



EB-2007-0922

IN THE MATTER OF the *Ontario Energy Board Act*,
1998, S.O. 1998, c. 15, Schedule B;

AND IN THE MATTER OF an application by
Provident Energy Management Inc. for a smart sub-
metering licence.

By delegation, before: Jennifer Lea

INTERIM DECISION AND ORDER

Provident Energy Management Inc. filed an application on November 27, 2007 with the Ontario Energy Board under section 60 of the *Ontario Energy Board Act, 1998* (the "Act") for a smart sub-metering licence. The Board has assigned the application file number EB-2007-0922.

The applicant is engaged in smart sub-metering activities, as prescribed by Ontario Regulation 443/07—*Licensing Sub-Metering Activities* made under the Act. This regulation came into force on December 31, 2007. Therefore, all persons engaged in smart sub-metering activities, as prescribed by Ontario Regulation 443/07, need to be licensed.

Considering the time required to process an application in accordance with the Board's established practice and procedures, and considering the applicant's activities and the timing of the regulation, the Board issued an interim order under sections 21(7) and 6(4) of the Act granting a short-term smart sub-metering licence to the applicant on December 28, 2007.

No determination has yet been made on the application. As the short term smart sub-metering licence expires on April 27, 2008, it is necessary to issue a second short-term licence pending the final disposition of the matter.

The applicant should note that the granting of this interim order is not an indication that a longer term licence will be granted.

IT IS THEREFORE ORDERED THAT:

1. A smart sub-metering licence is granted on such conditions as are contained in the attached licence.
2. It is also a condition of this order that Provident Energy Management Inc. expeditiously investigates and takes all appropriate and necessary steps to resolve any complaints from consumers regarding Provident Energy Management Inc.'s smart sub-metering services.
3. The licence will be valid for a period of 4 months or until the Board makes a final decision on the smart sub-metering licence application, whichever is earlier.

DATED at Toronto, April 25, 2008.

ONTARIO ENERGY BOARD

Original signed by

Jennifer Lea
Counsel, Special Projects



Smart Sub-Metering Licence

ES-2007-0922

Provident Energy Management Inc.

Valid Until

August 27, 2008

Original signed by

Jennifer Lea
Counsel, Special Projects
Ontario Energy Board
Date of Issuance: April 25, 2008
Effective Date: April 28, 2008

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1 Definitions

In this Licence:

"**Act**" means the *Ontario Energy Board Act, 1998*, S.O. 1998, c. 15, Schedule B;

"**Board**" means the Ontario Energy Board;

"**Code**" means the Smart Sub-Metering Code issued by the Board;

"**consumer**" means a person who uses, for the person's own consumption, electricity that the person did not generate;

"**distributor**" means a person who owns or operates a distribution system;

"**Electricity Act**" means the *Electricity Act, 1998*, S.O. 1998, c. 15, Schedule A;

"**Licensee**" means Provident Energy Management Inc.

"**Market Rules**" means the rules made under section 32 of the Electricity Act;

"**prescribed class of property**" means a building on land for which a declaration and description have been registered pursuant to section 2 of the *Condominium Act, 1998*; a building on land for which a declaration and description have been registered creating a condominium corporation that was continued pursuant to section 178 of the *Condominium Act, 1998*; or a building, in any stage of construction, on land for which a declaration and description is proposed or intended to be registered pursuant to section 2 of the *Condominium Act, 1998*;

"**Regulation**" means regulations made under the Act or the Electricity Act; and

"**retailer**" means a person who retails electricity.

2 Interpretation

- 2.1 In this Licence, words and phrases shall have the meaning ascribed to them in the Act or the Electricity Act. Words or phrases importing the singular shall include the plural and vice versa. Headings are for convenience only and shall not affect the interpretation of the Licence. Any reference to a document or a provision of a document includes an amendment or supplement to, or a replacement of, that document or that provision of that document. In the computation of time under this Licence, where there is a reference to a number of days between two events, they shall be counted by excluding the day on which the first event happens and including the day on which the second event happens and where the time for doing an act expires on a holiday, the act may be done on the next day that is not a holiday.

