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Upcoming CON::NECT Events

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EDA Chair shares thoughts on LDC sector's future, highlights LDC innovation at 2016 AMO Conference

LDCs and their shareholders at this week's 2016 Association of Municipalities of Ontario (AMO) Conference had the opportunity to attend EDA's concurrent session on innovation in the distribution sector. The session, entitled Value through Innovation: Local Distribution Companies of the Future, featured a panel discussion sponsored jointly by the EDA and Osler, Hoskin & Harcourt LLP.

EDA Chair Todd Wilcox, North Bay Hydro's Chief Operating Officer, was among the panelists and shared his thoughts on how LDCs are using innovation to prepare for the future. Highlighting the findings of a recent Ipsos survey of LDC executives, Todd emphasized that most LDCs are very well prepared for the future and that the way forward is to grow through expanded scope, shared service models and joint ventures. Many of

CUEESeptember
13-14

these new opportunities discussed by the panel are now possible thanks to last year's passage of Bill 112, *Strengthening Consumer Protection and Electricity System Oversight Act, 2015*. By choosing to pursue new and enhanced business models and services, LDCs will be better equipped to meet the individual needs of their local communities. The panel also emphasized how disruptive technologies, infrastructure demands, access to capital and increased regulation will need to be addressed through innovation.

**Executive
Symposium**

October 19

Numerous LDCs were also profiled for their innovative projects, including:

- Hydro Ottawa's ZIBI project aimed at combining all utility services into one.
- Horizon Utilities' online conservation program which adopted a customer loyalty strategy with Air Miles® reward miles.
- Veridian Connections' Tesla Powerwall and microgrid project which integrate multiple sources of residential clean energy.
- **Collus PowerStream's SmartMAP which has improved outage restoration and operational efficiency.**
- Niagara Peninsula Energy's unique Energy Concierge conservation program for hotels and motels.
- The Regional Health and Safety Partnership between Oakville Hydro, Milton Hydro, and Halton Hills Hydro which is putting them all on the road to zero injuries.
- A pilot program by Greater Sudbury Hydro that provides customers easy-to-read, engaging and detailed "energy insight" reports, broken down by appliance.

**Councils
and Forums****Joint Council
Meeting**

August 23

**Finance
Forum**

October 31

The other panelists included:

- Brian Bentz, President and Chief Executive Officer, PowerStream
- Richard J. King, Partner, Osler, Hoskin & Harcourt LLP

**Climate
Change
Forum Part II**

November 16

EDA's full presentation is now available on the [EDA website](#).

For more information, please contact [Derek Nardone](#), Government and Stakeholder Affairs Analyst at (905)265-5348.

**Human
Resources
Forum**

November 21

Queen's Park Update: Energy is major focus of party leaders at AMO conference

Premier Wynne and both opposition leaders were in Windsor on Monday, August 15 to address delegates of the Association of Municipalities of Ontario (AMO) annual conference.

In her opening address to the conference Premier Wynne announced that \$560 million in federal infrastructure funding will be available for municipalities and First Nations to apply for in September. On hydro prices, an issue that continues to be at the forefront for the government, the Premier said that a number of programs are in place to help Ontarians adjust with rising hydro prices. The Premier promised the government will continue to work to mitigate the costs of electricity and at the same time to build the infrastructure that the province needs.

PC Leader Patrick Brown spoke to energy affordability issues in his pitch to AMO delegates. Brown repeatedly called the Hydro One IPO a "fire sale" intended to balance the provincial budget in the short term before the 2018 election. The PC leader noted support from delegates on his Hydro One position, saying that 200 Ontario municipalities have now passed motions opposing the privatization of the formerly provincial owned LDC. Brown also spoke to the need for municipal decision making in the citing of renewable energy facilities, a call he and the PC Party have made at AMO several times in the last decade.

In her speech to the conference, NDP leader Andrea Horwath announced that her party is committed to removing the provincial portion of the HST from residential electricity bills if they form the next government in 2018. The NDP leader noted that this measure would be relief in the short term while more fundamental changes to the electricity sector were reviewed. Like the PC Leader, Horwath came out strongly against the Hydro One sale.

