

**Ontario Energy
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**Commission de l'énergie
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VIA E-MAIL

January 25, 2018

To: All Licensed Unit Sub-Meter Providers

**Re: Regulation of Unit Sub-Meter Providers: Request for Information
Board File No.: EB-2017-0371**

On December 19, 2017, the Ontario Energy Board (OEB) issued a [request for information](#) from all Unit Sub-Meter Providers (USMPs) requiring that USMPs provide certain information regarding each USMP's existing business activities, including the fees or charges paid by customers. This information is required as part of the development of proposals for the regulation of USMPs' charges for unit sub-metering as required under section 78(2.3) of the *Ontario Energy Board Act, 1998*, which comes in to force on April 1, 2018.

The December 19th letter required the information be provided by January 17, 2018 and made provision for USMPs to request that the information submitted be treated as confidential by the OEB. On January 16, 2017, the OEB received a letter from the Submetering Council of Ontario (SCO), representing several USMPs, expressing concern over the commercial sensitivity of some of the information to be provided, and requesting that it be treated as confidential. The SCO letter specifically asked for the following treatment of the information.

- Property Information - Addresses of each property are confidential, though the type of the property (condo, rental etc.) can be provided publicly.
- Contract Information - The Master Consumer name and the term of the contract (including start and end date) are confidential, though the type of the property (condo, rental etc.) can be provided publicly.

- Services Provided for Master Consumer - The information noted under this heading can be provided publicly.
- Master Consumer Charges/Fees - The actual charges and fees that the USMP levies on each Master Consumer are confidential. Information about the general manner in which these fees and charges are determined can be provided publicly.
- Customers - The information noted under this heading can be provided publicly.
- Customer Service or Administration Fees - The actual charges and fees that the USMP levies on customers at each property are confidential. Information about the general manner in which these fees and charges are determined can be provided publicly.
- Other Customer Charges/Fees - No confidentiality concerns. Information about “other” non-recurring customer charges/fees such as account set up, late payment, security deposit, disconnection etc. can be provided publicly.
- Additionally, members of the SCO request that any audited financial statements filed be treated as confidential (unless the USMP is a public corporation that has already filed such information in another public forum).

The OEB can confirm that the information requested in the December 19th letter which the SCO has indicated it believes should remain confidential as it is sensitive to the commercial market, will be treated as confidential and not publicly disclosed except as may be required by law.

That being said, as part of the initiative to develop proposed approaches to regulation of charges, the OEB intends to undertake a survey of USMP consumers. In order to identify consumers who will be invited to participate in the survey, the addresses of buildings served by USMPs will be provided to the OEB’s survey consultant who is bound by a confidentiality agreement to not share the information.

The confidentiality provided by this letter only applies to information filed in response to the December 19th letter. USMPs should be aware that in the future, as this initiative progresses, the OEB may require similar or additional information from USMPs, and any confidentiality requests relating to such information would be dealt with at that time.

USMPs are reminded that submitting the information set out in the December 19th letter is required as a condition of each USMP’s licence. The deadline was January 17, 2018. Any USMP that has not filed a full response must do so immediately.

Questions regarding the matters addressed in this letter should be directed to usmp@oeb.ca, or by phone at 416-314-2455 or 1-877-632-2727 (toll-free within Ontario).

Sincerely,

Original signed by:

Brian Hewson
Vice-President, Consumer Protection and Industry Performance