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BY E-MAIL AND WEB POSTING

March 21, 2019

**TO: Consumer Representative Stakeholders in the Customer Service Rules
Review Consultation
All Rate-Regulated 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 March 14, 2019, the Ontario Energy Board (OEB) issued a Notice of Amendments to Codes and a Rule. The OEB made a number of amendments to the Distribution System Code, Standard Supply Service Code, Unit Sub-Metering Code, and Gas Distribution Access Rule. In connection with these amendments, the OEB also issued a rate order to electricity and gas distributors that eliminated or clarified certain charges. These changes were made as a result of the OEB's review of its customer service rules and associated service charges for licensed electricity distributors, rate-regulated natural gas distributors and unit sub-meter providers.

The OEB made cost awards available to eligible persons under section 30 of the *Ontario Energy Board Act, 1998* in relation to a number of activities during the course of the review. The OEB indicated that costs awarded, as well as the OEB's costs, would be recovered from rate-regulated licensed electricity distributors and rate-regulated gas distributors based on customer numbers.

During the course of this review, the OEB determined the following consumer representatives to be eligible for an award of costs in relation to cost eligible activities:

- Association of Community Organizations for Reform Now (ACORN Canada)
- Canadian Federation of Independent Business
- Consumers Council of Canada (CCC)
- Housing Help Centre
- London Property Management Association (LPMA)

- Low-Income Energy Network (LIEN)
- Ontario Chamber of Commerce
- Six Nations of the Grand River Territory
- United Way of Bruce Grey (UWBG)
- Vulnerable Energy Consumers Coalition

In its [Order](#) dated May 18, 2018, the OEB awarded costs in respect of preparation and attendance at stakeholder meetings in March 2018. This letter addresses costs relating to the following activities:

- The provision of written comments on the OEB Report dated September 6, 2018, to a maximum of 20 hours.¹
- The provision of written comments on the Notice of Proposal to Amend Codes and a Rule and Notice of Hearing dated December 18, 2018, to a maximum of 15 hours.²

Of the above consumer representatives, only CCC, LIEN, LPMA, and UWBG (Eligible Participants) provided written comments on either one or both of the above documents.

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 1, 2019**. The cost claim must be filed with the OEB and one copy is to be served, by e-mail, 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 11, 2019** 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 18, 2019** 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.

¹ OEB letter dated September 6, 2018, page 5 (EB-2017-0183).

² Notice of Proposal to Amend Codes and a Rule and Notice of Hearing dated December 18, 2018, page 45 (EB-2017-0183).

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
Toronto ON M4P 1E4

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

Attachment: Cost Claim Forms