



Ontario  
Energy  
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## BY EMAIL AND WEB POSTING

April 15, 2020

To: All Licensed Electricity Retailers  
All Licensed Gas Marketers  
All Licensed Unit Sub-Meter Providers  
All Other Interested Parties

Re: **New RRR Filing System**  
**Change to Quarterly Reporting and Record-Keeping Requirements (RRR)**  
**Deadline due to COVID-19 Pandemic**

In its March 19, 2020 [letter](#), the Ontario Energy Board (OEB) extended the deadline for annual [Reporting and Record-Keeping Requirements \(RRR\)](#) filings for the 2019 fiscal year to **June 01, 2020**.

Electricity Retailers and Gas Marketers are also required to submit quarterly (Q1) filings for certain sections of RRR by May 31, 2020. Recognizing that you are dealing with important issues of customer service and staffing matters related to the COVID-19 pandemic, the OEB is extending the Q1 filing deadline to **June 30, 2020**.

### New RRR Filing System

We have heard from licensees that due to limitations of the existing RRR filing system, it can be time consuming to enter all of the data points for certain sections and challenging to easily review RRR data before final submission, increasing the potential for reporting errors.

We have been working to upgrade to a new system for licensees' reporting which focuses on the user experience. The new system, called Pivotal UX, offers an intuitive user interface and multiple improvements to enhance the efficiency and usability including:

- Self-service password control
- Saving work in progress

- Printing forms, including print to PDF
- Exporting RRR data to MS Excel
- Flexibility to use Microsoft Edge or Google Chrome

The new system is now live for all electricity retailers, gas marketers, and unit-sub meter providers to submit their RRR filings. The e-Filing Services system is no longer accessible and all RRR submissions will now be made via the new system, accessible from the [RRR Filing Webpage](#). Also available on the webpage are a user guide and short videos illustrating how to navigate the new system.

Any questions relating to this letter should be directed to [IndustryRelations@oeb.ca](mailto:IndustryRelations@oeb.ca), or by phone at 1-877-632-2727.

Yours truly,

*Original signed by*

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