



Ontario
Energy
Board | Commission
de l'énergie
de l'Ontario

BY EMAIL AND WEB POSTING

September 28, 2023

**To: All Regulated Entities
All Intervenors
All Other Interested Parties**

Re: Changes to OEB Notices of Hearing and Related Processes

The Ontario Energy Board (OEB) is changing the form and content of its Notices of Hearing (Notice), as well as how Notices are served and published. These changes will enhance consumer understanding, broaden awareness of OEB proceedings and better align with changing demographics and preferred methods of engagement while continuing to meet legal requirements.

The updated Notices will be shorter, more focussed and some versions may be in colour. Samples of the new Notices are posted on the [OEB's website](#).

New options to augment traditional methods of providing Notice may include online news outlets, and options for enhancing awareness include additional social media, purchased online advertisements, and out of home advertising such as posters in a local community centre. Direct mail to customers, as well as shareholder channels, such as municipal websites or newsletters, may also be considered. These new options will help to ensure that consumers and other interested parties are being engaged in ways that are meaningful for them. The OEB aims to keep costs the same or lower with these new options, while broadening awareness and enhancing understanding.

The changes to the form, content and publication of Notices and the enhanced methods of reaching consumers and other interested parties was informed by a jurisdictional scan and discussions with a variety of stakeholders. The OEB appreciates the input received from its Consumer Panel, its Adjudicative Modernization Committee, and industry representatives.

Building on feedback received to date, the OEB plans to take an iterative approach and would welcome input from applicants at the time of filing as to the approaches to publication and service that might be most appropriate based on local circumstances

and the nature of the application. The OEB will assess the effectiveness of various approaches and apply learnings as experience is gained.

Any questions relating to this letter should be directed to Registrar@oeb.ca.
The OEB's toll-free number is 1-888-632-6273.

Yours truly,

Nancy Marconi
Registrar