



Conference Program June 19-21, 2024

> JW Marriott The Rosseau Muskoka mearie.ca/mearie-conference

Managing risk together



Supporting your health, happiness, and success



For Your Benefit



Attract Talent

A benefit program can help employers attract and retain top talent.



Improve Health

Wellness benefits can help keep staff healthy and reduce absenteeism.



Boost Morale

Employee engagement and productivity can increase with support.



Keep Compliant

Ensure your program meets legal and corporate objectives.



Proudly celebrating over 30 years of partnership

As the benefit advisor of over 30 years, Comprehensive Benefit Solutions thanks The MEARIE Group for our continuing partnership!

The MEARIE Group's Employee Benefit Program offers access to a wide range of competitively priced group insurance products, including Life, Critical Illness, Disability, and Health & Dental Insurance, along with an Employee & Family Assistance Program, Virtual Health, Retirement Health & Dental Insurance, and more.

Questions about The MEARIE Group's Employee Benefit Program? Please contact us!

David Ainslie: dainslie@mearie.ca
Mike Trowell: mtrowell@compben.com



Welcome to The MEARIE Conference!

It is our pleasure to welcome you to our annual event at the spectacular JW Marriott in Muskoka!

This year we're celebrating **Strength through Unity**. The reasons we came together as a group 37 years ago – to find innovative risk management solutions for a specialized industry – remains vitally relevant and critical today. Our success is proof that when the industry bands together and remains united, good things follow. The MEARIE Group continues to deliver robust and bespoke solutions to protect and support our vibrant electricity sector. We remain committed to our work and take pride in the results we achieve, alongside our Members' success.



Anticipating a promising future, we look ahead to continued **Strength through Unity**, building on the strong foundation we have created together.

The MEARIE Conference is a long-standing tradition, and an excellent opportunity to connect, learn, and engage with colleagues, peers, and friends from across the industry. The MEARIE Conference provides opportunities to gain industry-based knowledge on the most relevant topics – with a focus on technology, leadership, risk management, and HR. Insightful discussions are sparked by the evolving landscape of the energy sector, and the need to plan for the fast-approaching future. Our ability to gather is valuable and we hope you absorb educational content and create memorable experiences.

Thank you for joining us and we look forward to our time together.

Sincerely,

C.C. (Charlie) Macaluso

CEO & Attorney











Pre-Conference Workshops

Wednesday, June 19

1:30 - 5:00 PM

Registration for workshop participants opens at 12:00 PM in hotel lobby

Cybersecurity Tabletop Exercise

Rosseau Ballroom 1





You've heard it before: It is not a matter of if, but a matter of when. How ready are you and your organization to respond to a cybersecurity incident? Join this cybersecurity tabletop exercise and be guided through an unfolding cybersecurity incident. Participants will be presented with scenario injects based on real-world incidents and will have the opportunity to engage in an interactive exercise. Experience the challenging decisions that teams must make during a significant cybersecurity incident.



Presented by: Lester Chng

Senior Cybersecurity Advisor, Rogers Cybersecure Catalyst

Lester Chng is a Senior Cybersecurity Advisor and has extensive experience in establishing large-scale exercise programs in the North American financial services sector and the military. He was the lead representative in international and industry exercises, notably CISA's Cyber Storm, NATO Locked Shields, Canadian Financial Sector Resiliency Group (CFRG), and Resiliency of the Wholesale Payment System (RWPS) exercises. Lester is a former Naval

Surface Warfare Officer of the Republic of Singapore Navy where he ran the Naval Wargaming & Simulation Centre. Lester holds the CISSP and PMP certifications. Lester also authored The Essential Cybersecurity Exercise Playbook.

1:30 - 5:00 PM

Building Resilient Teams

Rosseau Ballroom 2



This workshop explores the impact leadership can have on creating a unified team. It will include strategies to strengthen communication and collaboration skills which will help build stronger connections for a more diverse team. It will include thought-provoking discussions, interactive activities and helpful strategies that will reinforce how to build team resiliency. Avoiding common challenges and pitfalls will be discussed, as well as how to mitigate them.



