



Ontario Energy Board Commission de l'énergie de l'Ontario

ORDER

EB-2017-0136

HYDRO ONE NETWORKS INC.

Application for a Licence Amendment

BY DELEGATION, BEFORE: Brian Hewson
Vice President
Consumer Protection & Industry Performance

June 1, 2017

ORDER

Hydro One Networks Inc. (Hydro One) filed an application on March 16, 2017 under section 74 of the *Ontario Energy Board Act, 1998* (OEB Act) for an order of the OEB granting Hydro One an amendment to its electricity distribution licence ED-2003-0043. The amendment seeks a temporary exemption until December 31, 2017 from the requirement under section 7.2.3 of the Retail Settlement Code (RSC). Beginning on July 1, 2017, section 7.2.3 of the RSC requires distributors to include a mandatory statement “YOU ARE BUYING YOUR ELECTRICITY FROM” followed by the retailer’s name in capital letters on the commodity line of the bill of low volume consumers who are supplied by a retailer. Section 7.2.3 also requires distributors to include on the bill, immediately following the retailer’s name, either the retailer’s toll-free telephone number and website address, or an asterisk or other symbol of equivalent effect to indicate that the distributor has included the retailer’s toll-free telephone number and the retailer’s website address elsewhere on the bill.

I have considered the application without holding a hearing pursuant to section 6(4) of the OEB Act.

In the application and previously in response to the OEB’s Notice of Revised Proposal to Amend a Code and to Amend a Rule (EB-2015-0268), Hydro One stated that it is in the process of a major low volume consumers’ bill redesign project that is expected to be put into production by the end of Q4 2017. Hydro One applied for a temporary exemption from section 7.2.3 of the RSC to be able to implement changes required to comply with section 7.2.3 of the RSC together with implementation of the bill changes driven by the bill redesign project. Hydro One stated that implementing these changes separately would result in duplication of efforts, additional cost and increased probability of having to correct or modify previously applied changes.

With its application, Hydro One provided a copy of its current bill to low volume consumers supplied by retailers. The bill states the retailer’s name on the retailer-supplied electricity commodity line item. The retailer’s toll-free phone number is also listed on the bill. Therefore, the exemption will only delay the inclusion of the statement “YOU ARE BUYING YOUR ELECTRICITY FROM” followed by the retailer’s name in capital letters and the retailer’s website.

The OEB finds that the reasons provided by Hydro One are sufficient to support the applicant's request for a temporary exemption from the requirement set out in section 7.2.3 of the RSC. After considering the application, the OEB finds it to be in the public interest to grant the requested amendment.

IT IS ORDERED THAT:

1. Hydro One Networks Inc.'s electricity distribution licence ED-2003-0043, specifically Schedule 3 of the licence, is amended to reflect an exemption from the requirement of section 7.2.3 of the Retail Settlement Code. This exemption will expire on December 31, 2017.

The amended licence is attached to this Order.

DATED at Toronto June 1, 2017

ONTARIO ENERGY BOARD

Original Signed By

Brian Hewson
Vice President, Consumer Protection & Industry Performance