



Ontario
Energy
Board

Commission
de l'énergie
de l'Ontario

DECISION AND ORDER ON COST AWARDS

EB-2017-0183

Review of Customer Service Rules for Electricity and Gas

By Delegation Before: Brian Hewson

April 26, 2019

Background

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.

In its Order dated May 18, 2018, the OEB awarded costs in respect of preparation and attendance at stakeholder meetings in March 2018.

On March 21, 2019, the OEB issued a [letter](#) to address costs relating to the following activities:

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

The OEB received cost claims from Low-Income Energy Network (LIEN) and London Property Management Association (LPMA) (Eligible Participants). On April 10, 2019, Enbridge Gas Distribution Inc. filed a letter stating that it had no objections with the cost claims.

OEB Findings

The OEB has reviewed the cost claims filed by the Eligible Participants to ensure they were compliant with the OEB's *Practice Direction on Cost Awards*.

The OEB finds that the claims of the Eligible Participants are reasonable. The OEB approves cost awards for the Eligible Participants as follows:

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- | | |
|--|-------------|
| • London Property Management Association | \$2,871.33 |
| • Low Income Energy Network | \$11,550.00 |

Process for Paying the Cost Awards

The amount payable by each rate-regulated licensed electricity distributors and rate-regulated natural gas distributor in relation to costs awarded to each Eligible Participant is listed in Schedule A to this Decision and Order. However, the amounts will not be paid directly by the distributor to the Eligible Participant.

The OEB will use the process set out in section 12 of the *Practice Direction* to implement the payment of the cost awards. Therefore, the OEB will act as a clearing house for all payments of cost awards relating to this consultation process. Invoices will be issued to distributors at the same time as the invoices for cost assessments are made under section 26 of the Act. The practice of the OEB is to issue to each distributor one invoice that covers all cost awards payable by the distributor for the relevant period. As a result, the invoice may cover cost awards payable in relation to a number of consultations, including this one.

IT IS ORDERED THAT:

1. Each distributor listed in Schedule A to this Decision and Order shall pay the amounts set out in Schedule A in relation to the costs awarded to each Eligible Participant.
2. Each distributor listed in Schedule A to this Decision and Order shall pay the OEB's costs of, and incidental to, this consultation.
3. The payments referred to in paragraph 1 shall be made to the OEB in accordance with the invoice issued to each distributor, and shall be due at the same time as cost assessments under section 26 of the Act are due.

DATED at Toronto April 26, 2019

ONTARIO ENERGY BOARD

Original Signed By

Brian Hewson
Vice President, Consumer Protection & Industry Performance

Schedule A

OEB's Decision and Order on Cost Awards

EB-2017-0183

April 26, 2019

Gas Distributor, Transmitter, Storage Company	Low-Income Energy Network	London Property Management Association	Total
Enbridge Gas Inc.	3,502.02	870.6	\$ 4,372.63
EPCOR Natural Gas Limited Partnership	8.39	2.09	\$ 10.48

