



Ontario Energy Board Commission de l'énergie de l'Ontario

Getting Involved In OEB's Decision-Making Process

OEB Community Meeting – Essex

March 2, 2017

Every Voice Matters

This meeting is an opportunity to ask questions about your utility's rate application and tell us what you think about it.

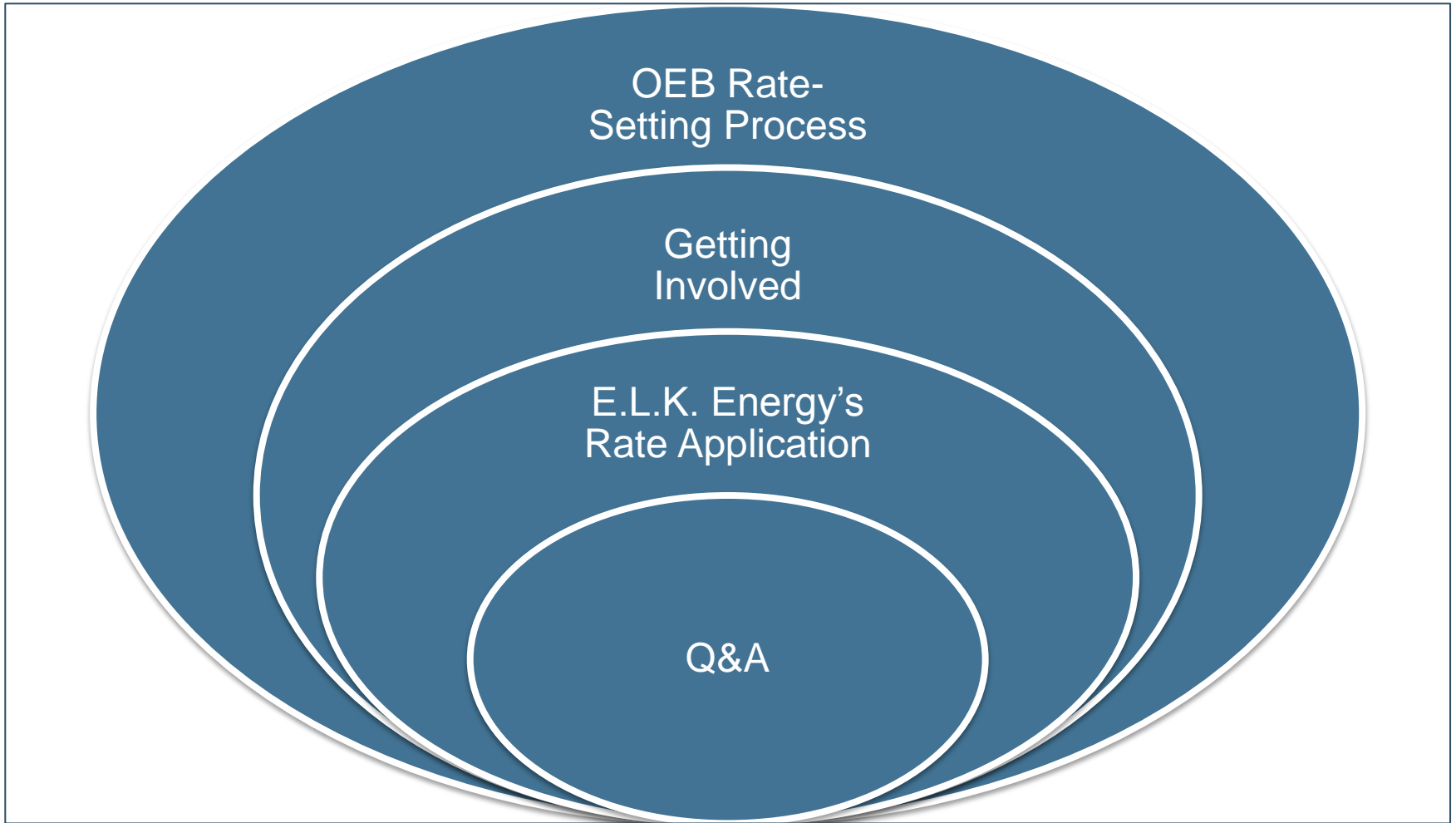
The OEB wants to hear from you to ensure we take your concerns into account as we make a decision about your utility's rate application.

To ensure everyone feels welcome, safe and able to express their opinion at tonight's meeting, we will all be:

- Respectful
- Brief – so everyone can contribute
- Constructive
- We appreciate your productive participation.



Scope of Tonight's Meeting



Who We Are

- The Ontario Energy Board is an independent public agency.
 - Regulating gas since 1960 and electricity since 1999
- Our goal is to promote a sustainable and efficient energy sector that provides energy consumers with reliable energy services at a reasonable cost.



