



EB-2012-0366

NOTICE OF APPLICATION AND WRITTEN HEARING

Application by PowerStream Inc. for an Amendment to its Electricity Distribution Licence pertaining to a Temporary Exemption from Section 2.1.8 of the Reporting and Record Keeping Requirements

The Application

PowerStream Inc. ("PowerStream") filed an application on August 23, 2012 with the Ontario Energy Board under section 74 of the *Ontario Energy Board Act, 1998*, S.O. 1998, c.15 (Schedule B) for an order of the Board granting an amendment to its electricity distribution licence ED-2007-0420. The amendment sought reflects a temporary exemption, effective January 1, 2013, from the new reporting requirements known as Section 2.1.8 of the Electricity Reporting and Record Keeping Requirements (the "RRR"), issued by the Board on March 19, 2012 with an implementation date of January 1, 2013.

The Board has assigned file number EB-2012-0366 to this application. The application will be decided by an employee of the Board who has been delegated this authority pursuant to section 6 of the Act. The employee of the Board does not intend to provide for an award of costs when deciding this application.

Section 2.1.8 of the RRR

On March 19, 2012 the Ontario Energy Board issued amendments to the RRR related to revised customer service rules. Section 2.1.8 of the RRR requires distributors to provide annually, by April 30, certain information with respect to residential and eligible low-volume customers. As of January 1, 2013, distributors must start collecting the data required under Section 2.1.8 of the RRR and the data for 2013 must be filed by April 30, 2014. Section 2.1.8 of the RRR is attached as Appendix A.

PowerStream has applied for a temporary exemption until mid-2014 of the collection of data and reporting requirements listed in Section 2.1.8 of the RRR. PowerStream states that it is currently operating an older customer information system (“CIS”) which cannot handle complex customer transactions and interactions to satisfy the data collection requirements under Section 2.1.8 of the RRR. PowerStream states that it is in the process of installing a new CIS that is scheduled to be in service by the end of the second quarter of 2014. PowerStream is seeking the exemption until the new CIS will be operational.

How to see PowerStream’s Application

Copies of the application are available for inspection at the Board’s office in Toronto and on its website, www.ontarioenergyboard.ca/OEB/Industry , and at PowerStream’s office at the address indicated below and on its website.

How to Participate in the Hearing

The Board intends to proceed with this matter by way of a written hearing unless a party satisfies the Board that there is a good reason for not holding a written hearing. If you object to the Board holding a written hearing for this application, you must provide written reasons why an oral hearing is necessary. Any submissions objecting to a written hearing must be received by the Board and copied to the applicant by **October 15, 2012**.

Any parties who wish information and material from the applicant that is in addition to the applicant’s pre-filed evidence with the Board, and that is relevant to the hearing, shall request it by written interrogatories filed with the Board and delivered to the applicant on or before **October 17, 2012**. Where possible, the questions should specifically reference the pre-filed evidence. The applicant shall file with the Board complete responses to the interrogatories and deliver them to any interested parties in the proceeding no later than **October 26, 2012**.

Anyone who wishes to make a submission on the application must file that written submission with the Board and deliver it to the applicant by **November 6, 2012**. If the applicant wishes to respond to the submission(s), the written response must be filed with the Board and delivered to all parties who made submission by **November 16,**

2012. All written submissions will be available for viewing at the Board's offices and will be placed on the Board's website.

If the written submission is from a private citizen (i.e., not a lawyer representing a client, not a consultant representing a client or organization, not an individual in an organization that represents the interests of consumers or other groups, and not an individual from a regulated entity), before placing the written submission on the public record, the Board will remove any personal (i.e., not business) contact information from the written submission (i.e., the address, telephone number and email address of the individual). However, the name of the individual and the content of the written submission will become part of the public record.

As stated elsewhere in this notice, you must provide a complete copy of your written submission (including your name, contact information, and everything written in the submission) to the applicant.

How to File Documents with the Board

You must forward two paper copies, and if possible, an electronic copy in PDF format of your written submission to the Board and one copy to the applicant. All submissions must file number EB-2012-0366 and clearly state the sender's name, postal address, telephone number and email address. All communications should be directed to the attention of the Board Secretary at the address below, and be received no later than 4:45 p.m. on the required date.

