



PUBLIC INTEREST ADVOCACY CENTRE
LE CENTRE POUR LA DÉFENSE DE L'INTÉRÊT PUBLIC

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August 11, 2017

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319, 2300 Yonge Street
Toronto, ON M4P 1E4

VIA E-MAIL

Dear Ms. Walli,

**Re: OEB Practice Direction on Cost Awards
Annual Filing of the Vulnerable Energy Consumers Coalition (VECC)
pursuant to s. 3.03.1 of the Practice Direction on Cost Awards**

Pursuant to section 3.03.1 of the Ontario Energy Board's *Practice Direction on Cost Awards*, the Vulnerable Energy Consumers Coalition (VECC) is pleased to provide the Board with its 2017 annual filing.

Please do not hesitate to contact me if you have any further concerns or inquiries.

Yours truly,

Alysia Lau
Barrister & Solicitor | Counsel to VECC
c/o Public Interest Advocacy Centre

cc: Cynthia Khoo, Mark Garner, Shelley Grice, Bill Harper

ONTARIO ENERGY BOARD PRACTICE DIRECTION ON COST AWARDS

(REV. APRIL 24, 2014)

2017 ANNUAL FILING OF THE VULNERABLE ENERGY CONSUMERS COALITION PURSUANT TO S. 3.03.1 OF THE PRACTICE DIRECTION

Introduction

1. The Vulnerable Energy Consumers Coalition (**VECC**) is an unincorporated coalition of two major Ontario organizations, the Ontario Society of Senior Citizens' Organizations and the Federation of Metro Tenants' Associations, facilitated by the assistance of a national non-profit corporation and registered charity, the Public Interest Advocacy Centre. This filing describes the purpose of VECC and the membership, constituency, and types of programs and activities that each coalition member carries out. It also notes the role of PIAC in facilitating the representation of VECC.

VECC Coalition

2. VECC was formed in 1999 with the intent of representing the interests of residential consumers in matters of energy regulation and policy where those consumers, by reason of age, income, tenure or place of residence, language, literacy, or other infirmity may experience greater hardship than other residential consumers as a result of increased rates or policies that place demands on customers. These same consumers may have difficulty, or lack the resources to ensure that their voice is heard by regulators and policy makers deciding upon energy issues.
3. VECC has intervened in hundreds of OEB hearings since the date of its formation in 1999, and shares in the credit for the efficacy of the intervenor participation process in affecting decisions that have advanced the public interest and resulted in reductions in utility demands and just and reasonable rates.
4. The Federation of Metro Tenants' Associations (FMTA) is a Toronto non-profit corporation composed of over ninety-two affiliated tenants associations, plus thousands of individual tenants, housing organizations, and members of non-profit housing co-ops. In addition to encouraging the organization of tenants, and the promotion of decent and affordable housing, the Federation provides general information, referrals and assistance to tenants.

5. FMTA wishes to note that:

“Understanding the importance of energy costs to our members requires understanding the state of tenancy costs in Ontario. In Ontario, the vacancy rate for apartments hovers around 2.5% while in Toronto it is close to 1.5%. This has created intense pressure on rent escalation which is squeezing tenants. In addition to rising rents driven by energy costs, 25% of tenants pay their own electricity bills. The reduction in rates through intervention is critical to our members’ ability to pay their rent and expenses.”

FMTA’s principal representative is Geordie Dent, Executive Director, whose coordinates are the following:

FMTA
P.O. Box 73102 Wood St PO
Toronto, ON M4Y 2W5
Tel : (416) 646-1772 Fax : (416) 921-4177
Email : fmta@torontotenants.org
www.torontotenants.org