For more information, contact the EDA's [Derek Nardone](#), Government and Stakeholder Affairs Analyst at (905) 265-5348.

Bill 218 to address OEB role in disconnections when House returns at Queen's Park

In a preview of the government's legislative agenda for this fall, the government is proposing changes to 50 different statutes to reduce regulatory burdens and practices that it says cost businesses time and money. The changes the government is proposing in Bill 218, *Burden Reduction Act of 2016*, are designed to address 'red tape' issues while protecting environmental and health standards and enhancing worker safety.

LDC members will note the section of the legislation (Schedule 10), which proposes amendments to the *Electricity Act* and the *Ontario Energy Board Act*, that would give the Ontario Energy Board (OEB) significant increase in authority over disconnections of customers by electricity and gas utilities.

The Schedule amends the *Electricity Act* to provide market participants with a more flexible appeals process that allows the OEB up to 120 days to make a final decision in an appeal from an amendment of the market rules. The Act proposes several amendments to the *OEB Act*, including making rules and licence conditions regarding the periods during which gas or electricity services may not be disconnected from low-volume consumers. Other changes to the *OEB Act* include removing specific timing periods for the OEB's Orders to respect the reflection in rates of deferral and variance accounts and giving the regulator the power to publish audit and compliance results of an inspection, subject to confidentiality rules.

The legislation is only at first reading, having been introduced by Brad Duguid, Minister of Economic Development and Growth before the summer recess. The EDA will monitor its progress as the house resumes in September and will review the proposed changes with the Regulatory Council for their impact on LDCs.

The bill can be accessed at: [Ontario Legislature website](#)

For more information, contact the EDA's [Derek Nardone](#), Government and Stakeholder Affairs Analyst at (905) 265-5348.

EDA holds Finance Council meeting to discuss OEB's Pension and OPEB consultation

The EDA's Finance Council met today to discuss the Ontario Energy Board's (OEB's) consultation on Pension and Other Post-Employment Benefits (OPEBs). Members will recall that the EDA presented recommendations to the OEB at its July 19-20 stakeholder sessions. Following that OEB session, the EDA sent out a survey to its LDC members to answer several questions asked by the OEB staff and other intervenors.

In today's meeting, Deloitte walked members through the aggregated survey results, receiving additional

feedback from participants. The consultant also discussed the draft answers to the specific questions asked by the OEB staff and received additional comments to develop the EDA's submission.

The EDA's consultant will now be developing the EDA's submission which will then be sent out to the Finance Council and to the participants of today's meeting for further written comments. The final submission is due to the OEB on September 22.

The presentation from today's meeting is available on the [EDA website](#).

For more information, please contact the EDA's Director of Regulatory and Technical Policy [Maurice Tucci](#) at (905) 265-5336.

Joint Council Meeting: Ministry of Energy to discuss implementation of Climate Change Action Plan deliverables

As members will recall, the government of Ontario launched its Climate Change Action Plan in June, establishing a five-year framework expected to help fight climate change through the reduction of greenhouse gas emissions. The framework provides Ontario homes and businesses with tools and incentives to accelerate the use of cleaner technology. The government intends to invest the proceeds from the newly launched Ontario Cap and Trade program into projects supporting the Action Plan.

As part of the EDA's ongoing work with members to review the deliverables under the Climate Change Action Plan and assess potential opportunities for LDCs, EDA staff have been engaging the Ministry of Energy and Ministry of Environment. In part, this effort aims to understand the priorities for government in the coming months. As a result of those discussions, the Ministry of Energy will be attending a Joint Council meeting on Tuesday August 23 to discuss two of the key deliverables under the Climate Change Action Plan. The meeting will take place at the EDA offices and begin at 10 a.m.

