☐

Completed Years
Practicing/Years of relevant
experience

Name: _____

Counsel/Articling Student/Paralegal: ☐

Analyst/Consultant: ☐

CV attached: ☐

Year Called
to Bar

CV not required: ☐

Completed Years
Practicing/Years of relevant
experience

147 Yonge Blvd. Toronto, Ont. M5M3H3
www.greey.ca

HST No. R140395260

14-02485

February 4, 2015

Signed by: _____

RUTH ELIZABETH GREEY

147 Yonge Blvd. Toronto, Ontario M5M 3H3 416-388-4025

e-mail: rgreey@gmail.com

I am a flexible, self-motivated and enthusiastic executive, with 30+ years' in-depth management, interpersonal and leadership experience in the energy industry. I am recognized for my efficiency, organizational skills and innovative forward thinking; with proven effectiveness in inspiring teams toward self-empowerment and accountability. I have extensive expertise in facilitation, stakeholder relations, consensus building, negotiating, and project management. It is extremely important to me to complete tasks, achieve goals and to champion change with enthusiasm and dedication.

My Strengths include:

- Excellent capability to lead, influence and implement change with key industry players including government agencies.
- Empathetic awareness, eliciting buy-in and offering targeted recommendations.
- A take charge approach, while reading others' subtle needs, and energizing people to act; demonstrating excellent leadership qualities.
- Strong ability to apply a big-picture perspective, consider a broad spectrum of options while ensuring decisions are made in a timely manner.

EMPLOYMENT HISTORY

May 2014 – Present **PRINCIPAL Greey EPC Inc.**

- Represent the Consumers Council of Canada (CCC) at Ontario Energy Board proceedings; ensuring customer interests are considered and addressed through regulation and public review.

April 2005 – April 2014 **DIRECTOR REGULATORY AFFAIRS Hydro One Networks**

- Provide advice and guidance to lines of business experts regarding regulatory corporate strategies.
- Prepare and deliver written reports and oral communications to external stakeholders and provincial shareholder to facilitate positive working relationships.
- Develop and deliver Witness Training including working with external facilitators and lawyers.
- Develop and teach the course "Who's Who in the Electrical Industry" to internal clients.
- Work with Hydro One's Executive Team to continuously improve and streamline corporate objectives.
- Effectively manage staff through coaching; mentoring; providing appropriate development opportunities; ensuring there are clear expectations of the group's goals and results.
- Manage cooperative, effective relationships with OEB, Hydro staff, Intervenor and other advocacy groups for Hydro One.

December 2012 – October 2013 **Secondment DIRECTOR CUSTOMER CARE Hydro One Networks**

- Manage all contact handling activities for residential customers through an outsourced service provider (for customer billing, meter reading, and collection programs) as well as manage the escalated complaint centre.
- Manage the outsourced contract to ensure all service level agreements are met and that the contract demonstrates continuous improvement.

- Manage the relationship between customer care, corporate communication, conservation management programs and the customer focused field activities.
- Ensure effective business readiness and sustainment in support of a new Customer Information System that was implemented in May 2013.

September 2009 – September 2010 **Secondment SENIOR MANAGER GOVERNMENT AND EXTERNAL RELATIONS Hydro One Networks**

- Lead the development, nurturing and management of the relationships with provincial and municipal government Ministries to enable cooperative decision making between Hydro One and these shareholders; ensuring the implementation of key corporate priorities and advocating legislative changes to advance the industry.
- Lead external agency teams and industry associations to influence the direction of the electrical industry priorities and strategies.
- Lead the liaison between the provincial government and Hydro One regarding regulatory applications.
- Represent Hydro One on inter-agency working groups to ensure the successful implementation of the corporate objectives.
- Establish credible and timely communications with the Government Ministries.

January 2003 – March 2005 **SENIOR MANAGER CUSTOMER CARE Hydro One Networks**

- Provide negotiating expertise and skills, to develop service agreements, statements of work, contractual service and pricing methods, negotiation or pricing approaches, governance or approval needs for Hydro One's outsourced Customer Call Centre, Billing and Collections Department, and special Customer related projects such as Customer Outage strategies.
- Manage the contractual interface and overall relationship management with our outsourced Customer Care provider.

January 2002 – January 2003 **MANAGER ENVIRONMENT/REGULATORY AFFAIRS Hydro One Networks**

- Lead a Team with the Ministry of Environment and Hydro One major industrial customers to amend the Class Environmental Assessment for Transmission Facilities; including initiating, planning, setting objectives and targets, leading multi-stakeholder teams, implementing strategies, negotiating, presenting to the public and interest groups. This necessitated strong communication and negotiating skills as well as excellent people management skills.
- Lead a Team for the Ontario Energy Board to amend Hydro One's Transmission System Code; demonstrating excellent negotiating skills, good internal team leadership skills including coaching, communicating and translating concepts and knowledge regarding regulatory policies into practice with staff, stakeholders and the public.
- Lead other corporate programs involving setting environmental policy, implementing and communicating the appropriate programs to the Provincial government, external stakeholders and customers.

April 1999 – December 2001 Secondment **DIRECTOR CANADIAN ELECTRICITY ASSOCIATION (CEA)**

- Develop and Lead CEA's Flagship National environmental program, advising provincial utility Executives regarding managing their environmental and related issues.
- Work with federal government agencies to influence proposed federal regulations.
- Provide advice on Sustainability Reporting across the country.
- Facilitate a Public Advisory Panel made up of international environmental experts.

- Facilitate the administration of the program including; preparing an Annual Report; managing the Program Steering Committee, reporting to the CEA Board of Directors and leading an independent verification process.

January 1994 – March 1999 **ISSUES MANAGER ELECTRIC AND MAGNETIC FIELDS (EMF) ISSUES**

MANAGEMENT Ontario Hydro

- Corporate Spokesperson for the EMF issue including releasing Ontario Hydro health study results to employees and the public as well as presenting the results worldwide.
- Through coordination, influence, motivation and collaboration with all stakeholders in Ontario interested in EMF, change the focus and direction of EMF issue management in Ontario.
- Provide leadership and support to Senior Management regarding approaches to issues management.
- Develop and facilitate the implementation of corporate public and environment programs and policies working with employee and Union representatives.
- Chair several provincial, national and international communication and corporate planning committees including chairing an international symposium on EMF in Denmark attended by delegates from 45 countries.

October 1989-January 1994 **MANAGER ENERGY MANAGEMENT/CUSTOMER RELATIONS, Ontario Hydro**

- Team Leader of Business Markets Incentive Programs.
- Responsible for policy, business plans and communication for Business Market program initiatives
- Leader of the “Energy Efficient Office Equipment” initiative within North America
- Work with all Ontario municipalities to implement province wide street lighting program.
- Responsible for the liaison with municipal governments to develop strong working relationships.
- Creation of a Small Business Efficiency Program leveraged and communicated through the Municipal Utilities
- Effectively manage inter-disciplinary staff ensuring all work objectives are met in an atmosphere of coordination and encouragement, providing coaching, mentoring and development opportunities.

1982 – 1989 **SENIOR ADVISOR COMMUNICATIONS, STAKEHOLDER RELATIONS AND LAND USE PLANNING Ontario Hydro**

1981 - 1982 **ENVIRONMENTAL CONSULTANT Ecological Services for Planning**

ACADEMIC BACKGROUND

1980 - 1982 **MASTER OF SCIENCE**, University of Guelph, Full Scholarship from the Canadian Mortgage and Housing Corporation Thesis: Environmental Sustainable Development

1975 - 1979 **BACHELOR OF SCIENCE (HONOURS)**, Queen’s University
Geography