Presented by: Carlos Esteves

Senior Staff Facilitator, Telus Health Learning

Carlos Esteves is a Facilitator and training and development consultant with over 20 years of corporate and classroom adult education experience. As a Senior Staff Facilitator for TELUS Health, he delivered the first workshop in Canada that focused on teaching mental health in workplace leadership to people leaders. He has taught participants from a cross section of industries, professional fields, and from all organizational leadership levels, as well as to international audiences.

3:00 - 3:15 PM

Networking Break | Location: Rosseau Ballroom Foyer

Sponsored by





Wednesday, June 19			
3:00 - 8:00 PM	Concierge/Registration Desk Open Hotel Lobby		
6:30 - 11:00 PM	 Conference Kick-off Evening Living Room, Libra Featuring multiple food stations Mix, mingle and connect with other delegates, MEARIE Staff and Sponsors Wine & Cheese Tasting Sponsored by Digital Photobooth Sponsored by Util-assist 	Global Asset Management PH&N Institutional	

































A Longstanding Member of The MEARIE Group & Proud Sponsor of the 2024 MEARIE Conference!



The MEARIE Conference Program Schedule

Thursday, June 20 Goodmans Sponsored by 7:00 - 8:30 AM Breakfast | Cottages Restaurant 8:30 - 8:45 AM Conference Opening Remarks | Rosseau Ballroom 3/4/5 Scott Mudie MEARIE Board Chair, Oakville Hydro Inc. Keynote Sponsored by 8:45 - 9:45 AM The Great Reset: Fostering Accountability Without Eroding Empathy Recent upheavals, including the pandemic and the Great Resignation, shifted the manager-employee power balance. CORPORATION Many managers feel they must trade productivity for

compassion. It's time for a reset towards greater personal

Presented by: Liane Davey, Expert on Building Effective Teams, Improving Communication, and Increasing Leadership Effectiveness

accountability without overcorrecting into toxicity. In this session, you'll learn practical techniques to boost accountability and drive results while maintaining psychological safety.



Known as the "teamwork doctor," Liane Davey knows how to create high performing teams. Having worked with businesses across the globe, she has helped teams – from the frontlines to the boardroom – develop a unique perspective on overcoming challenges.

Her mission is to transform the way people communicate, connect, and contribute. Using her expertise in strategy and group dynamics, she delivers the perfect combination of education and entertainment leaders and teams need to make a lasting impact on their organizations.

Liane is a New York Times bestselling author, has a PhD in Organizational Psychology from the University of Waterloo, and is a regular contributor to Harvard Business Review. She is a passionate advocate for mental health and currently sits on the Board of Governors for the Psychology Foundation of Canada.

Exciting prize draws are awarded at certain points during program sessions.

Be there to win!

Thanks to our generous prize sponsors!









Thursday, June 20			
9:45 - 10:30 AM	Stream A Rosseau Ballroom 3/4/5 Scott Mudie MEARIE Board Chair, Oakville Hydro Inc.	Stream B Rosseau Ballroom 1/2 Jerry Van Ooteghem MMI Board Chair	
	Adapting to Extremes: Insights from a Claims Manager Dennis Dinato Aviva Canada	Thinking Outside the Boss Ravi Tangri Simul Corp	
10:30 - 10:45 AM	Networking Break Rosseau Ballroom Foyer	Sponsored by	
10:45 - 11:15 AM	Risk Management Mastery: Best Practices in Exposure Risk Assessment Shannon Devane AMO LAS	Generative AI Curt Hammond Pearl Street Communications	
11:15 - 11:45 AM	Locates Risk Management Brad Gowan OEC	Recruitment of Skilled Trades for Safety & Mechanical Aptitude & Two New Al Tools Warren Collier Self Management Group	

Lakeside Reception & Dinner

Always an exciting evening of delicious food in a beautiful setting. This year's Lakeside Reception & Dinner is sponsored by **Comprehensive Benefit Solutions Ltd**. and occurs on Thursday, June 20. Take in the ambience of Lake Rosseau during this spectacular evening. We are joined by **Arden and the Tourists** for an evening of live entertainment, a delicious BBQ dinner and a celebration of another year of managing risk together, our collaborative spirit and our shared **Strength through Unity**.











BFL CANADA is pleased to support The MEARIE Group and their Members!

