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BY E-MAIL AND WEB POSTING

February 21, 2018

TO: Invited Stakeholders

**CC: All Licensed Electricity Distributors
All Rate-Regulated Natural Gas Distributors
All Licensed Unit Sub-Meter Providers**

**RE: Review of Customer Service Rules for Electricity and Gas
OEB File No. EB-2017-0183**

By [letter](#) dated May 16, 2017, the Ontario Energy Board (OEB) announced that it is reviewing its customer service rules (Rules) for electricity distributors, rate-regulated natural gas distributors and unit sub-meter providers. In that letter, the OEB provided an overview of the objective of the initiative, its scope and the OEB's intended engagement and consultation approach. As part of the engagement activities, OEB staff intends to hold targeted meetings with a number of consumer and industry stakeholders. This letter provides details relating to the purpose of the meetings and the process for the invited stakeholders to participate in the meetings.

Research and Engagement To Date

Research and engagement activities undertaken to date by the OEB in relation to the review of the Rules include the following:

- An online public survey that gathered input on customers' expectations for utility service from over 2500 consumers.
- In-person sessions with the OEB's Consumer Panel to gather feedback and expectations.

- Meetings with a number of consumer and industry stakeholders to gather feedback on the existing Rules.
- Discussion on consumer / client experience with the existing Rules with the OEB's Financial Assistance Working Group.
- A survey of utility practices to collect information relating to the application of the Rules.
- Review of rules and practices in other jurisdictions and other industries to identify best practices in customer service.

Stakeholder Meetings

With the completion of this research and engagement, OEB staff has prepared an assessment of the Rules and identified preliminary recommendations for changes to the Rules. As part of its work on this initiative, OEB staff is inviting selected stakeholders to meetings to discuss staff's findings and the preliminary proposals. The meetings will provide an opportunity for OEB staff to gather input from stakeholders on the analysis and preliminary recommendations, including an understanding of any technical matters related to staff's preliminary recommendations for changes to the Rules. The meetings will be held between **March 5, 2018 and March 23, 2018**. Specifics about these meetings (date, location and agenda) will be provided to the invited stakeholders once they respond to this invitation.

Any proposed changes to the Rules will be the subject of notices of proposed amendments in accordance with the OEB's legislative requirements for public comment.

Invited Stakeholders

The following stakeholders are invited to participate in the meeting(s):

Invited Consumer Representative Stakeholders:

- Association of Community Organizations for Reform Now (ACORN Canada)
- Canadian Federation of Independent Business
- Consumers Council of Canada
- Housing Help Centre
- Low Income Energy Network
- Ontario Chamber of Commerce
- Six Nations of the Grand River Territory
- United Way Bruce Grey
- Vulnerable Energy Consumers Coalition

Invited Industry Stakeholders:

- Electricity Distributors Association on behalf of electricity distributors
- Coalition of Large Distributors
- Ontario Energy Association
- Submetering Council of Ontario
- Enbridge Gas Distribution
- EPCOR
- Union Gas

Invited stakeholders interested in participating in the meeting(s) should indicate their intent no later than **February 28, 2018** by sending an e-mail to Antonette Franco at Antonette.Franco@oeb.ca. The e-mail must include OEB File number **EB-2017-0183**, your name, address, telephone number, and your e-mail address.

Cost Awards

Given the focus of the initiative on Rules that affect consumers represented by the Invited Consumer Representative Stakeholders, the OEB has determined these stakeholder groups to be eligible for cost awards. Specifically, each of the interested Invited Consumer Representative Stakeholders will be invited to participate in one of the targeted meetings and will be allowed up to 8 hours for their participation in the meeting (the OEB will only provide cost awards for one attendee per group). The Invited Consumer Representative Stakeholders should refer to the OEB's [Practice Direction on Cost Awards](#) for information about the types of costs that may be claimed.

Costs awarded, as well as the OEB's costs, will be recovered from rate-regulated licensed electricity distributors and rate-regulated gas distributors based on customer numbers.

Questions about the meetings should be directed to Gona Jaff, Project Advisor at gona.jaff@oeb.ca or at 416-440-7613. The OEB's toll-free number is 1-888-632-6273.

Yours truly,

Original signed by

Brian Hewson
Vice President, Consumer Protection & Industry Performance