



**Board of Directors Meeting of the
Utility Regulation and Competition Office ('OfReg')
Held on Thursday 13 October 2022, 9.00am
at the Offices of the Utility Regulation and Competition Office Boardroom
General Meeting**

Minutes

Visit by CUC: Sacha Tibbetts, VP Customer Service & Technology
Letitia Lawrence, VP Finance, Corporate Services and CFO

Present:

Frank Balderamos, Acting Chair
Natasha Bodden, Non-Executive Director (NB)
Bonnie Anglin, Non-Executive Director (BA)
Alric Lindsay, Non-Executive Director (AL)
Sonji Myles, Executive Director Information (EDI)
Gregg Anderson, Executive Director Energy (EDE)
Duke Munroe, Chief Fuels Inspector (CFI)
Peter Gough, Interim Chief Executive Officer (ICEO)
Christen Suckoo, Chief Operating Officer (COO) by invitation
Louis Boucher, Deputy Executive Director Energy (DEDE) by invitation for item 7 only
Daniel Lee, Consumer Affairs & Public Education (CAPE) by invitation for item 9.2 only
Melissa Powery, Financial Controller (FC) by invitation for item 10.1 only
Joanne Conolly, Board Secretary (BS)

Apologies:

Rudy Ebanks, Non-Executive Director (Chair)

Meeting called to order at 9.10am

1. General

1.1 Welcome

1.2 Approval of Agenda

8.1.1 and 8.1.2. Deferred.

6.3.1 no longer for update only.

Motion to amend the agenda by NB, Seconded by AL. Agenda approved as amended.

Motion carried.

1.3 Acting Chair's Remarks

Acting Chair wished the Chair and his family the best.

AL has resigned, effective 31 October 2022. Thank you to NED Lindsay on behalf of the Board, for his service.

2. Declarations of Interest

None.

3. Minutes of Previous Meeting

3.1 Approval of the Minutes of:

3.1.1 General meeting #9, held 08 September 2022

Motion to approve by NB, seconded AL. Minutes of General meeting #9, held 08 September 2022, approved.

3.1.2 Extraordinary meeting #3, held 25 August 2022

Motion to approve by NB, seconded AL. Minutes of Extraordinary meeting #3, held 25 August 2022, approved.

3.1.3 Extraordinary meeting #4, held 30 September 2022

Motion to approve by NB, seconded AL. Minutes of Extraordinary meeting #4, held 30 September 2022, approved.

3.2 Matters Arising from Minutes

No matters arising from the minutes.

4. Chief Executive Officer Report

- No feedback from UK Gov's office. There is a conference to be held in Ottawa in November, where the regulators from the UK will be attending. Some representatives from the Office will also attend.
- Ministry cancelled their meeting with us at short notice. We will have another meeting in November to discuss outstanding issues, in particular the WA regulations.
- PURC training was cancelled because of Hurricane Ian.
- Over the next few months there will be some organisational changes to OfReg, to include cross-training and succession planning.
- Met with the new local and regional team from FLOW.

5. Administration Report

- Consumer council extended deadline to Oct 24th, and currently we have 7 applications.
- ERM project has commenced with PwC. Will revert to the Board once dates of the workshop are known.
- No word from the Ministry as to ARs, and which have passed through Cabinet.
- Designate post restructuring, which impacts JD. Will get to the Board in the next 2 weeks.
- HR post is now closed. Shortlisting now and interviews planned for the week after next.
- Spectrum manager should be in place first week in December.
- IT manager JD should be finished this week.
- For the 5th consecutive month there have been no negative media stories.
- Social media and website hits all steadily increasing.
- Met with Tower yesterday to discuss consumer surveys.
- Two complaints have been submitted, which will take a lot of resources to answer.

6. Regulatory Matters

S6.1.1 redacted under PAA S19(4)

6.1 E&U

6.1.1

[Redacted content]

[Redacted content]

6.1.2 Final Determination of Regulatory Accounts Rules (RARs)

For information only

EDE spoke to this matter, and discussion was held.

6.1.3 Final Determination of E&U Consumer Protection Regulations (CPRs)

For information only

EDE informed the Board a final draft determination had been prepared and consultation will go out in January for comments.

6.1.4 Quick Synopsis of the UCCI RESEMBID Renewable Energy Project Solution

For information only

EDE updated the Board on this matter. Capacity has been reserved for UCCI and Dr Beal is in the process of writing to CUC to confirm, and obtaining the grant. January 2023 is the deadline for confirmation UCCI has obtained the kw required.