Congratulations on 37 years of dedicated service to Ontario's energy sector.



Thursday, June 20

12:30 - 5:30 PM



Golf Tournament at Lake Joseph Golf Club

The golf tournament will be a **Shotgun Start with Best Ball format**.

- 9-10th hole MEARIE Hospitality Stop Enjoy refreshments & snacks
- 8th hole Closest to the Pin Mens'
- · 4th hole Closest to the Pin Ladies'
- 16th hole Longest Drive Mens' & Ladies'

The Golf foursomes will be posted near the Registration Desk on Thursday.



Tournament Sponsored by

Please bring your clubs to the Hotel Concierge upon check-in for storage.

All clubs will be taken to the course ahead of your bus departure and be placed on your designated cart at the golf course.

12:00 - 12:15 PM



Golfers Board the Bus | Front of the hotel

- Bus departing for Lake Joseph 12:15 PM in front of the hotel
- · Boxed lunches available at golf course

Bus Sponsored by



Golf Lunch Sponsored by



12:30 - 2:00 PM

Wellness Afternoon Lunch | Teca Restaurant



2:00 - 3:00 PM



On the Water Activity on the Lake

Enjoy an hour on Lake Rosseau using the kayaks, canoes or paddle boards. Hotel staff will be on-site at the waterfront to help registered participants with set up, and to get in and out of the water.



Please arrive at 1:45 PM. A waiver form must be completed prior to this activity.

This form will be emailed to registered participants prior to the conference, or you may fill it out at the hotel's Enrichment desk.



Thanks to our Conference Wifi Sponsor for keeping us connected!















Thursday, June 20

6:15 PM

Lakeside Reception & Dinner | Rooftop Terrace

The MEARIE Conference is proud to provide you with the perfect evening — the Lakeside Reception & Dinner, concluding with a live band performance is the perfect end to a great day!

Always an exciting evening of delicious food in a breathtaking setting, this year's signature event is once again made possible by our returning sponsor — **Comprehensive Benefit Solutions Ltd**. Take in the ambience of Lake Rosseau during this spectacular evening.

Sponsored by

An exciting evening of food, fun and live entertainment:

- BBQ dinner overlooking Lake Rosseau
- · Golf prizes and other draws
- · Live music and dancing



8:00 PM

Golf Tournament Results, Prizes, & Announcements

8:30 - 11:00 PM

Entertainment: Arden and The Tourists



















The MEARIE Conference Program Schedule

Friday, June 21			
7:00 - 8:45 AM	Breakfast Cottages Restaurant	Sponsored by Grant Thornton	
8:45 - 9:45 AM	Stream A Rosseau Ballroom 3/4/5 Sally Blackwell MEARIE Director, Burlington Hydro Inc.	Stream B Rosseau Ballroom 1/2 Matt Payne MMI Vice Chair, North Bay Hydro Distribution Ltd.	
	Responding to a Cyber Incident: Insights from a Breach Coach Lyndsay Wasser McMillan LLP	Legal Workplace Trends to Watch Anne Gallop Norton Rose Fulbright Canada LLP	
9:45 - 10:30 AM	Liability Risk Management Chris Morrison DAVIDSON CAHILL MORRISON LLP	Labour Market Review Hugh Secord Oakbridges - Labour Relations Strategists	
10:30 - 10:50 AM	Networking Break Rosseau Ballroom Foyer	Sponsored by DION STRATEGIC Consultants and Actuaries	
10:50 - 11:50 AM	Conference Closing Plenary Rosseau Ballroom 3/4/5		
	Executive Panel - Strength Through Unity: Innovating Together		
	Greig Cameron Enova Corporation Chris White ERTH Corporation Sarah Hughes GrandBridge Energy Inc.	Moderator Janice McMichael-Dennis Bluewater Power Group of Companies	
11:50 - 12:00 PM	Closing Remarks & Draws		
12:00 PM	Boxed Lunch & Departure	Sponsored by	













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Speaker Abstracts & Sessions in order of appearance

Thursday, June 20

Thursday, June 20 - 9:45 AM - 10:30 AM | Stream A

Adapting to Extremes: Insights from a Claims Manager | Dennis Dinato, Senior Manager, Claims, Global Corporate & Specialty

This session explores the evolving landscape of extreme weather risks and their impact on the property & casualty claims experience. The discussion will cover the challenges insurers face in underwriting, claims processing, and risk mitigation, with a focus on innovative strategies to enhance resilience and sustainability. Dennis will touch on the recent trends involving extreme weather events and their economic consequences.



