

Green Button Implementation Task Force Meeting 1 EB-2021-0183

1:30 – 3:30 p.m.

July 15, 2021

Agenda

- 1:30 – Welcome and logistics
- 1:45 – Presentation and discussion
- 2:30 – Break
- 2:45 – Discussion
- 3:30 – End

What are the objectives of the GB TF?

- Support industry preparations in relation to the implementation of Green Button in line with Ministry of Energy expectations by identifying:
 - Key milestones on the critical path for implementation over the phase-in period
 - Any issues to be addressed to support the initial stages of planning for and implementation (e.g., near-term requirements for guidance pre-reg. effective date) of Green Button as will be required by Regulation
 - Whether there is a need for any Code / Rule amendments as well as any associated guidance

Status Snapshot

- MENDM Reg Posting in October 2020
- First MENDM / Industry meeting held April 22, 2021
- MENDM / Industry meeting held June 11, 2021
- OEB Green Button Implementation Consultation launched July 5, 2021
- First Task Force Meeting July 15, 2021
- Ministry of Energy's expectation is for the reg. to take effect Fall 2021 starting a 2 year phase-in of GB

Ministry of Energy Guiding Principles*

- Implement Green Button province-wide, consistently across electricity and natural gas utilities
 - Energy and customer data currently collected by utilities should be provided in Green Button format for customers
 - Certification through the Green Button Alliance's certification program would ensure consistent implementation
- Allow a phase-in period for utilities to implement Green Button to allow utilities to consider alignment with other business priorities, or other planned IT investments
 - Utilities should be encouraged to work with third-party service providers and other utilities to implement Green Button

* From the Ministry of Energy's June 11, 2021 consultation with utilities

Ministry of Energy Guiding Principles (cont'd)

- Ensure that Green Button meets the needs of Ontario energy service providers and customers, and prioritizes cybersecurity, consumer protection and cost-effectiveness
 - Customer experience should be prioritized to make Green Button useful to customers and enable participation in new energy services. While the Green Button standard sets out the format that data should be provided to customers and third parties in and the process that should be followed to transmit this data, experience in other jurisdictions has found that if customers cannot access their data easily, they will be discouraged from doing so.
 - Leverage Green Button data to enable participation in new energy services and markets (e.g., Demand Response)
 - The Green Button standard was designed to be secure and to protect private information. It adheres to Privacy by Design, which is a Framework based on proactively embedding privacy into the design and operation of IT systems, networked infrastructure and businesses practices. Green Button should be implemented in coordination with existing cybersecurity and privacy policies.
 - Flexibility should be provided to utilities when technical, operational or cost-related considerations are present.

Meeting #1 – Objectives / Areas for Discussion

Objectives:

- Start the discussion to identify the key milestones on the critical path for implementation over the phase-in period
- Identify any issues to be addressed to support the initial stages of implementation
- Agree on plan for upcoming meetings including number of meetings likely to be needed

Areas for Discussion:

- GB experience to date
- What may be needed from the OEB?
- Questions related to process of GB implementation
- Customer experience

Green Button Experience to Date

- What is Task Force members' level of experience with / understanding of GB?
 - In Ontario or in other jurisdictions
 - Lessons that can be learned
 - Developing an Ontario-based approach
- Have any utilities identified further information required on the GB or NAESB Standard?
 - General information
 - Specific areas that require clarification
 - The process for certification

What might be needed from the OEB?

- It is expected that utilities will be required to implement GB within a two-year period from the reg. effective date
 - What direction or guidance do utilities require from the OEB to begin implementation of GB in the fall of 2021?
 - Is there OEB direction or guidance that would be required from utilities during the two-year phase-in period?
 - Are there any perceived obstacles towards utilities obtaining GB certification within the two-year phase in period?
 - If yes, are there options to work around such obstacles to meet the timeline?

Questions Related to GB Implementation

- Considering the Ministry's Guiding Principles shared with utilities on June 11, 2021, do utilities have any questions they view as important to be clarified in the near-term related to the following areas:
 - Customer experience
 - Third party registration and onboarding including reasonable and effective terms and conditions that third parties must agree to
 - Protection of private information including ensuring appropriate provisions for third-party providers to ensure protection of customer data
- What do utilities need from the OEB to assist them achieving the Ministry's expectations for consistent and cost-effective implementation?

Customer Experience

- What can be done to maximize customer interest in Green Button in Ontario?
 - What might the role of electricity and gas distributors be in this regard?
- Experience in other jurisdictions, such as California, has shown that ease of accessibility of data helps to drive consumer interest in Green Button
 - Number of pages and minimized number of “clicks” for authentication and authorization
 - Simplifying authorization terms and conditions
 - Alternative authorization for those without online accounts
 - Reporting on performance metrics on page load times and data processing times
- How does the Task Force view this as working in an Ontario context?

Subsequent Task Force Meetings

- Have utilities started planning for beginning GB implementation in the fall?
- What are the areas discussed today / not discussed today that you would recommend the Task Force look at in subsequent meetings?
- OEB staff propose to hold four to five weekly Task Force meetings this summer to help to ensure distributors and industry are prepared for reg. effective date, which the Ministry has indicated could be in the fall.
- Given what we expect to need to cover, what schedule do Task Force members feel would be appropriate (e.g. two hours each week / longer meetings bi-weekly?)