3 Authorization

- 3.1 The Licensee is authorized, under Part V of the Act and subject to the terms and conditions set out in this Licence, to engage in the commercial offering or the commercial provision of smart sub-metering systems, equipment and technology and any associated equipment, systems and technologies and any associated services for the prescribed class of property.
- 3.2 The Licensee is authorized to conduct business in the name under which this Licence is issued, or any trade name(s) listed in Schedule 1.

4 Obligation to Comply with Legislation, Regulations and Market Rules

- 4.1 The Licensee shall comply with all applicable provisions of the Act, the Electricity Act, and the Regulations.
- 4.2 The Licensee shall comply with all applicable Market Rules.

5 Obligation to Comply with Codes

- 5.1 The Licensee shall at all times comply with the Code issued by the Board.
- 5.2 The Licensee shall:
 - a) make a copy of the Code available for inspection by members of the public at its head office and regional offices during normal business hours; and
 - b) provide a copy of the Code to any person who requests it.
- 5.3 The Licensee may impose a fair and reasonable charge for the cost of providing the copies referred to in section 5.2(b).

6 Provision of Information to the Board

- 6.1 The Licensee shall maintain and provide, in the manner and form determined by the Board, such information as the Board may require from time to time.
- 6.2 Without limiting the generality of paragraph 6.1, the Licensee shall notify the Board of any material change in circumstances that adversely affects or is likely to adversely affect the business, operations or assets of the Licensee as soon as practicable, but in any event no more than twenty (20) days past the date upon which such change occurs.

7 Restrictions on Provision of Information

- 7.1 The Licensee shall not use information regarding a consumer, retailer or distributor obtained for one purpose for any other purpose without the written consent of the consumer, retailer or distributor.
- 7.2 The Licensee shall not disclose information regarding a consumer, retailer or distributor to any other party without the written consent of the consumer, retailer or distributor, except where such information is required to be disclosed:
 - a) to comply with any legislative or regulatory requirements, including the conditions of this Licence;
 - b) for billing or settlement purposes;
 - c) for law enforcement purposes; or
 - d) to a debt collection agency for the processing of past due accounts of the consumer, retailer or distributor.
- 7.3 The Licensee may disclose information regarding consumers, retailers or distributors where the information has been sufficiently aggregated such that their particular information cannot reasonably be identified.

- 7.4 The Licensee shall inform consumers, retailers and distributors of the conditions under which their information may be released to a third party without their consent.
- 7.5 If the Licensee discloses information under this section, the Licensee shall ensure that the information provided will not be used for any other purpose except the purpose for which it was disclosed.

8 Term of Licence

- 8.1 This Licence shall take effect on April 28, 2008 and expire on August 27, 2008. The term of this Licence may be extended by the Board.

9 Fees and Assessments

- 9.1 The Licensee shall pay all fees charged to it by the Board and all amounts assessed to it by the Board.

10 Communication

- 10.1 The Licensee shall designate a person that will act as a primary contact with the Board on matters related to this Licence. The Licensee shall notify the Board promptly should the contact details change.
- 10.2 All official communication relating to this Licence shall be in writing.
- 10.3 All written communication is to be regarded as having been given by the sender and received by the addressee:
- a) when delivered in person to the addressee by hand, by registered mail or by courier;
 - b) ten (10) business days after the date of posting if the communication is sent by regular mail; and
 - c) when received by facsimile transmission by the addressee, according to the sender's transmission report.

11 Copies of the Licence

- 11.1 The Licensee shall:
- a) make a copy of this Licence available for inspection by members of the public at its head office and regional offices during normal business hours; and
 - b) provide a copy of this Licence to any person who requests it.
- 11.2 The Licensee may impose a fair and reasonable charge for the cost of providing the copies referred to in section 11.1(b).

Schedule 1 Authorized Trade Names

None