Dennis Dinato currently provides leadership to the Global Corporate & Specialty claims area. His direct responsibilities include the Property and Automobile lines of business. He has been part of the Aviva team since 2001 and enjoys finding simple solutions to complex problems for customers. With over 23 years of experience at Aviva, Dennis has held senior technical roles in Automobile and Casualty claims as well as non-technical roles within Global Corporate and Specialty Claims (GCS), where he spent nine years leading a team of Claim Service Managers dedicated to providing bespoke claims service solutions to some of Aviva's largest risk-managed clients.

Thursday, June 20 - 9:45 AM - 10:30 AM | Stream B

Thinking Outside the Boss | Ravi Tangri, Chief Cultural Transformation Officer

The world of business and leadership has changed. Today's world is incredibly complex, and Ravi mastered complexity in his first career as a nuclear physicist. The secret to complexity is NOT working harder, but rather finding the simple pressure points that, with minimal effort, transform everything. Learn how to make your complex world simple with a new form of leadership – co-creative leadership – where you engage all the key players to co-create the way forward, building in buy-in and commitment.



Ravi Tangri is the Chief Cultural Transformation Officer for Simul Corp, and the CEO of Chrysalis Strategies Inc. Cultural change is complex, and Ravi mastered complexity in his first career as a nuclear physicist. He learned that it's not about working harder, but rather finding the simple leverage points that transform the whole system. That's the lens he's used to catalyze corporate change for over three decades around the world, from utilities in Canada to the world's largest liquid natural gas provider in Qatar.



Speaker Abstracts & Sessions in order of appearance

Thursday, June 20 - 10:45 - 11:15 AM | Stream A

Risk Management Mastery: Best Practices in Exposure Risk Assessment | Shannon Devane, Program Manager

In today's rapidly evolving business landscape, organizations encounter an array of risks that pose significant threats to their financial stability and reputation. From traditional legal liabilities to emerging digital risks, navigating these challenges requires a comprehensive understanding of exposures and effective risk management strategies. This session will delve into the critical role of risk assessment in mitigating these risks and fortifying organizational resilience.



Shannon has a Bachelor of Business Administration from Wilfrid Laurier University and has obtained her Fellow Chartered Insurance Professional (FCIP), and the Risk and Insurance Management Society – Certified Risk Management Professional (RIMS-CRMP). Shannon spent 14 years working with municipalities in the Province of Ontario with a reciprocal and as a broker. Her work in those roles was primarily focused on risk management including contract reviews and municipal operation risk assessment. Prior to joining AMO's Business Services arm, LAS, as the Program Manager – Municipal Risk Management in 2022, she was the Manager of Risk for the City of Vaughan.

Thursday, June 20 — 10:45 - 11:15 AM | Stream B Generative AI | Curt Hammond, President

In the regulated environment of Ontario's Electricity Distribution sector, adopting digital tools like ChatGPT requires a good understanding of the tool itself, the benefits and limitations, and various business and ethical considerations. MEARIE introduced a hands-on course in March 2024, which quickly sold out. Three more courses were added, all of which sold out. Learn what we've learned in this informative session.



Curt's career has been a journey to understand what it means to be in service to others. Starting as a graphic designer, he evolved into non-profit fundraising where he helped raise millions of dollars. Discovering that raising money is for patient people, he left the comfort of a paycheque for the thrill of building a company or two. Curt and his teams were at their best when they focused on strategic communications and rethinking systems. Passionate about change grounded in equity, Curt loves to train, coach, and facilitate important conversations about making things better.

Thursday, June 20 - 11:15 AM - 11:45 AM | Stream A

Locates Risk Management | Brad Gowan, Director, Business Development, Asset Management

Join us for an engaging session exploring the best practices for locates in Ontario. Brad Gowan from OEC will share valuable insights and practical strategies to optimize your locating processes. Whether you're a seasoned professional or new to the field, this session offers valuable information to enhance your understanding of the risks and recommended best practices in locating operations.



