

**Ontario Energy  
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**Commission de l'énergie  
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**VIA E-MAIL AND WEB POSTING**

January 9, 2018

**To: All Licensed Unit Sub-Meter Providers**

**Re: Regulation of Unit Sub-Meter Providers: Instructions for Filing the Request  
for Information  
Board File No.: EB-2017-0371**

On December 19, 2017, the OEB issued a letter relating to an information request to be completed by all Unit Sub-Metering Providers (USMPs). USMPs are required to provide information related to existing business activities, including customer numbers and locations served, as well as fees or charges paid by customers and details regarding contractual arrangements with “master consumers”.

The OEB’s letter referred to an online response form. That online input form is now available to be used by USMPs for the submission of the information via the OEB’s [e-Filing Services portal](#). Please refer to Appendix A for the USMP Information Request form screenshots. Please refer to Appendix B for detailed instructions for submitting the information request through the OEB’s e-Filing Services portal.

If a USMP finds that the information is more readily available through a download directly from the USMP’s systems, the Information Request response may be provided via an Excel or CSV format via e-mail to [usmp@oeb.ca](mailto:usmp@oeb.ca), with “EB-2017-0371 USMP Data and Financial Statements – Company Name” in the subject line. Please note that Word or PDF documents cannot be accepted. If filing this information directly through e-mail, please be sure to provide **all** the information that is outlined in Appendix A.

Please note that a number of the fields in the information request require a response in the form of specific dollar amounts. If a specific or easily calculated dollar amount is not associated with that response field, the \$ field can be left blank and a written

description/explanation of the amount and how it would be calculated should be provided in the associated “Details/Notes” field.

### **Filing Deadlines**

USMPs must complete their online filing through the OEB’s e-Filing Services portal by **January 17, 2018**.

In addition to filing the information referred to above, each USMP must also provide a copy of its audited financial statements for each of its past three fiscal years. Those USMPs who are filing information via e-mail, should include the audited financial statements along with the other requested data. Those USMPs using the e-Filing Service portal shall provide the audited financial statements via e-mail to [usmp@oeb.ca](mailto:usmp@oeb.ca) by **January 17, 2018**, with “EB-2017-0371 Financial Statements – Company Name” in the subject line.

Questions regarding the matters addressed in this letter should be directed to [IndustryRelations@oeb.ca](mailto:IndustryRelations@oeb.ca), or by phone at 416-314-2455 or 1-877-632-2727 (toll-free within Ontario).

Sincerely,

*Original signed by:*

Brian Hewson  
Vice-President, Consumer Protection and Industry Performance

Attach.

Appendix A – USMP Information Request Form

If a USMP is providing its response to the OEB Information Request via email as described above, please review the following to ensure all information that is required is provided. The response may be filed in an Excel or CSV format (Word or PDF documents cannot be accepted.) Please follow the instructions above for emailing the information.

The screenshot shows the OEB USMP portal interface. At the top, there is a header with the Ontario Energy Board logo and navigation links: Log Off, My Profile, My Portal, and Help. Below the header is a search bar and a sidebar menu. The sidebar menu includes items like 'FAQ', 'My Cases', 'Submit Smart Meter Filings', 'Case Documents', 'Submit RRR Filing', 'Submit RRR E2.1.4.2.10', 'Major Event Responses', 'Past RRR E2.1.4.2.10 Major Event Response', 'Submit E2.1.18 Loss of Large Customer', 'Past E2.1.18 Loss of Large Customer', 'RRR Data Revision Request', 'My Company's RRR Revision Requests', 'My Company's Interactions', 'SOP: View Work-In-Progress Application', 'SOP Application', 'My Company's Consumer Complaint Responses', 'My Company's Resolution Action Plans', 'Submit Weekly Winter Reconnection Report', 'Past Weekly Winter Reconections', 'Submit USMP', 'Past USMP', and 'Administration'. The 'Submit USMP' item is highlighted with a red border.

