

## **Operational Priorities for Fiscal Year 2026-27**

### External priorities:

1. Address rate applications from major utilities, as well as Manitoba Public Insurance Corporation, as filed.
2. Address applications from Water and Wastewater utilities.
3. Increase the use of the simplified filing process for Water and Wastewater applications through awareness building and support to eligible Utilities.
4. Continue to communicate the Board Guidelines for Water and Wastewater Utilities to municipal utilities.
5. Continue to meet with the Association of Manitoba Municipalities, the Manitoba Municipal Administrators and other stakeholders as needed to build better mutual understanding with members.
6. Continue to communicate with the Association of Manitoba Municipalities and the Manitoba Municipal Administrators about available webinars, and share information on issues such as rate adequacy, the difference between PUB directives and recommendations, how debentures relate to utility rates and when to file an application with the PUB.
7. Monitor the application of the 2025 revision to the PUB Rules of Practice and Procedures, including the process for dealing with Commercially Sensitive Information and procedures for granting status and funding interveners in PUB proceedings, to evaluate the implementation.
8. Continue to follow up on directives from prior PUB Orders and to address outstanding compliance issues.
9. As directed by the responsible Minister, conduct a comprehensive review, including public hearings, on the Manitoba Hydro Integrated Resource Plan and provide a report with recommendations for Government by December 3, 2026.
10. Upon direction of the responsible Minister, conduct the Manitoba Hydro Major New Facilities Review and prepare a report with recommendations for the Government.
11. Upon direction from the responsible Minister, conduct a review of Payday Loans and on Government Cheque Cashing, and on any other issues directed by government, and provide a report(s) to the Government.
12. Continue regular meetings with the Minister and Deputy Minister, attended by the Chair and other PUB staff, to report on PUB activities and seek statutory amendments to improve PUB processes and bring standards in line with best practices in other Canadian jurisdictions.
13. Continue to employ technology solutions to permit distance participation by parties, witnesses and the public in PUB processes.

14. Continue to develop and employ expertise in communicating and consulting with stakeholders using social media and other tools.

15. Monitor the results of Efficiency Manitoba as required, following the decision of Government regarding the PUB report and recommendations on the Efficiency Manitoba Plan for 2020 – 2024.

16. Complete the revision of the PUB annual report to facilitate better communication with PUB stakeholders.

Internal priorities:

1. Continue the implementation of the PUB Strategic Plan for fiscal years 2024-25 to 2026-27.

2. Develop and communicate a PUB Strategic Plan for 2027-28.

3. Develop a communications strategy that includes coordination of the annual report, the newsletter and the new PUB web site.

4. Prepare briefing materials for the incoming Chair.

5. Use the succession plan for PUB staff to recruit employees and to integrate new employees into existing PUB areas.

6. Identify and implement effective ways to support employee well-being, and to promote diversity, equity and inclusion in the workplace.

7. Update the inventory of issues and report on the status of each area of PUB responsibility to the Board on a regular basis.

8. Identify and monitor the status of PUB directives to Utilities, and report to the Board on a regular basis.

9. Monitor the succession plans of PUB advisors. Review and address the risk that PUB advisors may not be readily available to support the PUB.

10. Require pre-approved advisor budgets aligned with process scopes determined by lead advisors.

11. Require lead advisors to provide retrospective reviews of all major processes and track the results to ensure recommendations are addressed, and to provide feedback to assist in the evaluation of advisors.

12. Continue to monitor and evaluate the performance of PUB advisors based on reporting against established objectives, including the new process of incorporating feedback from lead advisors.

13. Identify potential risks to PUB operations, develop mitigation strategies for each and update the PUB Business Continuity Plan accordingly.