



July 22, 2020

Christine E. Long
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, Suite 2700
Toronto, Ontario M4P 1E4

SENT VIA SYSTEM POSTING & EMAIL – boardsec@oeb.ca

Re: Comments of Planet Energy on the OEB's Notice of Proposal to Amend the Standard Supply Service Code, Ontario Energy Board File No: EB-2020-0152

Planet Energy appreciates the opportunity to comment on the Notice of Proposal to Amend the Standard Supply Service Code. Please accept the following in response to the Board's letter dated July 15, 2020.

Overall, Planet Energy is supportive of the recommended changes to provide choice to consumers between time-of-use rates, or tiered rates; and is not making any additional comments or recommendations to the current proposed changes.

However, at this time, an opportunity is present to correct a "wrong" within the Ontario market. As is typical throughout North American utilities is that the more substantial charges on customers' bills are itemized, such as supply costs, taxes or distribution. While conversely, smaller charges are lumped together into one category so as to not be overly confusing to consumers. This is in the spirit of transparency and is a held practice in virtually all markets in North America amongst all utilities.

As is known, the Global Adjustment is in generally all instances, the single largest cost on an Ontario consumer's electricity bill; however, it is hidden from low-volume consumers who purchase their electricity supply via the Standard System Supply (RPP Pricing). This practice goes against the principles of transparency, disclosure and consumer education and understanding. This is not a new topic and has been brought up many times, including in the Ontario Auditor General's report, wherein the Auditor General recommended breaking out the Global Adjustment charge for consumers, see - https://www.auditor.on.ca/en/content/annualreports/arreports/en14/2014AR_en_web.pdf.

Planet Energy continues to receive many questions from its customers regarding the Global Adjustment.

The changes required to the Regulations in order for the Global Adjustment to be displayed on consumers' bills would be minimal. In addition, there would be no additional costs for utilities, as the function of displaying the Global Adjustment on low-volume consumer bills already exists for all utilities, such is the case for all low-volume consumers which purchase their electricity supply from a Retailer; and wouldn't require any further changes to the utilities systems. Plus, utilities could start displaying the Global Adjustment as a separate line item immediately upon Order by the OEB to do so.

In the spirit of consumer education, disclosure, transparency and above all, consumer benefit, Planet Energy is supportive of the proposed changes and would request an additional change to be done in

conjunction with the proposed changes – display the Global Adjustment on low-volume consumers' electricity bills as a separate line item.

We would be pleased to work with the OEB, the government and other stakeholders to make the additional changes regarding the Global Adjustment.

Sincerely,



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