CCC Interrogatory #19

Interrogatory

Reference: Exhibit A/T2/S1/p. 21

OPG has retained Innovative Research Group (Innovative) to conduct a multi-phase customer engagement process to seek input from customers to help inform the company's Business Plan. Was this work subject to an RFP process? If not, why not. Please provide the following:

a) The Terms of Reference for the work;
b) The total cost of the work and how it is to be recovered;
c) A detailed description of OPG's role in the customer engagement undertaken by Innovative;
d) A detailed description of Torys role in the customer engagement undertaken by Innovative;
e) An explanation as to how OPG selected the initiatives and projects that were put to customers for their input.

Response

a) See Ex. L-A1-02-CCC-001, Attachment 1.

b) See OPG's response to Ex. L-A2-02-Energy Probe-004, part c).

c) OPG's role in the customer engagement process was to brief INNOVATIVE on OPG's business, priorities, and potential upcoming business decisions as necessary to allow INNOVATIVE conduct the consultation. OPG and INNOVATIVE collectively determined the methods to be used to conduct the engagement, and the questions that participants should be asked.

   For Phase I, OPG provided the data underlying the following pages of the residential customer online workbook (Ex. A2-2-1, Attachment 4, pp. 320, 322, 324, 342, 346), and the corresponding pages of the business customer workbook.

   For Phase II, OPG provided the data underlying the following pages of the residential customer online workbook (Ex. A2-2-1, Attachment 4, pp. 120-124, 129, 135, 138, 139, 142, 145, 148-149, 152-153, 156, 159) and the corresponding pages of the business customer workbook.

d) See Ex. L-A1-02-CCC-001, part f).

e) Please see OPG's response to Ex. L-A2-02-Staff-023, part b).