



**EB-2007-0722**

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

**AND IN THE MATTER OF** cost awards in relation to  
a consultation process to develop customer service  
standards for Electricity Distributors

**BEFORE** Cynthia Chaplin  
Member

## **DECISION AND ORDER ON COST AWARDS**

March 6, 2013

### **Background**

On September 6, 2007, the Ontario Energy Board (the “Board”) initiated a consultation on issues associated with the provision of service by electricity distributors (EB-2007-0722) (the “Customer Service consultation”). In its September 6, 2007 letter, the Board indicated that cost awards would be available under section 30 of the Ontario Energy Board Act, 1998 (the “Act”) to eligible participants in relation to their participation in the Customer Service consultation, and that costs awarded would be recovered from all licensed electricity distributors based on their respective distribution revenues.

On February 1, 2013, the Board issued a Notice of Hearing for Cost Awards (the “Notice”) pertaining to the fourth phase of this consultation. The Notice required participants to submit their cost claims no later than February 15, 2012. Rate-regulated electricity distributors were given until February 22, 2012 to submit any objections to the claims filed. No objections were filed.

In its Decisions relating to cost eligibility in this process dated October 12, 2007, March 6, 2008, March 26, 2008, April 3, 2008 and July 24, 2008, the Board found the following participants to be eligible for an award of costs in the Customer Service consultation:

- The Association of Major Power Consumers in Ontario (“AMPCO”);
- The Building Owners and Managers Association of the Greater Toronto Area (“BOMA”);
- The Canadian Manufacturers & Exporters (“CME”);
- Energy Probe Research Foundation (“Energy Probe”)
- The Federation of Rental-Housing Providers of Ontario (“FRPO”);
- The London Property Management Association (“LPMA”);
- The School Energy Coalition (“SEC”); and
- Vulnerable Energy Consumers Coalition (“VECC”);

In its Notice of Proposal to Amend Codes dated March 10, 2009, the Board also extended eligibility for cost awards in the EB-2007-0722 consultations to all additional participants that were found to be eligible for an award of costs in the Consultation on Energy Issues Relating to Low Income Consumers (EB-2008-0150), namely:

- Advocacy Centre for Tenants Ontario;
- Canadian Environmental Law Association;
- Consumers Council of Canada;
- EnviroCentre;
- The Green Energy Coalition;
- Green Light on A Better Environment;
- The Industrial Gas Users Association;
- The Income Security Advocacy Centre;
- The Kingston Community Legal Clinic;
- Low Income Energy Network (“LIEN”);
- National Chief’s Office on behalf of the Assembly of First Nations;
- Nipissing First Nation;
- The Ontario Municipal Social Services Association;
- Pollution Probe Foundation; and
- Toronto Environmental Alliance

The stakeholders listed above are collectively referred to as the “eligible participants”. Of all the eligible participants only LIEN submitted a cost claim for this phase of the consultation.

### **Board Findings**

The Board has reviewed LIEN’s cost claims and finds it to be within the overall limits set by the Board. The Board therefore finds that LEIN is entitled to 100% of its reasonably incurred costs of participating in this phase of the consultation process.

### **Process for Paying the Cost Awards**

The amounts to be paid by each individual rate-regulated electricity distributor in relation to the costs awarded to each eligible participant are as set out in Appendix A to this Decision and Order. However, the amounts will **not** be paid directly by the distributor to the participant.

The Board will use the process set out in section 12 of the Practice Direction on Cost Awards to implement the payment of the cost awards. Therefore, the Board 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 Board 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.

### **THE BOARD THEREFORE ORDERS THAT:**

1. The individual distributors listed in **Appendix A** to this Decision and Order shall pay the costs awarded to the eligible participant as set out in **Appendix A**. These amounts are NOT to be paid directly by the distributor to the participant.
2. The individual distributors listed in **Appendix A** to this Decision and Order shall pay the Board’s costs of, and incidental to, this consultation.
3. Payment of cost awards and of the Board’s costs referred to in paragraphs 2 and 3 shall be made to the Ontario Energy Board in accordance with the invoice

issued to the individual distributor, and shall be due at the same time as cost assessments under section 26 of the Act are due.