The main content area is divided into three sections:

- Report Summary:** Contains input fields for Company, Filing Name, Filing Description, Submitted On, Submitter Name, Status, and Filing No.
- Information Request:** Contains input fields for Information Request number, Unit Sub-Meter Provider Name, USMP OEB Licence Number, USMP OEB Licence Expiry Date, USMP Regulatory Contact Name, USMP Regulatory Contact Title, USMP Regulatory Contact Phone, USMP Regulatory Contact E-Mail, and a link to Company Conditions of Service. It also includes a question: 'Is the company currently engaged in providing services to customers?' with a dropdown menu and a text area for reasons and plans to provide services.
- Building Type:** Contains a text area for the number of properties and a list of building types with corresponding input fields: Rental, Condominiums, Commercial, Non-Profit Housing, Resort, and Mixed (A combination of any of the above in one building/property). A 'TOTAL' field is also present.

- Submit an Application
- Submit Other Documents

Information Request forms submitted)

Property Information

Property Street Address  City  Postal Code

Distributor

Type of property e.g. condo, rental, commercial, non-profit, resort, mixed use (please provide more details for mixed use type in the Details/Notes section)

Type of property  Details / Notes

Contract with Master Consumer Information

Details / Notes

Master Consumer Name

Contract is with e.g. condo board, owner, property management company, developer and other

Serving building/property since (DD/MM/YYYY)

Current Contract start date (DD/MM/YYYY)

Current Contract end date (DD/MM/YYYY)

Services Provided for Master Consumer for this property

Details / Notes

Maintaining meters



Meter reading



Billing and collecting payment from individual customer accounts,



Billing and collecting payment from the Master Consumer e.g. for common elements



Directly paying the bulk utility bill e.g. instead of the Master Consumer paying



Disconnection on behalf of Master Consumer for non-payment



(Please specify below)

Other

Master Consumer Charges / Fees for this building/property

Details / Notes

Please explain what general services this covers.

Annual Fees (\$).



Please explain what general services this covers.

Monthly Fees (\$).



Per Master Consumer Account (\$).

Please explain what this covers and how often it is changed.

Termination /

Please describe fees and methodology used by separate elements, if any (e.g. early termination, equipment buy-out fees, stranded assets, handover assistance)

Cancellation Fees (\$).

Please specify Other Fees in the section below (e.g. maintenance, meter reading, meter dispute) and provide a description of this fee in the Details/Notes section

Other Fees	Amount(\$)	Details / Notes
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

Customers in this property

# of Residential customers with Accounts  # of Residential customers without Accounts (e.g. electricity included in rent)

# of Commercial customers with Accounts  # of Commercial customers without Accounts (e.g. electricity included in rent)

Customer Service / Administration Charges / Fees

Customer Service / Administration Charges / Fees for this property. Please list all applicable (e.g. if different fixed or variable fees are charged within the building/property or if fees for commercial and residential differ, include all)

Response for Residential customers	Response for Commercial customers	Details / Notes
Is the bulk bill apportioned and paid by customers? <input type="text"/>	Is the bulk bill apportioned and paid by customers? <input type="text"/>	If yes, provide methodology used for apportioning the bulk bill. <input type="text"/>
		If yes, provide methodology used

Are the USMP charges to the Master Consumer apportioned and paid by customers? <input type="text"/>	Are the USMP charges to the Master Consumer apportioned and paid by customers? <input type="text"/>	for apportioning the USMP charges. <input type="text"/>
Monthly Service Fee - fixed. <input type="text"/>	Monthly Service Fee - fixed. <input type="text"/>	Please provide methodology for determining fee (\$). <input type="text"/>
Monthly Service Fee - variable by consumption. <input type="text"/>	Monthly Service Fee - variable by consumption. <input type="text"/>	Please provide methodology for determining fee (\$). <input type="text"/>
Monthly Service Fee - variable by other. <input type="text"/>	Monthly Service Fee - variable by other. <input type="text"/>	Please provide methodology for determining fee (\$). <input type="text"/>
Where is fee structure established? <input type="text"/>	Where is fee structure established? <input type="text"/>	<input type="text"/>

Other administration fees, please specify type and provide methodology for determining fee (\$)	Response for Residential customers (in \$)	Response for Commercial customers (in \$)	Details / Notes
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

**Other Customer Charges / Fees for this property**

Please list all applicable (e.g. if different fixed or variable fees are charged within the building/property or if fees for commercial and residential differ, include all). Please provide methodology for determining fee in the Details/Notes section

