



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

DECISION ON COST ELIGIBILITY EB-2017-0183

Review of Customer Service Rules for Electricity and Gas

By Delegation Before: Brian Hewson

January 8, 2019

On December 18, 2018, the Ontario Energy Board (OEB) issued a [Notice of Proposal to Amend Codes and a Rule and a Notice of Hearing](#) (the Notice) for comment. The OEB proposed a number of amendments to the Distribution System Code, Standard Supply Service Code, Unit Sub-Metering Code, and Gas Distribution Access Rule. The OEB also proposed changes to service charges related to non-payment of accounts. These amendments were proposed as a result of the OEB's review of its customer service rules and associated service charges for licensed electricity distributors, rate-regulated natural gas distributors and unit sub-meter providers. The proposed amendments also include provisions relating to the process for responding to consumer complaints.

The Notice indicated that cost awards will be available to eligible persons under section 30 of the *Ontario Energy Board Act, 1998* in relation to the provision of comments on the proposed amendments **to a maximum of 15 hours**. It also indicated that costs awarded, as well as the OEB's costs, will be recovered from rate-regulated licensed electricity distributors and rate-regulated gas distributors based on customer numbers.

On December 19, 2018, London Property Management Association (LPMA) requested eligibility for cost awards. No objections were received in relation to LPMA's request. No other requests for eligibility were received by the December 28, 2018 deadline.¹

The OEB finds that LPMA is eligible to request an award of costs in relation to the provision of comments on the materials attached to the Notice.

DATED at Toronto January 8, 2019

ONTARIO ENERGY BOARD

Original Signed By

Brian Hewson
Vice President, Consumer Protection & Industry Performance

¹ The Notice provided that some organizations are automatically eligible for costs, and need not apply for eligibility.