As the Director of Business Development, Asset Management at OEC, Brad is focused on fostering key relationships that drive growth for OEC's asset management businesses. With a distinguished career spanning over 20 years, Brad possesses a profound understanding of the damage prevention industry. His extensive knowledge and hands-on experience make him a trusted thought leader in the field.



Speaker Abstracts & Sessions in order of appearance

Thursday, June 20 - 11:15 AM - 11:45 AM | Stream B

Recruitment of Skilled Trades for Safety & Mechanical Aptitude & 2 New Al Tools | Warren Collier, Director

Safety is a core value. A brief case study presentation will show how to assess the attitudes and behaviors of existing skilled trade employees concerning safety, and to recognize its pivotal role in shaping workplace culture and outcomes. The outcomes help to create an ideal benchmark for future hiring. Assessing candidates' electrical mechanical aptitude during skilled trade recruitment is crucial for gauging their comprehension of essential mechanical principles necessary for success in the field. We will outline six key components for measuring these capabilities in your candidates. We will also discuss two exciting new Al Tools that could reshape the way you hire employees.



Warren Collier, CHRL, is Director, HR Strategy & Talent Attraction Solutions at the Self Management Group in Toronto. MEARIE Group members will be familiar with our Talent Nest™ recruitment engine which is the official MEARIE Group Energy Job Search platform in use since 2011. Warren has over 25 years of leadership experience in human resources and Talent Management with emphasis in strategy, recruitment, organization and AI solutions across multiple industries. He is responsible for building recruitment tools to clients across Canada and the United States in both the public and private sectors. TALENT NEST

Friday, June 21

Friday, June 21 - 8:45 - 9:45 AM | Stream A

Responding to a Cyber Incident: Insights from a Breach Coach | Lyndsay Wasser, Partner

When a cyber incident occurs, a swift and well-coordinated response is essential to mitigate damages, safeguard sensitive information, and restore business continuity. This session, led by MEARIE's panel breach coach, will offer insights for what to expect in a response to a cyber incident. Lyndsay will share real-world experiences and best practices gleaned from assisting organizations in navigating the complexities of cyber incident response.



Lyndsay Wasser leads McMillan's Privacy Group nationally. She provides strategic support to clients on a wide range of privacy matters, including advising on data security, employee privacy, handling sensitive information, surveillance, and cross-border data transfers. She helps organizations to conduct PIAs, develop privacy compliance programs, and draft and negotiate data protection terms in a variety of contracts. She advises clients on data breach prevention and response, including risk assessments and reporting strategies. Lyndsay has been recognized by Best Lawyers in Canada, as a Mondag Thought Leader for Data Protection, Canada, & by Thomson Reuters Stand-Out Lawyers, and she is mcmillan the Co-Director of Osgoode's Certificate in Privacy and Cybersecurity Law.



Speaker Abstracts & Sessions in order of appearance

Friday, June 21 - 8:45 - 9:45 AM | Stream B

Legal Workplace Trends to Watch | Anne Gallop, Partner

There are a variety of issues shaping the workplace landscape today. This session will feature an overview of a number of recent legislative changes impacting HR policy and practices, occupational safety, and other LDC workplace/operational topics.



Anne Gallop practises in all areas of employment and labour law, including wrongful dismissal, human rights and disability management. She routinely advises on all aspects of employment policies, ensuring compliance with the various legislative regimes. Ms. Gallop also has significant experience in corporate reorganizations and corporate mergers and acquisitions, where she advises on the labour, employment and employee privacy issues arising from such transactions. She routinely advises on employment and executive employment contracts, including executive compensation such as change of control agreements and stock option plans. Ms. Gallop also has extensive experience with privacy legislation as it relates to labour and employment matters.

Friday, June 21 - 9:45 - 10:30 AM | Stream A

Liability Risk Management | Chris Morrison, Partner

Join us for an informative session led by Chris Morrison, one of MEARIE's panel counsel and expert on legal matters relating to electrical distribution companies. He will provide invaluable insights into mitigating risks, addressing limitations of liability, and managing contracting challenges specific to the industry. Key topics will include the intricacies of locates, best practices for limiting unnecessary claims, and effective strategies to safeguard your operations against liabilities.



