



LYNNE ANDERSON
CHIEF COMMISSIONER | COMMISSAIRE EN CHEF

BY EMAIL

October 19, 2022

To: All Licensed Electricity Distributors
All Rate-Regulated Gas Distributors
All Licensed Transmitters
All Licensed Gas Marketers
All Licensed Electricity Retailers
All Licensed Unit Sub-Meter Providers
Independent Electricity System Operator
Ontario Power Generation
All Intervenors
All Other Interested Parties

Re: Chief Commissioner Mid-Year Update 2022-23

I am writing to provide a mid-year update of adjudicative efforts underway for the Ontario Energy Board's (OEB's) 2022/23 fiscal year.

October 1st marked the end of the OEB's transition period, which began with the proclamation of Bill 87. This means that our new governance structure is now in place, with the Board of Directors assuming responsibility for appointments of the Chief Executive Officer, Chief Commissioner and Commissioners. I am pleased to formally communicate that all the current commissioners and I will continue in our roles and a new part-time commissioner, Fred Cass, will join the team in January. Fred's expertise, depth of knowledge and experience will serve the OEB, and applicants, well.

The **Adjudicative Dashboard**, which we launched one year ago, keeps our staff and stakeholders apprised of our adjudicative efficiency and effectiveness. The Dashboard is updated biannually and enhances transparency with respect to meeting our performance standards, which is a key component of our modernization journey.

As of September 30th, the Adjudicative Dashboard indicated that:

- **98%** of decisions issued **met or surpassed** OEB performance standards
- **82%** of decisions issued were issued more than 14 days **in advance** of the decision metric date
- **5 full settlement proposals** for rate applications were **accepted** by Commissioner panels
- **35 key documents**, on average, were **issued per month**

Of the 107 decisions issued between April 1st and September 30th, just two were issued outside of our performance standards established for total cycle time. The two that were missed were Quarterly Rate Adjustment Mechanism (QRAM) decisions with a total cycle time of 14 days. In this specific instance, new information was filed on the day these decisions were planned to be issued, impacting our ability to meet the metric. These sorts of circumstances are a key reason why our target rate for achieving performance standards is 90% not 100%.

Our QRAM standards were established many years ago, therefore, we commenced a review and determined that amendments to the QRAM performance standards are appropriate for circumstances in which options for matters such as rate mitigation are being adjudicated or updates are made to the application during the 14-day review. Any revised performance standards will take effect on April 1, 2023.

Moving beyond the Dashboard, I'll highlight some of our other recent adjudication-related activities. We held seven in-person working group meetings to **review electricity distribution rate filing requirements** for mid-sized and large distributors, and we expect to issue revised filing requirements by December 2022.

Furthermore, we issued an **Action Plan** under the **Framework for Review of Intervenor Processes and Cost Awards**, with an 11-point plan for enhancing the efficiency and effectiveness of our adjudicative processes. We also continue to advance our Digital First Strategy through the implementation an **electronic cost-claim process** and **advancement of the digitization** of adjudicative records back to 2007.

As we enter the second half of this fiscal year, we continue to drive efficiencies in our adjudicative processes, carrying out a **review of adjudicative policies** (some of which date back to the 1990s) to ensure they remain fit for purpose. Using a prioritization method that considers the age, usage and significance of policies applied in our adjudicative processes, we have identified a list of policy items to be reviewed or retired over the next three years. We also aim to maintain an inventory that keeps track of policy documents by age, relevance and suitability, which can then be assessed and updated at regular intervals.

I'd like to thank my fellow Commissioners and all the OEB's adjudicative personnel, who continue to execute such high-quality work efficiently and effectively. I also wanted to note several organizational changes under our Chief Operating Officer, Harneet Panesar. Harneet has selected a number of great leaders through a competitive recruitment process to further the modernization of the OEB. For your information, appended to this letter are details of his new leadership team.

Most importantly, I'd like to thank you, our stakeholders, for your ongoing support through what has proven to be an eventful first half of our fiscal year. Please don't hesitate to reach out to me at any time. I always look forward to receiving your feedback on how the OEB can continue to improve our adjudicative processes and procedures to benefit us all.

Sincerely,

Lynne Anderson
Chief Commissioner, Ontario Energy Board

Additional Resources:

- [Action Plan in response to stakeholder comments on the Framework for Review of Intervenor Processes and Cost Awards](#)
- [Adjudicative Reporting Dashboard](#)

Appendix A: Chief Operating Officer Leadership Team

Harneet Panesar, Chief Operating Officer

Applications:

Ted Antonopoulos, Vice President

Margaret DeFazio, Manager (Acting), Major Rate Applications

Lawrie Gluck, Manager, Natural Gas

Alex Share, Manager, Generation & Transmission

Consumer Protection & Industry Performance:

Brian Hewson, Vice President

Helen Guo, Manager, Distribution Policy & Compliance (Formerly Industry Policy & Compliance)

Donna Kinapen, Manager, Consumer Policy & Compliance

To be announced, Manager, Transmission Policy & Compliance (New department)

Tony Stanco, Manager, Inspection & Enforcement

Registrar's Office:

Nancy Marconi, Registrar

David Martinello, Deputy Registrar

Rudra Mukherji, Manager, Adjudicative Process

John Pickernell, Manager, Applications Administration

Operations Decision Support:

Kevin Mancherjee, Director

Visha Gandhi, Manager, Public Information

Chris Kerr, Manager, Performance Analytics & Reporting

Tina Li, Manager, Incentive Rate Setting & Regulatory Accounting

Michael Parkes, Manager (Acting), Applications Policy & Conservation