Response for Residential customers (\$)	Response for Commercial customers (\$)	Details / Notes	
Late Payment <input type="text"/>	Late Payment <input type="text"/>	<input type="text"/>	
Security Deposit <input type="text"/>	Security Deposit <input type="text"/>	<input type="text"/>	
Disconnection/Reconnection for non-payment <input type="text"/>	Disconnection/Reconnection for non-payment <input type="text"/>	<input type="text"/>	
Disconnection/Reconnection for other reasons <input type="text"/>	Disconnection/Reconnection for other reasons <input type="text"/>	<input type="text"/>	
New Account Set-up <input type="text"/>	New Account Set-up <input type="text"/>	<input type="text"/>	
Meter Reading Dispute Charge <input type="text"/>	Meter Reading Dispute Charge <input type="text"/>	<input type="text"/>	
Request for Account History <input type="text"/>	Request for Account History <input type="text"/>	<input type="text"/>	
Duplicate Invoices for Previous Billing <input type="text"/>	Duplicate Invoices for Previous Billing <input type="text"/>	<input type="text"/>	
Request for Other Billing or System Information <input type="text"/>	Request for Other Billing or System Information <input type="text"/>	<input type="text"/>	
Returned Cheque Charge <input type="text"/>	Returned Cheque Charge <input type="text"/>	<input type="text"/>	
Other, please describe	Response for Residential customers (\$)	Response for Commercial customers (\$)	Details / Notes
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>




**Submit?**  
\* Submit Form

Appendix B – Instructions for Filing the USMP Information Request through the OEB’s  
E- Filing Services Web Portal

1. The USMP Information Request should, if possible, be submitted through the OEB’s [e-Filing Services](#) webpage. This document provides instructions for the purpose of filing using the web portal.

If you are already registered to submit your annual RRR 8.1.1 filings, then you can log in to the [e-Filing Services portal](#) using the same log in credentials. If you have not registered to file RRR, you will need to request authorized access by completing and submitting the [Electronic User Form](#) and a User ID and Password will be provided.

Once you have entered your user ID and password, you will see the “Welcome” page.

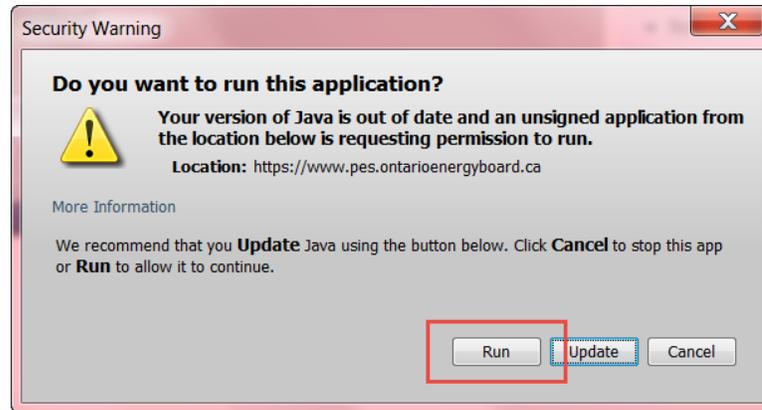
*Please note that if you do not have a username and password, please follow the instructions in the [User Guide for Unit Sub-Meter Providers](#).*

Please ensure your computer has the necessary system requirements to access the RRR portal by following the steps below. For any technical issues, please contact the OEB’s IT Help at [IT.help@oeb.ca](mailto:IT.help@oeb.ca).

- a) You will need to install Java software (version 6 update 30 or greater) on your computer. You can download Java at <http://www.java.com/en/download/manual.jsp>.

You will also need to add the website (<http://www.pes.ontarioenergyboard.ca/eservice/>) to the Java Exception List. Click on Start > All Programs > Java > Configure Java. Under the Security Tab, click on Edit Site List and enter the website address above.

- b) Please ensure that the “Compatibility Mode” is turned on. On Internet Explorer, go to the [e-Filing webpage](#). Select Tools > Compatibility View Settings from the browser menu. Click the 'Add' button to turn on the compatibility mode for this webpage.
- c) Please make sure to turn off the Pop-Up Blocker on Internet Explorer.
- d) When entering the e-Filing Services webpage, if you see a pop-up message as seen below, please click “Run”.