Christopher Morrison is a partner at DAVIDSON CAHILL MORRISON LLP where he acts for a number of Canadian and International clients. He practices primarily in the field of complex civil litigation and appeals. His focus is on insurance coverage, subrogation, negligence claims, and mass tort/class proceedings. He regularly appears before the Superior Court of Ontario and the Court of Appeal and has argued many seminal cases including Walker Estate v. York Finch General Hospital in the Supreme Court of Canada. Most recently, he argued the landmark decision Moore v. Lysenko which upheld the largest ever award for general damages for wrongful death in Canadian history.

Friday, June 21 - 9:45 - 10:30 AM | Stream B

Labour Market Review | Hugh Secord, Chief Strategist

In this session, a review of MEARIE's Annual Labour Relations Report of the Ontario Local Distribution Companies will be provided. Macro trends in labour negotiations and their implications on the energy sector will also be discussed.



Hugh Secord is a Human Resource Management and Labour Relations' professional with over forty years' experience. He is a graduate of the University of Toronto (Honours B.A. in Sociology/Economics) and York University (M.B.A. - Finance). Hugh began the consulting business that later became Oakbridges in 2005. Since 2012, he has partnered with Sue Mackintosh in the creation of Oakbridges as a unique consultancy specializing in Industrial Relations Strategies.

Oakbridges has been working with The MEARIE Group for many years.



Executive Panel Speakers & Abstracts

Friday, June 21 - 10:50 AM - 11:50 AM | Closing Plenary

Strength Through Unity: Innovating Together

In today's digitalized world, individual entities face increasingly complex challenges that cannot be tackled in isolation. Collaboration across the utilities ecosystem is now imperative to address these challenges effectively and drive innovation forward. To thrive in this new landscape, utilities must adapt their business models to prioritize collaboration to unlock long-term value and remain at the forefront of industry transformation.



Greig Cameron | President & CEO Enova Energy Corporation and Enova Power Corp.



Greig is the President & CEO of Enova Energy Corporation and Enova Power Corp. with responsibility for strategically guiding the merged utilities and non-regulated businesses focusing on health, safety and well-being, people and culture, customer experience, grid resiliency, financial performance, growth, innovation, and operational excellence. Greig currently serves as a member of; the Electricity Distributors Association (EDA) Niagara Grand District, the Electrical Safety Authority (ESA) Utility Advisory Council, University of Waterloo Engineering Dean's Advisory Council, and the Waterloo Region Community Energy.



Sarah Hughes | President & CEO GrandBridge Energy Inc.



Sarah Hughes, CPA, CA, C. Dir. is President and CEO of GrandBridge Energy Inc., the 8th largest municipally owned electricity distributor in Ontario, providing safe and reliable electricity to our valued customers in the City of Brantford, City of Cambridge, County of Brant, and the Township of North Dumfries. GrandBridge Energy is guided by a vision to be a leader in energy transformation driven by a mission to bridge communities to the energy future.



Chris White | President & CEO **ERTH Corporation**



With over 30 years of industry experience in the energy sector, Chris White holds the position of President and CEO of ERTH Corporation. Chris has been instrumental in shaping the company, notably through the creation of ERTH Power via the merger of ten Ontario-based electric utilities. His leadership further guided ERTH through its 2018 merger with Goderich Hydro, while strengthening partnerships within the community.



Moderator

Janice McMichael-Dennis | President & CEO Bluewater Power Group of Companies



Janice is the proud President and Chief Executive Officer of the Bluewater Power Group of Companies which includes the regulated utility and affiliated companies. Prior to joining Bluewater Power, Janice worked years in the natural gas sector holding various finance and regulatory roles and appearing numerous times as an expert witness before the Ontario Energy Board. Janice holds a B.A. in Economics and an M.B.A. in Finance. She is a humbled recipient of many Business and Leadership awards and has participated on numerous Boards. Janice currently proudly serves as Vice Chair of the Electricity Distributors Association Board of Directors and sits on both the MEARIE and the MMI Board of Directors.



The MEARIE Conference 2023 Memories































Managing risk together





Thank You 2024 Sponsors!











