The OEB Sets Distribution Rates

- The OEB reviews the “rates” that a local utility can charge customers
- A rate is an amount that recovers:
 - a utility's costs of providing distribution service (such as operations, maintenance, administrative expense, capital projects)
 - a fair return on equity

Delivering Value – Ensuring Reliability

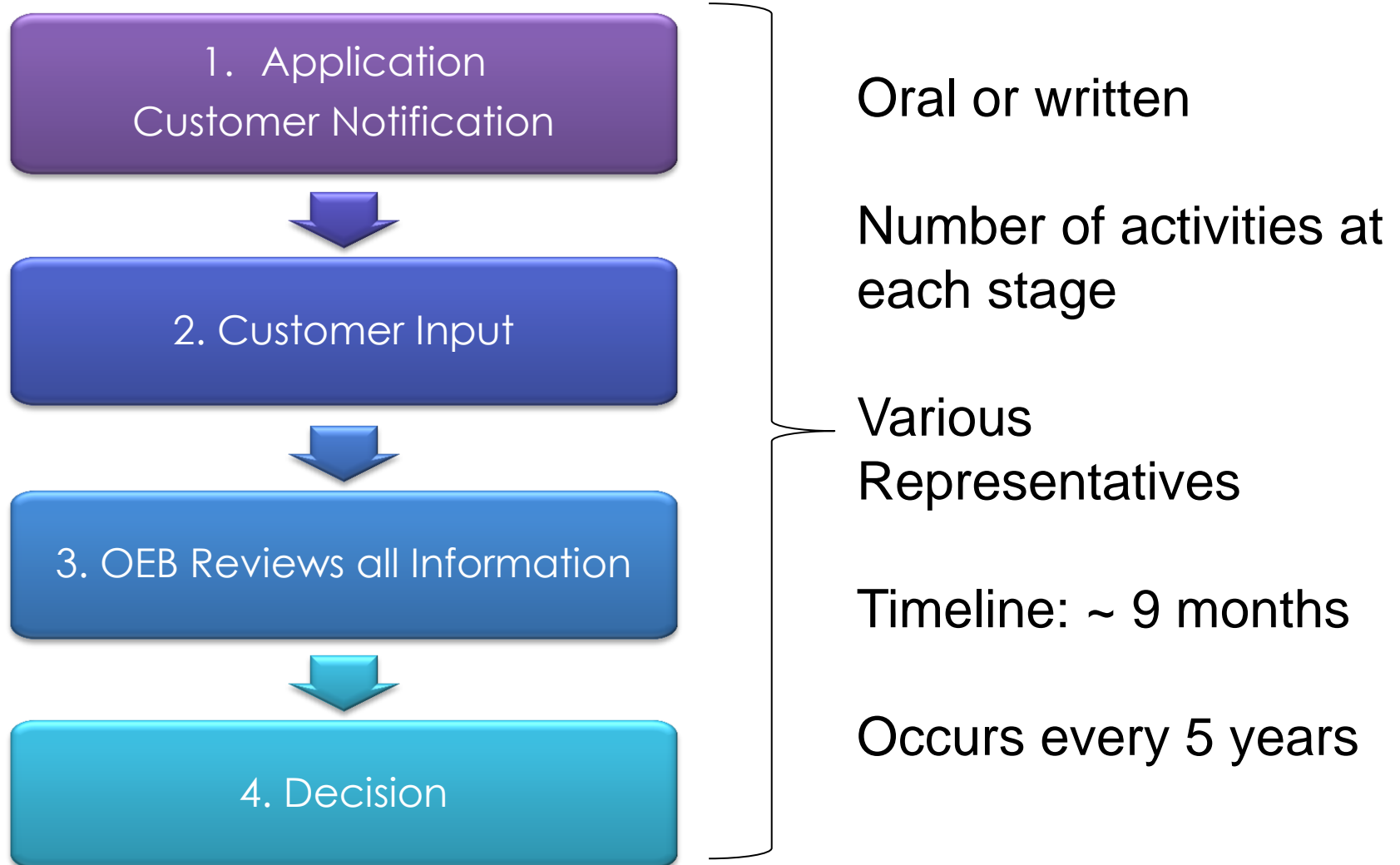
The OEB's job is to align various objectives to ensure reliability



Prices, reliability
and quality of
service

Financially
viable
energy sector

OEB Rate-Setting Process: Hearing Steps



Be Heard in the OEB's Process

1. Application
Customer
Notification



Bill Inserts



Social Media



Website



Newspaper Notice



2. Customer Input



Community Meeting



Write a Letter



Intervenor



Contact the OEB



3. OEB Reviews all
Information



4. Decision



Posted on OEB Website
& Sent to Participants



OEB Hearings

- Open to all
 - Evidence is public
 - All written hearing materials posted on OEB website
 - All oral hearings open to the public and broadcast through OEB's website

What Can You Do?

- OEB wants to hear from you. We encourage you to:
 - Ask questions
 - Provide comments (via post or email)
 - Attend or listen in on the hearings
 - Follow the proceedings
- Your voice helps the OEB do our job:

Ensuring utilities deliver value by focusing on what matters most to you



What Happens Next?

- The OEB Panel decides on written or oral hearing
- Then they consider the information
 - Utility's application
 - Your comments
 - Intervenor submissions

Contact OEB to Learn More

Visit our website



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Ontario Energy Board
Commission de l'énergie de l'Ontario

Your Voice Matters – Thank You