2. On the left-hand menu, there are two buttons related to the USMP information request filing.
  - “**Submit USMP**” to open a new USMP Information Request form and;
  - “**Past USMP**” to view submitted or work-in-progress/saved forms.

The screenshot displays the Ontario Energy Board website interface. At the top, there is a dark blue header with the Ontario Energy Board logo on the left and navigation links for 'Log Off', 'My Profile', 'My Portal', and 'Help' on the right. Below the header is a vertical navigation menu on the left side, listing various services. The 'Submit USMP' option is highlighted with a red rectangular box. Below the menu, there are navigation arrows and a 'POWERED BY PIVOTAL' logo.

Ontario Energy Board

Log Off My Profile My Portal Help

Event Response

Submit E2.1.18 Loss of Large Customer

Past E2.1.18 Loss of Large Customer

RRR Data Revision Request

My Company's RRR Revision Requests

My Company's Interaction

SOP: View Work-In-Progress Application

SOP Application

My Company's Consumer Complaint Responses

My Company's Resolution Action Plans

Submit Weekly Winter Reconnection Report

Past Weekly Winter Reconnections

Submit USMP

Past USMP

Administration

Submit an Application

Submit Other Documents

POWERED BY PIVOTAL

3. To open and complete a new form, please select “**Submit USMP**” located on the left-hand menu.

Please note a form would need to be completed for each property served.

4. Upon completion of your entries in the form, you can either submit the form or save as a work-in-progress to be submitted later.
  - a) In order to submit the USMP form,
    - o Scroll down to the “Submit?” section located at the bottom of the page.
    - o Select “Yes” from the drop down menu.
    - o Click on “Save” locate in the menu bar at the bottom of the page.

The screenshot shows a form titled "Submit?". Below the title is a dropdown menu labeled "\* Submit Form" with "Yes" selected. At the bottom of the page, there is a dark blue menu bar with three buttons: "SAVE" (highlighted with a red box), "DELETE", and "Cancel".

- b) To save the form as a “Work-in-Progress” to be saved and submitted later,
  - o Go to the “Submit?” section located at the bottom of the page.
  - o Select “No” from the drop down menu.
  - o Click on “Save” locate in the menu bar at the bottom of the page.

The screenshot shows the same "Submit?" form, but the dropdown menu now has "No" selected. The "SAVE" button in the bottom menu bar is also highlighted with a red box.

5. To view previous filings, please select “**Past USMP**” on the left-hand menu. The number of forms submitted and listed under this section should be the same as the number of properties served.

The screenshot shows the Ontario Energy Board OEB6 USMP interface. On the left is a navigation menu with "Past USMP" highlighted by a red arrow. The main area displays a table with 3 records. The table has columns for Submitted Date, Status, Information Request Form Number, Building/Property Street Address, Distributor, and Master Consumer Name.

Submitted Date	Status	Information Request Form Number	Building/Property Street Address	Distributor	Master Consumer Name
	Work-in-Progress	1			
	Work-in-Progress	2			
January 03, 2018	Submitted	3			

- Once the first form has been saved and submitted, new forms can be created by clicking “**Submit USMP**” on the left-hand menu. These new forms will be pre-populated with the information reported under the top 2 sections of the form outlined in red.

Information Request		
Information Request number	Unit Sub-Meter Provider Name	USMP OEB Licence Number
USMP OEB Licence Expiry Date	USMP Regulatory Contact Name	USMP Regulatory Contact Title
USMP Regulatory Contact Phone	USMP Regulatory Contact E-Mail	Link to Company Conditions of Service
Is the company currently engaged in providing services to customers?	If no, please provide the reasons below and describe any plans to provide services.	
<input type="checkbox"/>	<input type="text"/>	

Building Type	
Please provide the number of properties that you will be reporting by the following categories. The information provided here should remain the same for all forms	
Rental	<input type="text"/>
Condominiums	<input type="text"/>
Commercial	<input type="text"/>
Non-Profit Housing	<input type="text"/>
Resort	<input type="text"/>
Mixed (A combination of any of the above in one building/property)	<input type="text"/>
TOTAL (this should equal the number of Information Request forms submitted)	<input type="text"/>