Agenda items will include the following:

- Discussion on exploring options on the best delivery mechanism for a four-year initiative to provide free overnight electric vehicle charging to residential and multi-unit residential customers. The Ministry is interested to learn what the program would look like if LDCs delivered the program.
- Discussion on billing and settlements as it relates to Cap and Trade proceeds recycling for Class A customers. As established in the Climate Change Action Plan, a portion of the Cap and Trade proceeds is earmarked to offset the cost of greenhouse gas pollution reduction initiatives. The Ministry of Energy will be focusing this discussion on billing and settlement issues for Class A customers.
- Other items as requested by members.

For those interested to attend in person, please register on the [EDA website](#) by Thursday, August 18. For those interested in a teleconference option, please contact the EDA's [Afreen Khan](#) by Thursday, August 18, to request call-in information.

The government's Climate Change Action Plan is available on the [Climate Change website](#).

For more information, contact the EDA's Policy Analyst, [Afreen Khan](#) at (905) 265 5334.

Other jurisdictions will share lessons learned on implementing climate change plans with EDA members

As Ontario begins to implement initiatives under its Climate Change Action Plan, LDCs will need to act quickly to help the province successfully deliver on many of the plan's deliverables. To support their success, the EDA is hosting another Climate Change Forum on November 16, 2016 for members to learn important lessons from other jurisdictions.

Featured organizations and topics include:

How New Technologies Can Help Consumers Become More Energy Efficient and Achieve Climate Change Goals

Presented by: Nest Labs

Lessons from South of the Border: The Past and Future of an Effective Energy Efficiency Utility

Presented by: Vermont Energy Investment Corporation (VEIC)

Case Study: Electric Vehicles in Utilities

Presented by: Transportation Electrification Hydro-Québec

Case Study: Electric Vehicles in Canada

Presented by: Electric Mobility Canada

[Click here to view program.](#)

Price:

- Early-Bird Member (before October 14, 2016): 299.00 + HST
- Regular Member (after October 14, 2016): \$325.00 + HST

Hotel Accommodations:

For hotel accommodations, the EDA offers a special rate at the *Sheraton Toronto Airport Hotel & Conference Centre*, located at 801 Dixon Road, Toronto, ON M9W 1J5. [Click here](#) to book your hotel now.

For hotel accommodations, the EDA offers a special rate at the *Crowne Plaza Toronto Airport*, located at 33 Carlson Court, Toronto, ON M9W 6H5. [Click here](#) to book your hotel now.

For more information, please contact EDA's [Marica Macura](#), Director, Member Relations and Events at (905) 265-5346.

CUEE's new "Power Pack" seminar stage features leading-edge talks on safety and innovation

CUEE 2016 is proud to introduce the new "Power Pack" stage for leading-edge talks on safety and innovation. These free, 20-minute presentations run once every hour on September 13 and 14, 2016.

Featured speakers and topics include:

How to Deal with the Truly Hostile Customer

Presented by: Peter Barrow, President, Petrona & Associates

You've just installed a pole in front of someone's house and now an angry customer is charging across the lawn – right at you. Quick, what do you do – and pointing to the apprentice doesn't count. Find out how to defend yourself with 5 great tips. Learn from our expert what works – and more importantly what doesn't – and avoid those embarrassing moments on YouTube.

Powerline Safety and High Reach Equipment

Presented by: Patrick Falzon, C. Tech, Code Specialist Powerline Safety, Electrical Safety Authority

ESA is responsible for identifying and targeting leading causes of electrical risk; raising awareness, educating, and training in electrical safety; ensuring compliance with electrical safety regulations; investigating fatalities, injuries and fire losses associated with electricity; and engaging with stakeholders to improve safety. Patrick will focus on one major area of greatest risk; powerline safety and how working with the manufacturers and users of high reach equipment can reduce the risk of powerline contact.

