



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

The Electronic Hearing Room

Timeliness, Inclusiveness, Fairness and Efficiency in Public Processes

COBA - November 6, 2008

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About the OEB

Our mandate

- To regulate the province's electricity and natural gas sectors in the public interest

Our vision

- A viable and efficient energy sector with informed consumers served by responsive regulatory processes that are effective, fair and transparent

Technology supports our vision

- promotes timeliness, inclusiveness, accessibility and efficiency in our processes



Timeliness and inclusiveness ...

- Example: Low Income Rate Consultation
 - 4-day consultation (September 22-25)
 - Multiple stakeholders (45)
 - Listen in “live” from office or home
 - Transcripts available online within hours instead of days/weeks



Efficiency and fairness ...

- Example: Ruling on IPSP “Motion” Day
 - Single all-day session
 - 27 submissions were heard
 - Panel members aided by “live” transcripts
 - Result:
 - Ruling at end of day
 - Accurately quoted witness submissions



The Electronic Hearing Room



Live Notes in the Electronic Hearing Room



- “Real-time” distribution of transcripts to panel members
- “Notate” function
 - Stop, scroll back and freeze text
 - Annotate transcripts as evidence is given
 - Highlight areas of testimony of particular interest or relevance
 - Printed annotations capture related text
- Benefits
 - Identify issues and relevant testimony in real time
 - Assists with Decision writing
 - Eliminates need for detailed notes and searching through transcripts



OEB E-Filing Services Website

e-Filing Services can be accessed from anywhere on the Board's website: www.oeb.gov.on.ca

e-Filing Services
Regulatory Document Search

Major OEB Initiatives

- Regulated Price Plan (RPP)
- Consultation on Time-of-Use Pricing Framework
- Ontario Smart Price Pilot
- Final RPP Variance Settlement Amount

2008 Electricity Distribution Rates

2007 Electricity Distribution Rates

Bruce-Milton Transmission Proceeding

Integrated Power System Plan (IPSP) Review

What's New

- June 12, 2008 - The Board has posted a **Notice of Application and Withdrawal** regarding applications filed with the Board...
- June 11, 2008 - The Board issued a Notice of Revised Proposal to Amend the Distribution System Code and the **Smart Sub-Metering**...
- June 6, 2008 - The Board today issued an errata sheet to the staff discussing the **Recovery of Distribution Costs (EB-2007-0031)**. Stakeholder comments...

e-Filing Services

The Ontario Energy Board offers a suite of e-filing services that enable users to submit, view, search and retrieve files with ease. These services are on secure, password-protected sites. Contact us if you have any questions or comments about these services. Fill out this form if you require a user ID and a password for RESS services. If you need to submit information electronically under the Reporting and Record-Keeping Requirements, please refer to the RIFS e-Filing Guides box below for the appropriate application form to become a user of the RIFS system.

For the e-filing service you require, please refer to the table below.

NOTE: By using the e-Filing Services listed below, you are agreeing to the Terms of Use for OEB e-Filing Services.

OEB e-FILING SERVICES

CASE FILINGS: (user ID & password required)

- Regulatory Electronic Submission System (RESS) - filings to the Board Secretary Office. Please refer to the **RESS e-Filing Guides** before you file.

Related Information

- RESS e-Filing Guides**
The Ontario Energy Board has developed a set of document naming conventions for the efficient submission of documents to the Board Secretary.
- RESS Document Preparation - A Quick Guide
- PDF File Creation Instructions
- RESS e-Filing Submission - A Quick Guide
- Regulatory Electronic Submission System (RESS) Document Guidelines

RRR Documents

- Electricity Reporting & Record Keeping Requirements (version dated April 4, 2008)

E-Filing System –
online filing of digital
documents

CASE FILINGS: (user ID & password required)

- Regulatory Electronic Submission System (RESS) - filings to the Board Secretary Office.



Listen to a Live Hearing

- Listen to live testimony
- View document slides online
- Accessible through the OEB internet
- Technical Requirements:
 - Internet-connection
 - Speakers or headphones
 - Real One Player browser plug-in available free

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Listen to a Live Hearing

Note: This schedule is subject to change. Please check back regularly for updates, or visit the Regulatory Activities Calendar for more information.


Date	Time	Location	Applicant/Subject	File Number
Nov 7	9:30am - 5:00pm	North Hearing Room	Westcoast/Union Parental Ownership Change MAADS	EB-2008-0304
Nov 10	9:30am - 5:00pm	West Hearing Room	Union Gas IRM Motion	EB-2008-0292

To listen to a public hearing in progress, read the schedule of proceedings above. Click on the appropriate **Hearing Room** to listen to the proceeding:

- OEB 25th Floor North Hearing Room
 - North Hearing Room Slide Broadcast (if available)
- OEB 25th Floor West Hearing Room

Technical Requirements:

In order to be able to listen to the proceedings, you must have the following:

1. An Internet- and audio-enabled PC (i.e. speakers or headphones).
2. The RealOnePlayer browser plug-in which is available free of charge here: 

Note: Some corporate users may have special requirements or constraints; contact your internal network/PC support for more information.



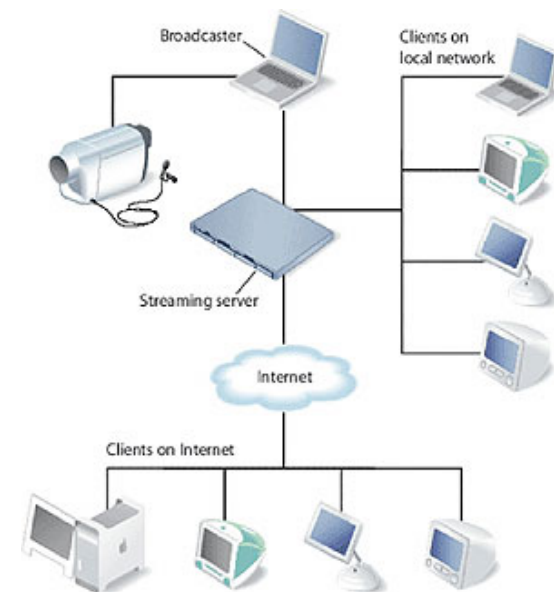
Teleconferencing

- Gets around limits of in-house teleconferencing hub
- Sometimes useful in combination with webcasts or webinars



Streaming technology

- Broadcasting over the Internet
 - Webinars
 - for instruction sessions with small groups (around 8-12)
 - Webcasts
 - for consultations and technical presentations to larger groups



Webinars

- **Webinars:**
 - Small number of users – need only web browser
 - Users share screen
 - Moderator controls mouse – can relinquish control to individual participants
 - No time limit
 - Use teleconferencing hub



Webinars

- **Benefits:**
 - Inexpensive
 - Productive use of experts' time
 - Better quality input from stakeholders
 - Fewer documents returned for correction and resubmission
 - Quicker action from the Board



Webcasts

- Any number of participants
- Broadcast PowerPoint presentation over internet to registered participants
- “Live” audio of presenter
- Questions submitted online
- Can also be used with teleconferencing technology



Webcasts

- **Benefits:**
 - Real-time interaction
 - Presenters can control participant interaction through email – less so teleconferencing
 - Reasonable cost – economics of scale available



Technology :

- Enhances timeliness
- Increases efficiency
- Promotes inclusiveness
- Increases accessibility
- Reduces complexity
- Makes regulation “user friendly”