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BY E-MAIL AND WEB POSTING

April 3, 2018

**TO: Consumer Representative Stakeholders in the Customer Service Rules Review Consultation
All Licensed Electricity Distributors
All Rate-Regulated Natural Gas Distributors**

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

On May 16, 2017, the Ontario Energy Board (OEB) initiated a review of its customer service rules (Rules) for electricity distributors, rate-regulated natural gas distributors and unit sub-meter providers.

As part of its work on the Rules review, by [letter](#) dated February 21, 2018, the OEB invited a number of consumer and industry stakeholders to meetings with OEB staff to discuss staff's findings and preliminary proposals for changes to the Rules based on OEB's completed research and engagement activities. The letter stated that the OEB determined the invited consumer representative stakeholders to be eligible for cost awards and that any costs awarded will be recovered from rate-regulated licensed electricity distributors and rate-regulated gas distributors.

A number of consumer representative stakeholders participated in the meetings with OEB staff as follows:

Consumer Representative Stakeholders	Meeting Date
Six Nations of the Grand River Territory	March 15, 2018
Ontario Chamber of Commerce	March 19, 2018
Low Income Energy Network United Way Bruce Grey Vulnerable Energy Consumers Coalition	March 20, 2018

In order to determine the cost awards to eligible participants identified above, the OEB will use the process set out below.

1. Eligible participants shall submit their cost claims by **April 13, 2018**. The cost claim must be filed with the OEB and one copy is to be served, by email, on each rate-regulated licensed electricity distributor and each rate-regulated natural gas distributor. The cost claims must be completed in accordance with section 10 of the OEB's [Practice Direction on Cost Awards](#).
2. Rate-regulated licensed electricity distributors and rate-regulated natural gas distributors will have until **April 23, 2018** to object to any aspect of the costs claimed. The objection must be filed with the OEB and one copy must be served, by e-mail, on the eligible participant against whose claim the objection is being made.
3. The eligible participant whose cost claim was objected to will have until **April 30, 2018** to file with the OEB a reply submission as to why its cost claim should be allowed. One copy of the reply submission is to be served, by e-mail, on the objecting party.

The OEB will then issue its decision on cost awards. The OEB's costs may also be addressed in the cost awards decision.

Filing with the OEB

Please submit electronic copies of your filings in searchable/unrestricted Adobe Acrobat (PDF) format through the OEB's web portal at <https://pes.ontarioenergyboard.ca/eservice/> and also file three paper copies at the address below. You will need a user ID to make filings through the OEB's web portal. If you do not have a user ID, visit the "[e-filings services](#)" webpage on the OEB's website at www.oeb.ca and fill out a user ID password request.

Please use the document naming conventions and document submission standards outlined in the document entitled "RESS Document Preparation – A Quick Guide" also found on the e-filing services webpage. If the OEB's web portal is not available, electronic copies of filings may be filed by e-mail to boardsec@oeb.ca. If you do not have internet access, please provide a USB flash drive containing your filing in PDF format as described above to the Board Secretary at the following address:

Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, Suite 2700
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All filings to the OEB must be received by the Board Secretary by **4:45 p.m.** on the required date. Filings must quote file number **EB-2017-0183** and include your name, address, telephone number and, where available, your e-mail address and fax number. All filings received by the OEB in relation to this consultation will be available for viewing at the OEB's offices and may be published on the OEB's website.

Yours truly,

Original signed by

Brian Hewson
Vice President, Consumer Protection & Industry Performance