



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

DECISION AND ORDER

EB-2018-0208

CARMA BILLING SERVICES INC.

Application for a Unit Sub-metering Licence

BY DELEGATION,

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

November 1, 2018

INTRODUCTION AND SUMMARY

Carma Billing Services Inc. applied for a renewal of its unit sub-metering licence (ES-2013-0299), which is set to expire on November 6, 2018. The licence would allow the applicant to continue providing unit sub-metering services to consumers in Ontario. For the reasons set out below, the application is approved.

THE PROCESS

Carma Billing Services Inc. (Carma) filed a unit sub-metering licence application under section 60 of the *Ontario Energy Board Act, 1998* (OEB Act) on June 18, 2018. The OEB issued a Notice of Applications and Written Hearing (Notice) on June 28, 2018, inviting persons to intervene in the hearing or to comment on the application. No one responded to the Notice. OEB staff participated in the hearing and filed written interrogatories on July 24, 2018. Carma responded to OEB staff's interrogatories on August 7, 2018. OEB staff filed a submission on the application on August 21, 2018. Carma did not file a response to the submission.

This Decision and Order is being issued by the Delegated Authority, pursuant to Section 6 of the OEB Act.

FINDINGS

In its review of applications for a unit sub-metering licence, key areas for consideration by the OEB include the financial position, technical capability and the conduct of the applicant.

In its submission on the application, OEB staff stated that Carma meets the requirements for the renewal of its unit sub-metering licence. In OEB staff's view, Carma can reasonably be expected to be financially responsible in the conduct of its business and has adequate technical capabilities to provide intended unit sub-metering services. With respect to the applicant's conduct, OEB staff noted that in its response to OEB staff interrogatory #3, Carma provided a detailed description of its standards for validating, editing and estimating monthly and interval data to ensure that correct and validated data is used for the billing purposes, as well as a description of its processes and procedures that are put in place to expeditiously investigate complaints as required in the Unit Sub-metering Code (Code). OEB staff concluded that Carma has the appropriate systems, policies,

procedures and controls in place to comply with its statutory and regulatory obligations as well as the provisions set out in the Code.

After considering the application and assessing the applicant's technical capability, financial viability and conduct, the OEB finds that it is in the public interest to grant the application and issue a unit sub-metering licence to Carma Billing Services Inc.

IT IS ORDERED THAT:

1. The application for a unit sub-metering licence is granted, on such conditions as are contained in the attached licence.

DATED at November 1, 2018

ONTARIO ENERGY BOARD

Original Signed by

Brian Hewson
Vice President, Consumer Protection & Industry Performance