



NEWFOUNDLAND AND LABRADOR
BOARD OF COMMISSIONERS OF PUBLIC UTILITIES
120 Torbay Road, P.O. Box 21040, St. John's, Newfoundland and Labrador, Canada, A1A 5B2

E-mail: cfeltham@makethecall.ca

2018-04-06

Mr. Colin D. Feltham
P.O. Box 5236
Paramount Building, 5th Floor
34 Harvey Road
St. John's, NL A1C 5W1

Dear Mr. Feltham:

Re: 2017 Automobile Insurance Review – Scheduling

This is in reply to your March 26, 2018 correspondence regarding concerns with scheduling for the Automobile Insurance Review being conducted by the Board.

The Work Plan for this review issued by the Board in October 2017 outlined the process and timelines for the various aspects of the review on the basis that the Board's report would be provided to Government by June 30, 2018. The Board acknowledges that the established timelines are challenging for everyone involved given the scope of the issues to be addressed, most of which are complex and technical in nature. As the Board stated in the Automobile Insurance Review Backgrounder issued in September 2017:

Substantial data collection and examination is required prior to the release of the Board's final report which will present the results of various independent studies, as well as the results of the Board's own research and analysis. The Board is committed to meet its obligations in a timely manner while respecting the fundamental principles of accessibility, openness, transparency and cost effectiveness.

The Board recognizes the significance of the issues in this review and is committed to ensuring that interested persons have the opportunity to provide meaningful input within the established schedule. The Board has issued several notices in relation to the review and has invited interested persons to file comments and/or submissions at any time throughout the review. In addition the Board has released all information and reports as they became available. The *NL Closed Claim Study Instructions* has been posted on the Board's website for a number of months and the *Report on Taxi Claims Review*, the *Summary of Taxi Experience in Newfoundland and Labrador* and the *Profit and Rate Adequacy Review* are also now available.

Considering the work to be done by June 30, 2018 the timelines are tight for everyone involved, including the Board. The closed claim study in particular is a significant undertaking requiring the collection of data from industry which normally requires nine months to complete. In this case the collection of the data which forms the basis of the reports of the Board's actuarial consultant was conducted by the Insurance Bureau of Canada ("IBC") over the period October 2017 to early March 2018. This allows 6 weeks for the completion of the actuarial reports by the Board's actuarial consultant. It is also notable that completion of the public sessions in May allows only one month for the Board to consider all of the issues in this review and complete its report.

While this is not a quasi-judicial proceeding the Board has stated that this review will be conducted in accordance with the Board's established principles of accessibility, openness, transparency and cost effectiveness. Notice will be published by mid-April setting out the hearing dates and information as to how interested persons can participate in the review. The Board will work with stakeholders to ensure that all interested parties have a full opportunity to prepare and participate within the established schedule.

Please feel free to contact the Board's legal counsel, Jacqui Glynn, at jglynn@pub.nl.ca or (709)726-6781 if you require further information or if you have specific issues you wish to discuss.

Sincerely,



Cheryl Blundon
Board Secretary

CB/cj

e.c.c Paula Adams, E-mail: padams@wrmlaw.com