Need More Information?

Further information on how to participate may be obtained by visiting the Board's Web site at www.ontarioenergyboard.ca or by calling our Consumer Relations Centre at 1-877-632-2727.

IMPORTANT

IF YOU DO NOT FILE A WRITTEN SUBMISSION OBJECTING TO A WRITTEN HEARING OR DO NOT PARTICIPATE IN THE HEARING BY FILING WRITTEN SUBMISSIONS IN ACCORDANCE WITH THIS NOTICE, THE BOARD MAY PROCEED WITHOUT YOUR PARTICIPATION AND YOU WILL NOT BE ENTITLED TO FURTHER NOTICE IN THIS PROCEEDING.

Addresses

The Board

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto ON M4P 1E4
Attention: Board Secretary
Filings
<https://www.pes.ontarioenergyboard.ca/eservice/>
Tel: 1-888-632-6273 (toll free)
Fax: 416-440-7656
E-mail: Boardsec@ontarioenergyboard.ca

The Applicant

PowerStream Inc.
161 Citiview Boulevard
Vaughan ON L4H 0A9
Attention: Sarah Griffiths
Tel: 905-417-6900
Fax : 905-532-4505
E-mail:
PowerStreamregulatory@powerstream.ca

DATED at Toronto, September 26, 2012

ONTARIO ENERGY BOARD

Original signed by

Kirsten Walli
Board Secretary

Appendix A

2.1.8. A distributor shall provide in the form and manner required by the Board, annually, by April 30, the following information for the preceding calendar year with respect to residential and eligible low-income customers.

a) Number of Eligible Low-Income Customer Accounts

- i. number of eligible low-income customer accounts at year end.

b) Disconnections for Non-Payment

- i. number of residential customer accounts disconnected for nonpayment during the course of the year; and
- ii. number of eligible low-income customer accounts disconnected for non-payment during the course of the year.

c) Arrears and Arrears Payment Agreements under the Distribution System Code

- i. number of residential customer accounts in arrears at year end;
- ii. number of eligible low-income customer accounts in arrears at year end;
- iii. total dollar amount of arrears for residential customer accounts in arrears at year end;
- iv. total dollar amount of arrears for eligible low-income customer accounts in arrears at year end;
- v. number of arrears payment agreements entered into during the course of the year with residential customers;
- vi. number of arrears payment agreements entered into during the course of the year with eligible low-income customers;
- vii. total amount of monies owing under arrears payment agreements entered into during the course of the year with residential customers;
- viii. total amount of monies owing under arrears payment agreements entered into during the course of the year with eligible low-income customers;
- ix. number of arrears payment agreements with residential customers that were cancelled during the course of the year due to nonpayment; and

- x. number of arrears payment agreements with eligible low-income customers that were cancelled during the course of the year due to non-payment.

d) *Bad Debts*

- i. number of residential customer accounts that recorded bad debt expense during the course of the year;
- ii. number of eligible low-income customer accounts that recorded bad debt expense during the course of the year;
- iii. total dollar amount of bad debt expense for residential customer accounts during the course of the year; and
- iv. total dollar amount of bad debt expense for eligible low-income customer accounts during the course of the year.

e) *Equal Billing and Equal Monthly Payment Plans under the Standard Supply Service Code*

- i. number of residential customer accounts enrolled in equal billing plans at year end;
- ii. number of eligible low-income customer accounts enrolled in equal billing plans at year end;
- iii. number of residential customer accounts enrolled in equal monthly payment plans at year end; and
- iv. number of eligible low-income customer accounts enrolled in equal monthly payment plans at year end.

f) *Security Deposits*

- i. number of residential customer accounts with security deposits held at year end;
- ii. total dollar amount of security deposits held in respect of residential customers at year end;
- iii. number of eligible low-income customer accounts with security deposits held at year end; and

- iv. total dollar amount of security deposits held in respect of eligible low income customers at year end.

g) Load Control Devices

- i. number of residential customer accounts where load limiter devices were installed during the course of the year;
- ii. number of low-income customer accounts where load limiter devices were installed during the course of the year;
- iii. number of residential customer accounts where timed load interrupter devices were installed during the course of the year; and
- iv. number of eligible low-income customer accounts where timed load interrupter devices were installed during the course of the year.