



Ontario  
Energy  
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de l'énergie  
de l'Ontario

May 6, 2020

BY E-MAIL AND WEB POSTING

**To: All Licensed Electricity Distributors  
All Licensed Unit Sub-Meter Providers  
All Licensed Electricity Retailers  
Independent Electricity System Operator  
All Other Interested Parties**

**Re: Extension of Emergency Time-of-Use Pricing**

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Today the Government of Ontario announced that it has extended the 10.1 ¢/kWh emergency time-of-use (TOU) price for electricity consumed in all hours of the day by Regulated Price Plan (RPP) consumers on TOU pricing until May 19, 2020. The Government also announced that it intends for the emergency TOU price to remain in place until May 31, 2020.

The emergency TOU price was introduced on March 24, 2020, in response to the COVID-19 emergency, by way of an Emergency Order under the *Emergency Management and Civil Protection Act*. Emergency Orders are valid for a maximum of 14 days, but can be extended. When the emergency TOU price was introduced, the Government indicated that it intended to keep that price in place for 45 days, i.e., until May 7, 2020. With today's announcement, the emergency TOU price is intended to apply to electricity consumed in all hours of the day on every day until the end of the day on May 31, 2020.

Other than the expiration date, the scope of the Emergency Order as described in the Ontario Energy Board's (OEB) March 24, 2020 [letter](#) has not changed.

## Electricity Distributors

Distributors must ensure that their invoices continue to reflect 10.1 ¢/kWh as the price for each of the on-peak, mid-peak and off-peak periods for electricity consumed until the Emergency Order expires, which as noted above is intended to occur at the end of the day on May 31, 2020.

Distributors are also reminded that the winter TOU price periods remain in place, as [announced](#) by the OEB on April 14, 2020. In that announcement, the OEB confirmed that tiered prices as set for November 1, 2019 and the winter tier threshold for residential customers would remain in place.

The extension of the 10.1 ¢/kWh emergency TOU price will not affect the manner in which distributors settle with the Independent Electricity System Operator. The OEB understands that the government intends for the financial impact of the extension of the emergency TOU price to be covered by provincial revenues.

Distributors are referred to the guidance provided by the OEB on [March 24, 2020](#) and [April 2, 2020](#) in respect of the emergency TOU pricing. In particular, distributors are reminded of the importance of customer communication. The OEB continues to expect every distributor to advise its TOU customers of the emergency TOU price by means of a posting on its website as a minimum, for as long as the Emergency Order remains in effect. Distributors should also make their best efforts to inform customers by other mechanisms, such as social media and e-mail, in order to reduce the number of customer enquiries.

## Unit Sub-Meter Providers (USMPs)

USMPs are reminded that they must pass on the savings resulting from the emergency TOU price to their customers. Where a building served by a USMP is on RPP TOU prices, the USMP must ensure that the lower prices for on- and mid-peak that will be reflected on the bulk bill from the distributor are flowed through to the USMP's customers.

Any questions relating to this letter should be directed to the OEB's Industry Relations Enquiry e-mail at [IndustryRelations@oeb.ca](mailto:IndustryRelations@oeb.ca). Please include "TOU Emergency Order" in the subject line.

Yours truly,

*Original Signed By*

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Vice President  
Consumer Protection & Industry Performance