Unmanned Aerial Vehicle (UAV) Technology – The Sky is the Limit

Presented by: Stephen Costello, Principal, Costello Associates

Costello Associates and its affiliate AirVU UAV Solutions Inc. will discuss applications in construction, surveying, mapping, and utility inspections for UAV technology in this rapidly evolving field. Combining professional engineering and aviation, AirVu is developing UAV applications that improve safety, reduce costs, and create opportunities for utilities. This presentation will also discuss the regulations that govern commercial UAV technology, and will help utilities understand their responsibilities if they own UAV's or hire operators.

Distracted Driving Awareness

Presented by: George Smagala, Health & Safety Training Consultant, Infrastructure Health and Safety Association (IHSA)

One of the leading causes of motor vehicle collisions, injuries, and deaths in Ontario is a distracted driver. IHSA will cover collision statistics related to distracted driving, distracted driving indicators, as well as some informative prevention techniques to keep you safe on the road.

How to Win at People Poker

Presented by: Peter Barrow, President, Petrona & Associates

You've got to problem-solve a situation fast in a meeting with four new colleagues who turn out to be the most dysfunctional team you've ever worked with. What do you do – and sending them down to the minors is not an option. Using a proven system, learn how to read the four different types of people. Understand what they want, and what they don't, and how to motivate them. Learn how to turn different individuals into one stronger team.

[Click here to view program.](#)

To register for CUEE 2016, please visit: <https://eda-connect.ca/cuee-2016>.

For more information, please contact EDA's [Marica Macura](#), Director, Member Relations and Events at (905) 265-5346.

Less than 2 weeks left to submit your presentation abstract for EDIST 2017

Submit your presentation abstract by August 29 for the chance to shine in front of your industry peers and decision-makers. Full technical papers of the presentation abstract are due September 23, 2016.

Don't miss an exclusive opportunity to share your expertise in front of your industry peers. These are transformational times and now is a great opportunity to rethink the industry. By sharing examples of how businesses are adapting to constant pressure for change - whether influenced by policy or technological advancements, the whole industry can move forward together. CEOs, academics and senior industry partners are encouraged to submit abstracts for EDIST 2017 about completed projects reflecting the theme "*Rethinking the Industry. Preparing for the Tipping Point*".

Submissions must include examples or references of a product or a service partnership with at least one of Ontario's electricity distributors. For early consideration, submit your paper by **August 29, 2016**. For final consideration, submit your paper by **September 23, 2016**.

Further details can be found on the [eda-connect website](#).

For more information on the EDA CON::NECT event series, contact [Marica Macura](#), Director, Member Relations and Events at (905) 265-5346.

Learn about the art of strategic negotiation at this year's EDA Executive Symposium

This year's Executive Symposium features a stellar roster of speakers that will focus on the theme of "turning points". The 2016 Executive Symposium will bring together CEOs, board members and other senior executives to shed light on how utilities can find success in times of change. Attendees will also benefit from building their network and collaborating on the development of new leadership strategies. Register now for this executive event and join your peers on October 19, 2016 at the Aird & Berlis' LLP office, located at 181 Bay Street, Toronto.

THIS WEEK'S FEATURED SPEAKER

The Art of Strategic Negotiation

Presented by: John Whincup, Executive Director, OPTIMUS/SBR

No other competency yields a greater impact on a company's performance than effective negotiations. Learn about the skills required for effective negotiations. Pinpoint the factors that can make or break a deal. Evaluate the determinants of strategic choices. Address the strategies and tactics of confrontation and collaboration. Identify various styles of negotiators and the pros and cons of each.

WHY ATTEND?

- **Peer-to-peer collaboration and discussions** dedicated to issues that matter most to you and your company.
- **Advance new corporate plans** that deal with your company's current challenges and prepare for future trends.
- **Refine your leadership skills** that are required for leading a company in the 21st century.

Gain insider knowledge on best practices, ideas and current opportunities from highly successful business leaders and strategists.

PRICE:

- Early bird member (before September 16, 2016) - \$500.00
- Early bird non-member (before September 16, 2016) - \$700.00

Mark your calendars and register today to take advantage of this great networking opportunity! Registration is now available on the [EDA website](#).

For more information, please contact EDA's Director, Member Relations and Events, [Marica Macura](#) at (905) 265-5346.

