

# STAKEHOLDER ENGAGEMENT FRAMEWORK

## PROGRESS REPORT

### 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.



Engaging with stakeholders is an important part of what we do in performing our mandate. We met with 364 stakeholders from October to December, 2022 on important OEB initiatives and consultations.



We met with stakeholders on 14 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 25 times to create transparent and ongoing dialogue with our stakeholders from the strategic planning stage to the project implementation stage.

### TESTIMONIALS

from OEB Policy Day

- “** Good balance of hearing from OEB leadership and opportunity to provide feedback. **”**
- “** OEB staff that led the breakout rooms were great. They had a good handle of the issues and generated discussion. **”**

75% of Policy Day survey respondents found Policy Day an effective event that enabled their engagement with the OEB.

### 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 reporting period covers from October – December 2022.

### MODERNIZATION

@ OEB

- Recognized as one of Greater Toronto's Top Employers for 2023
- Hosted Second Annual Policy Day
- Recognized with two International Association of Business Communicators (IABC) Canada Silver Leaf Awards of Merit
- Published, in EDA's The Distributor magazine, an article highlighting efforts to drive modernization through Diversity, Equity and Inclusion
- Issued Generic Hearings Protocol
- Launched consultation on the Reporting and Record-keeping Requirements

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