

## EMPOWERING ONTARIO'S ENERGY FUTURE

We are the Ontario Energy Board - Ontario's independent energy regulator. We work to ensure a sustainable, reliable energy sector that helps consumers get value from their natural gas and electricity services – for today and tomorrow.

We are currently seeking an energetic and collaborative individual to join our team as an Advisor in the Consumer Policy & Compliance Department. In this role, you will be responsible for managing the OEB's codes and rules related to low-volume energy consumers, addressing compliance issues from regulated entities, as well as reviewing complaints to ensure regulated entities are in compliance with the OEB programs to assist vulnerable consumers.

Title	<b>Advisor</b>
Job ID	598
Position	1 Permanent, Full Time position
Closing Date	December 17, 2018

This is an exciting opportunity for an individual with knowledge of how utilities are regulated and interest in assisting the OEB to achieve its vision of protecting the long-term integrity of the Province's energy system so that Ontarians – today and in the future – have access to reliable energy at a reasonable cost.

### POSITION OVERVIEW

#### Policy Development:

- Assists advisors/senior advisors on policy development initiatives.
- Provides guidance on compliance with regulatory / legislative requirements and whether proposed policies meet those requirements.
- Organizes and participates in working groups and stakeholder sessions.
- Provides research support and analysis of proposed policies.
- Provide research reviews of practices in other jurisdictions/sectors to establish industry best practices and identify how the OEB policies compare.
- Assists in policy implementation ensuring new policies are communicated to affected stakeholders.
- Participates in preparing reports and presentations relating to policy development

#### Compliance:

- Ensures compliance of electricity and natural gas distributors, unit sub-meter providers and energy retailers with respect to the regulatory / legislative requirements.
- Liaises with licensees to share information on recent changes to regulatory / legislative requirements.

- Reviews and investigates customer complaints.
- Provides recommendations on complaint resolution.
- Develops and monitors reporting criteria.
- Analyzes complaints and other inputs to assess compliance trends.
- Assists in developing recommendations for compliance actions against licensees.
- Monitors the operational performance of regulated entities to advise on compliance with the licence and code requirements

#### **Policy Research:**

- Monitors and analyzes policy implementation and effectiveness.
- Collects and analyzes information regarding policy effectiveness.
- Assists in identifying whether a review of a policy is desirable.
- Plans and conducts studies supporting the OEB's policy development.
- Provides written reports on research conclusions to senior management.
- Establishes and maintains relationships with the regulated industry, industry groups, customer groups and other government branches.
- Reviews professional publications to gather information to benchmark best practices and identify opportunities for improvement.

### **QUALIFICATIONS, EXPERIENCE AND SKILLS**

- Undergraduate degree preferred in, but not limited to, Finance, Economics, Business Administration or Engineering, along with:
- 2-3 years' experience with policy development reviews, conducting research and analysis, investigating, gathering information and evidence to support business decisions, and dealing with stakeholders to assist in the identification and settlement of issues.
- 3+ years' experience working in a regulated industry and/or public utility
- Previous experience with enforcement of policy, conducting jurisdictional reviews and providing recommendations.
- Graduate degree or professional designation is an asset.
- Experience in the energy industry is a definite asset.
- Proven track record to meet tight deadlines, work under pressure and juggle multiple priorities at once.
- Strong working knowledge of Microsoft Office and Excel.
- Excellent verbal and written communication skills that cater to all levels in the organization.
- Strong interpersonal, organizational, prioritizing, problem solving and time management skills.
- Knowledge of Ontario Energy Board Act and related legislation.
- Ability to collaborate with others in a team environment.
- Adaptability to work effectively in a variety of situations and with various individuals or groups.
- Accountability to produce high-quality work in a timely manner.

### **OUR CULTURE**

If you enjoy working with a group of staff dedicated to working cooperatively with stakeholders to help build and sustain public confidence in Ontario's natural gas and electricity sectors,

you'll enjoy being a member of our team. We offer an environment that provides intellectually challenging work, inspires innovation, creativity and rewards collaboration

## COME WORK WITH US

### WE OFFER

- Competitive salary and benefits
- Comprehensive Health and Dental Plans
- Income Protection Plan
- Progressive Leave Program
- Employee Assistant Program

### TO APPLY

*If you would like to explore this exciting opportunity, please e-mail your resume, in confidence, by the closing date to [careers@oeb.ca](mailto:careers@oeb.ca). When applying, please quote **Job ID and the Position Title** in the subject line of your e-mail.*

*As Ontario's independent energy regulator, the OEB is proud to be an Equal Opportunity Employer and we are committed to providing barrier-free and accessible employment practices in compliance with the Ontario Human Rights Code (OHRC) and the Accessibility for Ontarians with Disabilities Act (AODA). Should you require any assistance please let us know.*

*We appreciate the interest of all candidates. We regret that only those candidates under consideration will be contacted.*