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OEB Publishes Findings of Stakeholder Survey

Toronto – The Ontario Energy Board has published the findings of a survey of the senior leadership from a cross-section of participants in Ontario's energy sector which include electricity and gas distributors, consumer and advocacy groups, energy sector organizations, power generation companies and financial organizations. The interviews were conducted during November and December 2005.

According to Environics Research Group, which conducted the survey, overall satisfaction with the OEB's performance has increased to 6.4 in 2005 from 5.4 in 2004. In addition, performance ratings have increased in every single area that was measured comparably to the previous survey conducted in 2004.

The interviews covered a wide range of issues. Respondents rated the importance of certain attributes associated with regulators and ranked the OEB's performance on these attributes. In addition they were asked to identify and prioritize sectoral issues such as supply, pricing and conservation.

While the OEB consults regularly with stakeholders on key regulatory policy issues affecting the electricity and natural gas sectors, this survey is independently conducted by a third-party research organization to gauge perceptions of the Board's overall performance, policy initiatives and communications efforts. The survey provides information on a number of measures of Board performance that are tracked over time in stakeholder surveys. These measures include the satisfaction with Board performance overall and in a number of specific key areas. As such, the surveys serve as an important tool in establishing, and making public, precise and measurable performance targets.

"The OEB continues to work hard at being a responsive and service-oriented organization. The survey will help us to improve our service to stakeholders and the public at large and do our jobs better," commented OEB Chief Operating Officer Angela Ferrante.

"Everyone recognizes that there has been a lot of organizational change for the Board and for the energy sector as a whole over the past few years," Ferrante added. "Despite the dramatic pace of change and the challenges this presents, our stakeholders have clearly indicated that they believe the OEB has shown improvement

and is heading in the right direction. We are encouraged by the positive and upward trend in our performance rating.”

The Ontario Energy Board regulates the province’s electricity and natural gas sectors in the public interest. It envisions a healthy and efficient energy sector with informed consumers, and works towards this vision through regulatory processes that are effective, fair and transparent.

For a copy of the survey report, or more information on the Board, please visit our Web site at www.oeb.gov.on.ca or contact the Consumer Relations Centre at 416-314-2455 or toll-free at 1-877-632-2727.

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