

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
27th Floor
Toronto ON M4P 1E4
Telephone: (416) 440-7601
Facsimile: (416) 440-7700

Rosemarie T. Leclair
Chair & CEO

Commission de l'énergie de l'Ontario
CP. 2319
2300, rue Yonge
27e étage
Toronto ON M4P 1E4
Téléphone: (416) 440-7601
Télécopieur: (416) 440-7700

Rosemarie T. Leclair
Président et Directrice Générale



August 21, 2014

To our Stakeholders:

The Ontario Energy Board's 2014-2017 Business Plan is now posted on the website at: www.ontarioenergyboard.ca.

The plan continues to build on the strategic direction established more than two years ago when the Board began to focus its efforts on meeting the needs and expectations of Ontario's energy consumers by focusing on outcomes which are valued by consumers.

The vision reflected in the plan is derived from the Board's statutory mandate, and is the basis on which the strategic initiatives for the 2014-2017 planning period were selected. These initiatives build on the substantial progress over the past year in a number of areas:

- the review of the ways in which the Board communicates with and engages with consumers;
- the review of new models for electricity distribution rates and Time of Use pricing;
- the renewal of the regulatory framework for electricity distributors;
- the enhancement of the Board's approach to compliance in the retail sector; and
- the review of the Board's processes in respect of applications and hearings.

The 2014-2017 Business Plan also includes a number of new projects that are aligned with, or arise directly from, public policy initiatives set by the Government.

In carrying out the 2014-2017 Business Plan, the Board relies on the skills and expertise of its staff. Their diligence is key, as the Board continues to navigate through a period of considerable change in its approach to regulation. During this period, the Board will continue to enhance its effectiveness and capabilities as an organization while respecting the need for ongoing fiscal restraint.

We look forward to continuing our efforts to be an efficient and effective regulator on behalf of the consumers we serve.

Sincerely,

A handwritten signature in black ink, reading "Rosemarie T. Leclair". The signature is fluid and cursive, with the first name being the most prominent.

Rosemarie T. Leclair
Chair & CEO