



Ontario  
Energy  
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BY E-MAIL

November 04, 2020

Jessica Savage  
Director, Regulatory Affairs  
Independent Electricity System Operator (IESO)  
120 Adelaide Street West,  
Suite 1600,  
Toronto ON M5H 1T1  
[jessica.savage@ieso.ca](mailto:jessica.savage@ieso.ca)

Dear Ms. Savage;

**Re: New Smart Metering Entity Reporting Requirements in respect of the  
Customer Choice Initiative**

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As a result of recent amendments to O. Reg. 95/05 (Classes of Consumers and Determination of Rates) under the *Ontario Energy Board Act, 1998* and the Standard Supply Service Code, electricity consumers on the Regulated Price Plan (RPP) will, beginning on November 1, 2020, be able to opt out of time-of-use (TOU) prices and elect instead to be charged on the basis of tiered pricing.

The Ontario Energy Board (OEB) noted in its August 25, 2020 Notice of Revised Proposal to Amend the Standard Supply Service Code, and again in the October 2, 2020 Decision and Order amending the Smart Metering Entity's (SME) licence to align with the new Code provisions, that it intended to require the SME to report on consumer switching behaviour. The purpose of this letter is to set out the information the OEB requires in that regard.

In order to enable measurement and monitoring activity of consumer switching over time, the SME shall provide, on a monthly basis, by distribution rate class for each distributor, the following information:

- the number of customers on TOU as at the last day of the month
- the aggregate consumption in a month for each TOU price period for those who pay TOU prices
- the count of customers on tiered pricing, as at the last day of the month, in the following manner:
  - for residential customers, the number of customers whose total consumption is 600 kWh or less in a month; between 601 and 1000 kWh in a month; or greater than 1000kWh in a month
  - for general service customers, the number of customers whose total consumption is 750 kWh or less in a month; or greater than 750 kWh in a month
- aggregate consumption for those who pay tiered prices in the following manner:
  - For the residential class, total volumes consumed by consumers who use up to 600kWh in a month, between 601 and 1000 kWh in a month, and greater than 1,000 kWh in a month.
  - For general service customers, the total volumes consumed by consumers who use up to 750 kWh in a month, or greater than 750 kWh in a month.

The SME shall provide the first report (for October 2020) by **November 12, 2020**, and by the fifth business day of each month thereafter.

All requested information should be provided by e-mail to [performance\\_reporting@oeb.ca](mailto:performance_reporting@oeb.ca) using the [worksheet provided](#), with the subject line "Customer Choice Implementation (EB 2020-0152): (SME Reports)", or made available for secure download by prior arrangement.

This information is required pursuant to section 8.1 of the SME's licence.

Any enquiries relating to this letter should be directed to the OEB's Industry Relations Enquiry e-mail at [IndustryRelations@oeb.ca](mailto:IndustryRelations@oeb.ca).

Yours truly,

*Original Signed By*

Brian Hewson  
Vice President  
Consumer Protection & Industry Performance

Appendix A – [Monthly Reporting Worksheet](#)