

# STAKEHOLDER ENGAGEMENT FRAMEWORK

PROGRESS REPORT  
(JANUARY - MARCH 2022)

## OEB Stakeholder Engagement Purpose

The OEB engages with stakeholders to build mutually beneficial, enduring and trusted relationships with those affected by its work. Engagement is an integral part of the OEB's ability to execute its mandate, gain insights and deliver sound policy decisions that support sector sustainability and innovation, Ontario's economy and to protect consumers and provide public value.



Met with 333 people representing a range of stakeholders on important OEB initiatives and consultations.



We met with stakeholders on 13 different initiatives to provide opportunities for meaningful input and allow the OEB to hear and incorporate feedback into its work.



We engaged with 15 diverse stakeholder types that represent consumers, governments, intervenors, energy associations, interest groups, opinion leaders & academics, municipal, provincial and shareholder communities and regulated entities partners.



We consider stakeholder input consistently, transparently, and meaningfully across the OEB's work. We met with stakeholders 41 times to create transparent and ongoing dialogue from the strategic planning stage to the project implementation stage.

## WEB UPDATES

**Low-income Energy Assistance Program Agencies list** – a new webpage with sortable functionality replaced the previous static PDF version. For the period of March 16-June 28, 2022, the new LEAP Agencies page had **34,256 Pageviews**, representing the **5<sup>th</sup> most popular page** on the website. For comparison, the PDF version in the previous period (December 1-21-March 15-22) was downloaded 5,538 times.

**Energy at a glance: by the numbers** – a net-new web page showcasing vital statistics about our work. For the March 16-June 28 period, the page achieved 609 views.

## OUTCOMES & EVALUATION

The OEB is committed to improving the effectiveness and efficiency of its engagement with stakeholders over time and will monitor and measure its progress. The OEB will regularly review the Stakeholder Engagement Framework (SEF) and will always welcome input from sector participants on improvement opportunities. This progress report covers the period from January – March 2022.

## MODERNIZATION @ OEB

- Invited to join the Mission from MaRS to explore the design, testing and deployment of transactive energy solutions in Ontario
- OEB Innovation Sandbox 2.0 unveiled
- Digital First: New digital engagement platform, Engage with Us, launched; Phase 2 of website redesign completed; New intervenor cost claim portal introduced; New online portal for filing licence applications released
- Management Response to the second annual Stakeholder Survey issued
- The OEB and the IESO announced support for four pilot projects through the Joint Call Grid Innovation Fund and OEB Innovation Sandbox
- Further improvements made to the Reporting and Record-keeping Requirements for licensed electricity distributors and filing portal refined
- Natural Gas Facilities Handbook released

Details: [oeb.ca/modernization](https://oeb.ca/modernization)