Member Highlights

Hydro Ottawa continues its commitment to kids at CHEO in new E-Billing campaign

Hydro Ottawa recently announced its 2016 Go Paperless campaign, in which the utility will donate \$5 to CHEO for every customer who registers for E-Billing before December 31, 2016. The funds will go towards upgrading the hospital's paperless patient monitors, which are used almost every minute of every day across almost all inpatient units. These important pieces of equipment measure a patient's temperature, pulse, breathing rate and blood pressure, providing the medical team with ongoing information and the patient's health. For more information, read the [news release](#).

Recognizing businesses that champion energy conservation

Veridian Connections has proudly recognized some of its business customers for achieving outstanding electricity conservation results in 2015. These "Conservation Champions" were leading participants in the utility's energy efficiency and demand management programs that provide valuable financial incentives and reduce operating costs. For more information on the Conservation Champions, read the [news release](#).

ENWIN "Lights Up the Night" for Maryvale

The ENWIN team put on their racing gear and stepped into the night on August 13, to raise money and awareness for Maryvale. As participants in Maryvale's Annual Night run, they helped to support youth facing mental health challenges within their community. In honour of this year's "Light Up the Night" theme, *ENWIN* supplied reflective "light up the night" armbands to the first 300 registered runners. As theme sponsor for the event, the company also supported a spirited team of runners, including Mona Khalil, Catherine Tan, Hassan Kobeissi, Robert Spagnuolo, and Lisa Vitale. For more information, read the [news release](#).

Hydro Ottawa encourages employees to 'Let Your Light Shine' for Pride Week

Hydro Ottawa took part in the Ottawa Capital Pride Workplace Challenge in support of Capital Pride Week with a rainbow Pride flag raising at its head office on Albion Road North. The company also raised flags at its three other office locations across the city, including Bank Street, Merivale Road and Maple Grove Road. Under the company's Pride theme, "Let Your Light Shine," celebrations continue all week with a number of internal events planned for employees. For more information, read the [news release](#).

Electronic billing pays off for Guelph Hydro customers

Registering for electronic billing with Guelph Hydro Electric Systems Inc. is paying off in more ways than one for Guelph Hydro customers. In 2015, Guelph Hydro introduced its 1-2-3, Plant a Tree partnership with Trees

for Guelph, in which the company plants one tree for every 10 customers who sign up for electronic billing (ebilling). The first year of the program was a great success, with more than 5,000 Guelph Hydro customers registering for ebilling, saving 60,000 pieces of paper and 60,000 envelopes. 500 trees were planted throughout Guelph through the partnership. Now, in addition to planting trees, Guelph Hydro has introduced a one-time \$10 credit for every customer who registers for ebilling. For more information, read the [news release](#).

ENWIN employees give back

On Wednesday, August 10, coop students and apprentices from ENWIN participated in a guided tour of the A.H Weeks Water Treatment Plant. The tour group was comprised of students from human resources, conservation and demand management, finance, IT, communications and hydro engineering, as well as system operator apprentices. Maintenance Operator, Jody Kent led the group through various areas of the plant teaching them about water treatment processes, including ozonation, chemical treatment and chlorination. For more information, read the [news release](#).

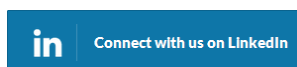
Industry News

The **IESO** has applied to the **National Energy Board** for a **renewal of its Emergency Energy Export Permit EPE-289** which authorizes the IESO to export emergency firm power and energy, and interruptible energy, at points on the international boundary between Ontario and the USA. More information available at: [IESO website](#).

Available materials for the **IESO's August 17 SAC meeting** are now posted at www.ieso.ca/SAC. Remaining items will be posted shortly. More information available at: [IESO website](#).

The **IESO's Technical Panel** met on August 9 to discuss **three proposed market rule amendments**. The Panel determined two amendments warrant consideration, and requested comments from stakeholders on one of the sets of rule changes. More information available at: [IESO website](#).

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