Gas Distributor Total \$ 3,510.41 \$ 872.70 \$ 4,383.11

Electricity Distribution System Owner/Operator	Low-Income Energy Network	London Property Management Association	Total
Aigoma Power Inc.	18.49	4.60	\$ 23.09
Alectra Utilities Corporation	1,601.72	396.19	\$ 1,999.91
Atikokan Hydro Inc.	2.61	0.65	\$ 3.26
Attawapiskat Power Corporation	0.75	0.19	\$ 0.94
Bluewater Power Distribution Corporation	57.34	14.25	\$ 71.59
Brantford Power Inc.	61.90	15.39	\$ 77.29
Burlington Hydro Inc.	105.44	26.21	\$ 131.65
Canadian Niagara Power Inc.	45.45	11.30	\$ 56.75
Centre Wellington Hydro Ltd.	10.70	2.66	\$ 13.36
Chapleau Public Utilities Corporation	1.96	0.49	\$ 2.45
EPCOR Electricity Distribution Ontario Inc.	26.31	6.54	\$ 32.85
Cooperative Hydro Embrun Inc.	3.26	0.81	\$ 4.07
Cornwall Street Railway Light and Power Company Limited	38.79	9.64	\$ 48.43
E.L.K. Energy Inc.	18.94	4.71	\$ 23.65
Elexcon Energy	253.76	63.09	\$ 316.85
Energy+ Inc.	100.22	24.91	\$ 125.13
Entegrus Powerlines Inc.	91.40	22.72	\$ 114.12
Erwin Utilities Ltd.	138.12	34.34	\$ 172.46
ERTH Power Corporation	35.23	8.76	\$ 43.99
Espanola Regional Hydro Distribution Corporation	5.21	1.30	\$ 6.51
Essex Powerlines Corporation	45.83	11.39	\$ 57.22
Festival Hydro Inc.	32.58	8.10	\$ 40.68
Fort Albany Power Corporation	0.45	0.11	\$ 0.56
Fort Frances Power Corporation	5.92	1.47	\$ 7.39
Greater Sudbury Hydro Inc.	74.84	18.61	\$ 93.45
Grimsby Power Incorporated	17.60	4.37	\$ 21.97
Halton Hills Hydro Inc.	34.60	8.60	\$ 43.20
Hydro Hawkesbury Inc.	8.73	2.17	\$ 10.90
Hearst Power Distribution Company Limited	4.29	1.07	\$ 5.36
Hydro 2000 Inc.	1.99	0.49	\$ 2.48
Hydro One Networks Inc.	2,045.99	506.63	\$ 2,554.62
Hydro One Remote Communities Inc.	5.62	1.40	\$ 7.02
Hydro Ottawa Limited	512.49	127.40	\$ 639.89
Innpower Corporation	25.53	6.35	\$ 31.88
Kashechewan Power Corporation	0.59	0.15	\$ 0.74
Kingston Hydro Corporation	43.46	10.80	\$ 54.26
Kitchener-Wilmot Hydro Inc.	146.47	36.41	\$ 182.88
Lakefront Utilities Inc.	16.00	3.98	\$ 19.98
Lakeland Power Distribution Ltd.	21.11	5.25	\$ 26.36
London Hydro Inc.	243.75	60.60	\$ 304.35
Milton Hydro Distribution Inc.	56.87	14.14	\$ 71.01
Newmarket-Tay Power Distribution Ltd.	66.94	16.64	\$ 83.58
Niagara Peninsula Energy Inc.	83.47	20.75	\$ 104.22
Niagara-on-the-lake Hydro Inc.	14.20	3.53	\$ 17.73
North Bay Hydro Distribution Limited	38.01	9.45	\$ 47.46
Northern Ontario Wires Inc.	9.57	2.38	\$ 11.95
Oakville Hydro Electricity Distribution Inc.	106.96	26.59	\$ 133.55
Orangeville Hydro Limited	18.74	4.66	\$ 23.40
Orillia Power Distribution Corporation	21.29	5.29	\$ 26.58
Oshawa PUC Networks Inc.	88.37	21.97	\$ 110.34
Ottawa River Power Corporation	17.26	4.29	\$ 21.55
Peterborough Distribution Incorporated	57.48	14.29	\$ 71.77
PUC Distribution Inc.	52.95	13.16	\$ 66.11
Renfrew Hydro Inc.	6.75	1.68	\$ 8.43
Rideau St. Lawrence Distribution Inc.	9.28	2.31	\$ 11.59
Sioux Lookout Hydro Inc.	4.41	1.10	\$ 5.51
Synergy North Corporation	88.93	22.11	\$ 111.04
Tilsonburg Hydro Inc.	11.13	2.77	\$ 13.90
Toronto Hydro-Electric System Limited	1,194.76	297.02	\$ 1,491.78
Wasaga Distribution Inc.	20.84	5.18	\$ 26.02
Waterloo North Hydro Inc.	87.75	21.82	\$ 109.57
Welland Hydro-Electric System Corp.	35.87	8.92	\$ 44.79
Wellington North Power Inc.	5.91	1.47	\$ 7.38
Westario Power Inc.	36.38	9.04	\$ 45.42

Electricity Distribution Total \$ 8,039.56 \$ 1,998.66 \$ 10,038.22

Total \$ 11,549.97 \$ 2,871.36 \$ 14,421.33