**DATED** at Toronto, March 6, 2013

**ONTARIO ENERGY BOARD**

*Original signed by*

Kirsten Walli  
Board Secretary

## Appendix A

<b>Electricity Distribution System Owner/Operator</b>	<b>LIEN</b>	<b>Total</b>
Algoma Power Inc.	\$ 9.75	\$ 9.75
Atikokan Hydro Inc.	\$ 0.64	\$ 0.64
Attawapiskat Power Corp.	\$ 0.51	\$ 0.51
Bluewater Power Distribution Corporation	\$ 10.62	\$ 10.62
Brant County Power Inc.	\$ 3.30	\$ 3.30
Brantford Power Inc.	\$ 8.81	\$ 8.81
Burlington Hydro Inc.	\$ 16.53	\$ 16.53
Cambridge And North Dumfries Hydro Inc.	\$ 13.07	\$ 13.07
Canadian Niagara Power Inc.	\$ 9.30	\$ 9.30
Centre Wellington Hydro Ltd.	\$ 1.59	\$ 1.59
Chapleau Public Utilities Corporation	\$ 0.34	\$ 0.34
Entegrus Powerlines Inc.	\$ 10.10	\$ 10.10
Collus Powerstream Corp.	\$ 3.20	\$ 3.20
Cooperative Hydro Embrun Inc.	\$ 0.40	\$ 0.40
Cornwall Street Railway Light And Power Company Ltd.	\$ 6.61	\$ 6.61
E.L.K. Energy Inc.	\$ 2.47	\$ 2.47
Enersource Hydro Mississauga Inc.	\$ 64.65	\$ 64.65
Enwin Utilities Ltd.	\$ 27.55	\$ 27.55
Erie Thames Powerlines Corporation	\$ 4.39	\$ 4.39
Espanola Regional Hydro Distribution Corporation	\$ 0.74	\$ 0.74
Essex Powerlines Corporation	\$ 6.10	\$ 6.10
Festival Hydro Inc.	\$ 5.35	\$ 5.35
Fort Albany Power Corp.	\$ 0.35	\$ 0.35
Fort Frances Power Corporation	\$ 0.86	\$ 0.86
Greater Sudbury Hydro Inc.	\$ 12.63	\$ 12.63
Grimsby Power Incorporated	\$ 1.94	\$ 1.94
Guelph Hydro Electric Systems Inc.	\$ 13.59	\$ 13.59
Haldimand County Hydro Inc.	\$ 7.39	\$ 7.39
Halton Hills Hydro Inc.	\$ 5.31	\$ 5.31
Horizon Utilities Corporation	\$ 48.80	\$ 48.80
Hydro Hawkesbury Inc.	\$ 0.73	\$ 0.73
Hearst Power Distribution Company Limited	\$ 0.44	\$ 0.44
Hydro 2000 Inc.	\$ 0.18	\$ 0.18
Hydro One Brampton Networks Inc.	\$ 34.56	\$ 34.56
Hydro One Networks Inc.	\$ 625.19	\$ 625.19
Hydro Ottawa Limited	\$ 80.79	\$ 80.79
Innisfil Hydro Distribution Systems Limited	\$ 4.34	\$ 4.34
Kashechewan Power Corp.	\$ 0.48	\$ 0.48
Kenora Hydro Electric Corporation Ltd.	\$ 1.19	\$ 1.19
Kingston Hydro Corporation	\$ 5.32	\$ 5.32

<b>Electricity Distribution System Owner/Operator</b>	<b>LIEN</b>	<b>Total</b>
Kitchener-Wilmot Hydro Inc.	\$ 20.16	\$ 20.16
Lakefront Utilities Inc.	\$ 2.37	\$ 2.37
Lakeland Power Distribution Ltd.	\$ 2.61	\$ 2.61
London Hydro Inc.	\$ 33.95	\$ 33.95
Midland Power Utility Corporation	\$ 1.96	\$ 1.96
Milton Hydro Distribution Inc.	\$ 6.84	\$ 6.84
Newmarket - Tay Power Distribution Ltd.	\$ 8.59	\$ 8.59
Niagara Peninsula Energy Inc.	\$ 14.91	\$ 14.91
Niagara-On-The-Lake Hydro Inc.	\$ 2.54	\$ 2.54
Norfolk Power Distribution Inc.	\$ 6.01	\$ 6.01
North Bay Hydro Distribution Limited	\$ 6.33	\$ 6.33
Northern Ontario Wires Inc.	\$ 1.47	\$ 1.47
Oakville Hydro Electricity Distribution Inc.	\$ 17.03	\$ 17.03
Orangeville Hydro Limited	\$ 2.72	\$ 2.72
Orillia Power Distribution Corporation	\$ 4.07	\$ 4.07
Oshawa Puc Networks Inc.	\$ 10.81	\$ 10.81
Ottawa River Power Corporation	\$ 2.00	\$ 2.00
Parry Sound Power Corporation	\$ 1.00	\$ 1.00
Peterborough Distribution Incorporated	\$ 8.34	\$ 8.34
Powerstream Inc.	\$ 89.33	\$ 89.33
Puc Distribution Inc.	\$ 8.24	\$ 8.24
Renfrew Hydro Inc.	\$ 0.88	\$ 0.88
Rideau St. Lawrence Distribution Inc.	\$ 1.19	\$ 1.19
St. Thomas Energy Inc.	\$ 3.53	\$ 3.53
Sioux Lookout Hydro Inc.	\$ 1.00	\$ 1.00
Thunder Bay Hydro Electricity Distribution Inc.	\$ 9.64	\$ 9.64
Tillsonburg Hydro Inc.	\$ 1.84	\$ 1.84
Toronto Hydro-Electric System Limited	\$ 289.32	\$ 289.32
Veridian Connections Inc.	\$ 26.72	\$ 26.72
Wasaga Distribution Inc.	\$ 2.17	\$ 2.17
Waterloo North Hydro Inc.	\$ 14.14	\$ 14.14
Welland Hydro-Electric System Corp.	\$ 4.95	\$ 4.95
Wellington North Power Inc.	\$ 1.02	\$ 1.02
West Coast Huron Energy Inc.	\$ 1.25	\$ 1.25
Westario Power Inc.	\$ 5.00	\$ 5.00
Whitby Hydro Electric Corporation	\$ 10.37	\$ 10.37
Woodstock Hydro Services Inc.	\$ 3.66	\$ 3.66
	<u>\$ 1,678.05</u>	<u>\$ 1,678.05</u>