6. The Ontario Society of Senior Citizens’ Organizations (OSSCO) is a provincial organization and a registered charity. Founded in 1986, its mission is to improve the quality of life for Ontario’s seniors by encouraging seniors’ involvement in all aspects of society, by keeping them informed on current issues, and by focusing on programs to benefit an aging population. OSSCO offers education programs, policy and research, information, referral, counseling, research materials, outreach and support, self-help and volunteer programs. OSSCO’s membership includes over 140 organizations and individuals representing 500,000 senior citizens from across Ontario. OSSCO is community-based and not-for-profit and includes organizations representing seniors, ethnocultural, health, native, recreational, retiree, disability and women’s organizations. OSSCO members are kept informed of the activities of VECC through the organization web site.
7. OSSCO’s principal representative is its Executive Director, Elizabeth MacNab. OSSCO’s address and coordinates for OSSCO are is:

OSSCO
333 Wilson Avenue, Suite 406
Toronto, ON M3H 1T2
Tel: 416-785-8570 / 1-800-265-0779
Email : ocscoco@ocscoco.ca
<http://www.ocscoco.ca/>

8. The Public Interest Advocacy Centre (PIAC) is an Ottawa-based, national non-profit corporation and registered charity established in 1976 to assist in the representation of those elements of the public interest that do not have the resources to represent themselves. It provides legal advice, representation, and specialized research on a non-profit basis to groups and individuals who are voicing public concern, and who would otherwise not have access to such services.
9. Since its inception, PIAC has made issues associated with the regulatory process for important public services a priority. In particular, the Centre has developed a reputation for providing effective advocacy in the regulation of telecommunications, broadcasting, energy, transportation and privacy. PIAC's work also includes issues of effective consumer protection and redress, e-commerce, competition law and policy, and the consumer interest in international trade agreements.
10. PIAC is not a member organization of the VECC coalition, but facilitates the work of VECC, largely by ensuring that representation and research support is available to VECC, and by assuming administrative responsibilities associated with filings and other Board requirements. Because PIAC is not a law firm, it cannot provide legal services. Legal services to VECC are provided by counsel who are not employees/agents for PIAC, but recommended by PIAC for VECC retainer as a result of their regulatory experience with energy issues and regulation.

Individuals Representing VECC in Board Proceedings

11. VECC representation is mainly provided by counsel and consultants retained by VECC through the facilitation of PIAC. PIAC is only the facilitator and administrator in the arrangement. As well, in any VECC intervention, counsel instructions are the province of VECC, not PIAC.
12. VECC engages legal counsel and consultants from time to time to assist in its representation before the Board. In addition to the organization officers listed above, the counsel and consultants currently engaged include the following:

Mark Garner, Analyst/Consultant

Shelley Grice, Analyst/Consultant

Bill Harper, Analyst/Consultant

Cynthia Khoo, Counsel

Alysia Lau, Counsel

13. The CVs of Ms. Khoo and Ms. Lau are attached as Appendices “A” and “B” to this document. Those of Mr. Garner, Ms. Grice and Mr. Harper are already on file with the Board.

All of which is respectfully submitted this August 11, 2017.

Cynthia Khoo

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604.725.5484 | ckhoo@cynthiakhoo.ca

CREDENTIALS AND EDUCATION

June 2016	Called to the Bar of Ontario Member of Law Society of Upper Canada	Ottawa, ON
Sept 2011 - May 2014	Juris Doctor (Faculty of Law) University of Victoria	Victoria, BC
Aug 2013 - Dec 2013	Exchange Student (Faculty of Law) National University of Singapore	Singapore, SG
Sept 2005 - May 2011	Bachelor of Arts (Honours English) University of British Columbia	Vancouver, BC
Sept 2007 - June 2008	Exchange Student (Political Science) Université Jean-Moulin Lyon III	Lyon, France

CONTINUING EDUCATION

June - July 2017	Annenberg-Oxford Media Policy Summer Institute University of Oxford and University of Pennsylvania	Oxford, UK
Jan - Apr 2017	CopyrightX Harvard Law School (HarvardX)	Online

AWARDS

Mar 2014	JSD Tory Writing Award for Best Paper Submitted, 7th Annual Canadian Law Student Conference; published in <i>Windsor Review of Legal and Social Issues: Digital Companion</i>
Sept 2013	Law Foundation of BC Award