6.1.5 Monthly dashboard – questions

ICEO queried the water increase and regulations for WAC. WAC now to meet with OfReg 4 November. EDE confirmed a cost of service study will be carried out.

OfReg approved the transfer of licences from CBP&L to Island Energy Ltd, who have sent OfReg with a commitment letter provide all CBP&L information requested from grant of licence, to date.

6.2 ICT

6.2.1

[Redacted]

Ss 6.2.12, 6.2.2 & 6.2.3 redacted under PAA S19(4)

6.2.2

[Redacted]

6.2.3

[Redacted]

6.3 Fuels

6.3.1

[Redacted]

S 6.3.1 redacted under PAA S19(4)

6.3.2 Monthly dashboard - questions

The matter of the fire in Prospect was discussed.

7. CUC visit

S7 redacted under PAA S19(5)(b)

[Redacted]

to have certainty. CUC to produce first draft of a joint press release and send to E&U for input.

8. Board Matters

8.1 BAIL

Board went through the BAIL, discussed and updated.

8.2 Cabinet appointment

Discussion on NED replacements.

8.3 ICEO Board Paper

Clarification of Governance Arrangements

ICEO informed the Board about the Board's role vs Executive Directors roles and clarity around which decisions each make in terms of matters to be brought to the

Board, being mindful that PAA takes precedence over URCA. Discussion ensued.

ACTION: ICEO to contact AG's office for advice.

8.4 Committees

Motions to be made / NEDs to decide which committees to represent

Acting Chair asked for a motion from the floor, to agree each committee's formation/dissolution as contained in the Board Paper in the Board folder.

Moved by NB; Seconded by AL. Motion carried.

Innovation

Members: BA, NB, Acting Chair, new NED, EDI, EDE, CFI, BS

Moved by AL; Seconded by FB. Motion carried.

Finance

Members: BA, Acting Chair, Chair, FC, ICEO, COO

Moved by NB & BA; Seconded by AL & NB. Motion carried.

HR & Remuneration

Members: Acting Chair, COO, HR Manager, ICEO

Moved by NB; Seconded by AL. Motion carried.

Energy and Water

Members: BA, EDE, new NED

Moved by NB; Seconded by AL. Motion carried.

ICT

Members: Acting Chair, EDI, new NED

Moved by NG; Seconded by AL. Motion carried.

Fuels

Members: BA, CFI, NB

Moved by AL; Seconded by FB. Motion carried.

8.5 Risk & Audit Committee reconstitution

Acting Chair informed the committee that the Chair of the committee Wrendon Timothy will need to have a meeting with members to approve the latest financials.

New members to be NB and BA.

Moved by AL; Seconded by Acting Chair. Motion carried.

8.6 Consumer Council

SMT seeking Board's endorsement of appointment of Council by vote

ICEO confirmed that so far, 7 members of the public have applied. Once the closing date has arrived, the Board will be informed of the council members and be asked for feedback as to district representation.

Motion: to move forward with the appointments of members, and set-up of Consumer Council. Moved by NB; Seconded by BA. Motion carried by unanimous vote.

8.7 Chair's Memo-Important Governance Issue

Deferred from 08Sept22 meeting, agenda item 9.1

Acting Chair addressed the Board and informed them this memo was important to the Chair, and everyone should have read it.

9. Any other Business

9.1 Procurement Policy

Approval for amended policy

FC provided an update to the Board. Changes were made to the internal policy to align with the Law.

Motion to approve the amendments by BA; Seconded by FB. Motion carried.

9.2 Complaints

Acting Chair discussed with the Board, the need for adequate education, so the public and other organisations (such as RCIPS, Fire Service, etc) know when to address a

complaint to OfReg. COO confirmed this was part of the CAPE's job.

CAPE informed the Board about the complaints process, and how the website plays a part. He informed the Board that this year, OfReg had informed gas stations to put up a sign indicating the contact point at their premises for complaints. Some complaints which came to OfReg as misuse of ICT were referred to RCIPS given the nature of the threats involved.

9.3 FOI information session

CAPE arranging some FOI training sessions. To circulate to Board for attendance.


9.4 Lunch & Learn

Continuation of the Fuels lunch and learn to be held on 16 November.

10. Adjournment and Date of next meeting

Next date and time for the next Board meeting is Thursday 10 November at 9.30am.

Meeting was called to a close at 17:03hrs.

Signed  Frank Balderamos, Acting Chair

Signed  Joanne Conolly, Secretary