



Smart Metering Entity Licence

ES-2016-0284

Valid Until
December 31, 2021

Original Signed By

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Vice President
Ontario Energy Board
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	Table of Contents	Page No.
1	Definitions	1
2	Interpretation	1
3	Authorization	1
4	Obligation to Comply with Legislation, Regulations and Market Rules	2
5	Rates	2
6	Non-Discriminatory Access	2
7	Separation of Business Activities and Accounting	2
8	Provision of Information to the Board	2
9	Restrictions on Provision of Information	3
10	Term of Licence	3
11	Fees and Assessments	3
12	Communication	3
13	Copies of the Licence	4
14	Dispute Resolution	4

1 Definitions

1.1 In this Licence:

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

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

"**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;

"**IESO**" means the Independent Electricity System Operator;

"**IESO-controlled grid**" means the transmission systems with respect to which, pursuant to agreements, the IESO has the authority to direct operations;

"**Licensee**" means the Smart Metering Entity;

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

"**Rate Order**" means an order or orders of the Board establishing rates the Licensee is permitted to charge;

"**Regulations**" means regulations made under the Act or the Electricity Act;

"**Retailer**" means a person who retails electricity; and

"**Smart Metering Entity**" means the smart metering entity established under Part IV.2 of the Electricity Act, or more specifically, the IESO which is designated as the Smart Metering Entity by Ontario Regulation 393/07.

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, to exercise its powers and perform its duties under the Act or under the Electricity Act subject to the terms and conditions set out in this Licence.
- 3.2 The Licensee shall require licensed Distributors to provide information associated with each meter (modified where necessary to sufficiently render it non-personal information) as required by

the Licensee in order to ensure that the Licensee is able to effectively and reliably carry out its mandate.

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 Rates

- 5.1 The Licensee shall not charge for meeting its obligations under the Act or under the Electricity Act except in accordance with a Rate Order of the Board, or as permitted by law.

6 Non-Discriminatory Access

- 6.1 The Licensee shall provide and promote non-discriminatory access by Distributors, Retailers, the IESO, and other persons to the Licensee's:
 - (a) information and data related to the metering of consumers' consumption or use of electricity in Ontario, including data collected from Distributors; and
 - (b) telecommunication system that permits the Licensee to transfer data about the consumption or use of electricity to and from its databases, including access to its telecommunication equipment, systems and technology and associated equipment, systems and technologies, in accordance with the terms of this licence.

7 Separation of Business Activities and Accounting

- 7.1 The Licensee shall keep its financial records associated with the smart metering initiative separate from the IESO's financial records associated with other IESO activities, unless otherwise required or authorized by the Board.
- 7.2 The Licensee shall maintain proper books of account and adhere to generally accepted accounting practices, and shall maintain such financial records or accounts as the Board may require. The Licensee shall notify the Board of any material change to its accounting procedures.

8 Provision of Information to the Board

- 8.1 The Licensee shall provide, in the manner and form determined by the Board, such information as the Board may require from time to time.
- 8.2 Without limiting the generality of paragraph 8.1, the Licensee shall:
 - (a) provide such information as the Board may require from time to time to enable the Board to monitor the Licensee's compliance with the conditions of this Licence and any other legislative or regulatory requirements set out in this Licence;
 - (b) notify the Board of any material change in circumstances that adversely affects or is likely to adversely affect the Licensee's ability to comply with this Licence, its financial integrity, or its ability to carry out its responsibilities under the Act or the Electricity Act, as soon as practicable after the occurrence of any such change, but in any

event within fifteen days of the date upon which such change becomes known to the Licensee; and

(c) provide the Board with a description of any processes established by the Licensee under section 53.14 of the Electricity Act and any changes to such processes.

9 Restrictions on Provision of Information

- 9.1 The Licensee shall not use information regarding a Distributor, consumer, Retailer, or any other person obtained for one purpose for any other purpose without the written consent of the consumer, Retailer, or other person.
- 9.2 The Licensee shall not disclose information regarding a Distributor, consumer, Retailer, or any other person to any other party without the written consent of the Distributor, consumer, Retailer, or other person, 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 purposes related to billing, settlement, market operations, and other statutory objects of the IESO; or
 - (c) for law enforcement purposes.
- 9.3 The Licensee may disclose information regarding Distributors, consumers, Retailers, or any other person where the information has been sufficiently de-identified such that the Distributors', consumers', Retailers', or other person's particular information cannot reasonably be identified.
- 9.4 The Licensee shall inform Distributors, consumers, Retailers, and any other person of the conditions under which their information may be released to a third party without their consent.
- 9.5 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.

10 Term of Licence

- 10.1 This Licence shall take effect on November 24, 2016 and terminate on December 31, 2021. The Board may extend the term of this Licence.

11 Fees and Assessments

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

12 Communication

- 12.1 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.
- 12.2 All official communication relating to this Licence shall be in writing.

- 12.3 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 or electronic transmission by the addressee, according to the sender's transmission report.

13 Copies of the Licence

- 13.1 The Licensee shall:
- (a) make a copy of this Licence available for inspection by members of the public at the Licensee's head office during normal business hours; and
 - (b) provide a copy of this Licence to any person who requests it.
- 13.2 The Licensee may impose a fair and reasonable charge for the cost of providing the copies referred to in section 13.1(b).

14 Dispute Resolution

- 14.1 The Licensee shall:
- (a) have a process for resolving disputes with Distributors, consumers, Retailers, and any other person that deals with disputes in a fair, reasonable and timely manner;
 - (b) publish information which will make Distributors, consumers, Retailers, and any other person aware of, and help them to use, the dispute resolution process;
 - (c) make a copy of the dispute resolution process available for inspection at the Licensee's head office during normal business hours; and
 - (d) give or send, free of charge, a copy of the process to any person who reasonably requests it.