WORK AND VOLUNTEER EXPERIENCE

June 2016 - Present	Barrister and Solicitor Sole Practice	Toronto, ON
	<ul style="list-style-type: none"> • Represent Vulnerable Energy Consumers Coalition (VECC) before the Ontario Energy Board, as external counsel to Public Interest Advocacy Centre • Represent non-profit digital rights group OpenMedia in proceedings before the Canadian Radio-television and Telecommunications Commission (CRTC); advise on legal and policy issues in telecommunications, privacy, and copyright in context of advocacy campaigns; research and write legal and policy submissions in proceedings before regulators, courts, and government • Represented OpenMedia as junior counsel in <i>Google Inc. v. Equustek Solutions Inc., et al.</i>, before the Supreme Court of Canada (written intervention) • Represented Forum for Research and Policy in Communications at CRTC 	
July 2015 - Mar 2016	Articling Student Public Interest Advocacy Centre (PIAC)	Ottawa, ON
	<ul style="list-style-type: none"> • Conducted policy and legal research in telecommunications and broadcasting law, regulatory law, competition law, privacy law, financial services, and energy law • Drafted and reviewed submissions; drafted and reviewed interrogatories and responses; compiled data and evidence; prepared materials and appeared before the Canadian Radio-television and Telecommunications Commission (CRTC) • Wrote briefing notes; tracked file deadlines; organized and administered file documents; summarized other parties' submissions and positions • Researched intellectual property law and Internet jurisdiction on secondment to the Canadian Internet Policy and Public Interest Clinic (CIPPIC) 	

Cynthia Khoo

- June 2014 - **Digital Policy and Research Fellow**
Mar 2015 **OpenMedia** | **Vancouver, BC**
- Led on intervention, researched and wrote submissions in Telecom Notice of Consultation CRTC 2013-551: *Review of wholesale services and associated policies* (Result: CRTC mandated wholesale access to high-speed fibre Internet)
 - Researched and wrote articles to inform and engage public in Internet policy (e.g., copyright law, net neutrality, surveillance, municipal broadband)
- May 2013 - **Research Assistant (Intellectual Property, Family Law)**
Jul 2013 **Faculty of Law, University of Victoria** | **Victoria, BC**
- Researched and wrote on: extraterritorial online copyright and trademark infringement; online intermediary liability; enforcement of foreign judgments in IP law; family law; embodied pedagogy and theatre in legal education
- Sept 2012 - **Publication Manager and Editor**
Apr 2013 ***Appeal: Review of Current Law and Law Reform*** | **Victoria, BC**
- Collaborated with author to revise paper; researched legal and factual accuracy
 - Managed board copyediting process to ensure consistency and correctness
- Sept 2012 - **Writer for IPilogue (Intellectual Property Law Blog)**
Apr 2013 **IPOsgoode at Osgoode Hall Law School** | **Toronto, ON**
- Wrote articles reporting current IP law issues for professional readership

ADDITIONAL WORK AND VOLUNTEER EXPERIENCE

- June 2017 - **CPD Liaison (Entertainment, Media & Communications Section Executive)**
Present **Ontario Bar Association (OBA)** | **Toronto, ON**
- Responsible for developing continuing professional development (CPD) programming, in collaboration with Section Executive and OBA CPD Committee
- Nov 2013 - **Volunteer Researcher**
Dec 2013 **Association of Women for Action and Research** | **Singapore, SG**
- Wrote comparative report of and recommendations for NGO reports on UN Convention on the Elimination of All Forms of Discrimination against Women
- May 2012 - **Registration Research and Policy Analyst**
July 2012 **BC Association of Professional Engineers & Geoscientists** | **Burnaby, BC**
- Researched professional regulations; rewrote policies in layperson terms; analyzed documents and conducted interviews; created policy website
- Apr 2010 - **Communications Intern**
Apr 2011 **Health Canada (British Columbia Region)** | **Vancouver, BC**
- Media monitoring, wrote articles and provided tutorials and technical support for Intranet; redesigned Tripartite First Nations Health Plan pages
- Jan 2009 - **Communications Intern**
Apr 2009 **Canadian Space Agency (Canadian Astronaut Office)** | **Longueuil, QC**
- Researched telemedicine technology; wrote Expedition 20/21 web content
 - Collaborated with scientists on document for International Space Station study

