

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
27th Floor
Toronto ON M4P 1E4
Telephone: 416-481-1967
Facsimile: 416-440-7656
Toll free: 1-888-632-6273

Commission de l'énergie de l'Ontario
C.P. 2319
2300, rue Yonge
27^e étage
Toronto ON M4P 1E4
Téléphone: 416-481-1967
Télécopieur: 416-440-7656
Numéro sans frais: 1-888-632-6273



VIA E-MAIL & WEB POSTING

March 2, 2018

To: All Licensed Electricity Distributors

Re: EB-2017-0183 – Reporting on Arrears, Disconnections and Arrears Management

In May 2017 the Ontario Energy Board (OEB) announced that it is reviewing its customer service rules for electricity distributors. This review includes those rules related to disconnection for non-payment including consideration of the periods during which disconnections would not be permitted. Policies related to the implementation of arrears management programs are also being reviewed.

Section 2.1.8 of the OEB's Electricity Reporting and Record Keeping Requirements, (RRR) requires annual reporting by licensed distributors related to consumer arrears, disconnections and the use of arrears management programs. Through the work of the customer service rules review it has been identified that the annual filing of this information does not provide sufficient data for monitoring distributors' performance. Therefore, the OEB is requesting that the data identified in Appendix A be reported on a monthly basis and filed quarterly.

OEB staff will rely on the additional information to examine the change in arrears, disconnections and arrears payment agreements from month to month, to evaluate the impact of seasonal usage patterns, price changes, the winter disconnection ban and other influences on the ability of consumers to pay their bills in full.

To facilitate reporting, an online form will be created for distributors to submit these reports. This report will be called the Monthly Arrears, Disconnection and Arrears Payment Quarterly Report.

The first report is due Monday April 2, 2018, covering the period between October 1, 2017 and December 31, 2017. Distributors shall continue filing this monthly data on a quarterly basis, on the last day of the second month following the quarter end. Please refer to Appendix B for report filing due dates.

All submissions must be completed by the filing due date through the OEB's [e-Filing Services portal](#). The online forms will be available to RRR filers already registered with the OEB in time for the Monday April 2, 2018 filing deadline.

This request is being made under section 14 of your distribution licence. Thank you in advance for your cooperation. Please direct any questions to IndustryRelations@oeb.ca.

Sincerely,

Original Signed By

Brian Hewson
Vice-President
Consumer Protection and Industry Performance

Attach.

Appendix A – Required Data

Quarterly Report - Monthly Arrears, Disconnection and Arrears Payment Report

Arrears

1. Total number of residential customer accounts that fell into arrears *during* each month in the quarterly reporting period.
2. Total number of residential customer accounts in arrears *as of the end* of each month in the quarterly reporting period.
3. Total dollar amount of arrears for residential customer accounts that fell into arrears *during* each month in the quarterly reporting.
4. Total dollar amount of arrears for residential customer accounts in arrears *as of the end* of the each month in the quarterly reporting period.

Disconnection

1. Total number of residential customer accounts that were newly disconnected for non-payment *during* each month in the quarterly reporting period.
2. Total number of residential customer accounts that are disconnected *as of the end* of each month in the quarterly reporting period.
3. Total dollar amount of arrears for residential customer accounts that were newly disconnected for non-payment *during* each month in the quarterly reporting.
4. Total dollar amount of arrears for residential customer accounts that are disconnected *as of the end* of the each month in the quarterly reporting period.

Arrears Payment Agreements

1. Total number of arrears payment agreements with residential customers newly entered into *during* each month in the quarterly reporting period.
2. Total number of arrears payment agreements with residential customers cancelled (due to failure to meet terms of the agreement) *during* each month in the quarterly reporting period.

3. Total number of arrears payment agreements with residential customers in effect *as of the end of* each month in the quarterly reporting period.
4. Total dollar amount of monies owing under arrears payment agreements with residential customers newly entered into *during* each month in the quarterly reporting period.
5. Total dollar amount of monies owing under all arrears payment agreements with residential customers in effect *as of the end of* each month in the quarterly reporting period.

Load Control Devices

1. Total number of residential customers that had new load control devices installed *during* each month in the quarterly reporting period.
2. Total number of residential accounts that have a load control device installed *as of the end of* each month in the quarterly reporting period.
3. Total dollar amount of monies owing by residential accounts that had new load control devices installed *during* each month in the quarterly reporting period.
4. Total dollar amount of monies owing by residential accounts with load control devices installed *as of the end of* each month in the quarterly reporting period.

Appendix B

Monthly Arrears, Disconnection and Reconnection Quarterly Report Due Dates

Quarterly reports of monthly data are due on the last day of the second month following the quarter end due.

<u>Quarterly Period</u>	<u>Reporting Due Date</u>
October 1 – December 31, 2017	April 2, 2018
January 1 – March 31, 2018	May 31, 2018
April 1 – June 30, 2018	August 31, 2018
July 1 – September 30, 2018	November 30, 2018
October 1 – December 31, 2018	February 28, 2019
January 1 – March 31, 2019	May 31, 2019
April 1 – June 30, 2019	August 31, 2019
July 1 – September 30, 2019	November 30, 2019