OTHER INTERESTS AND ACTIVITIES

- Jan 2015 - **Rock climbing** Aug 2005 - **Capoeira**
Present Indoor top-rope and bouldering Present Grupo Axé Capoeira
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Ontario Bar: Call Year 2013**Education**

- J.D. **Osgoode Hall Law School, York University** 2012
Intellectual Property Law and Technology Intensive Program Fall 2011
Hebrew University of Jerusalem, Faculty of Law Summer 2010
- Hons. B.Arts Sc. (Biology, Political Science) **McMaster University** 2009
- International Baccalaureate Diploma **Toronto French School** 2005

Languages

- English: Native proficiency
- French: Professional working proficiency

Employment Experience

- **Barrister & Solicitor** Since May 2017
Counsel, Regulatory and Public Policy to the Public Interest Ottawa, ON
Advocacy Centre (PIAC)
 - Consult and advise client and other consumer and not-for-profit client organizations.
 - Perform regulatory and policy advocacy within primary practice areas: administrative law, digital media and broadcasting, telecommunications, consumer protection, energy and privacy.
 - Manage regulatory files – including research, drafting, reviewing and filing written submissions.
 - Prepare and present oral remarks at public administrative hearings.
 - Prepare and present submissions concerning Parliamentary bills and legislative reviews, *e.g.* Standing Committee on Access to Information, Privacy and Ethics 2017 review of the *Personal Information Protection and Electronic Documents Act*, and Standing Committee on Canadian Heritage 2016 study on the media and local communities.
 - Prepare consumer protection research proposals and reports on issues such as online privacy and affordability for low-income consumers.

- **Public Interest Advocacy Centre (PIAC)** 2013-2017
Legal Counsel Ottawa, ON
Supervisor: John Lawford (Executive Director, PIAC)
- **Innovation, Science and Economic Development Canada** Sep.-Nov. 2011
(formerly Industry Canada) Ottawa, ON
Intern: Copyright and International Intellectual Property Policy
 Directorate (CIIP)
Supervisor: Anne-Marie Monteith (Director, CIIP)
- **United Nations Development Programme, Indonesia (UNDP)** May-Aug. 2011
Intern: Access to Justice, Participation and Representation Cluster
 Jakarta, IND
Supervisor: Dr. Irman G. Lanti (Team Leader, Democratic Governance
 Unit & Assistant Country Director, UNDP Indonesia)

Volunteer Experience

- **Ottawa Innerscity Ministries** Since Feb. 2013
 Ottawa, ON
 - Innerscity Arts Program: Support and mentor street youth who participate in a weekly fine arts group. (Since Jan. 2015)
 - Street Outreach: Distribute food, hygiene supplies, and resources to street individuals in need. (2013-2015)
- **International Legal Partnership Special Advocacy Program and Global Governance and Legal Research Program – East and Horn of Africa Human Rights Defenders Project** Jan.-Apr. 2012
 Toronto, ON
- **TheCourt.ca** 2010-2012
 Toronto, ON
 - Senior Editor (2011-2012)
 - Senior Contributing Editor (2010-2011)

Awards

- **The Harley D. Hallett Renewable Entrance Scholarship** 2009-2012
- **The Honourable Ian Scott Public Interest Internship Award** 2011

Interests

- Regency and Victorian fiction
- Independent record folk/rock/electronic music and jazz music
- Yoga and running, completed Krav Maga women's self-defence course
- Travelling in Europe and Asia
- Volunteering with downtown community outreach organizations
- Urban food scene