



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

DECISION AND ORDER ON COST AWARDS

EB-2023-0345

**Review of the Consumer Protection Framework for
Customers of Unit Sub-Meter Providers (USMPs)**

**By Delegation Before: Brian Hewson
Vice President, Consumer Protection &
Industry Performance**

June 26, 2025

OVERVIEW

On December 18, 2023, the Ontario Energy Board (OEB) issued a [letter](#) to stakeholders commencing a review of the consumer protection framework for customers of USMPs (Review). The Review was undertaken in response to recommendations contained in the Office of the Auditor General of Ontario's 2022 Value-for-Money Audit: [Ontario Energy Board: Electricity Oversight and Consumer Protection](#).

In a [letter](#) issued April 8, 2024, the OEB invited stakeholders to a meeting with OEB staff for the purpose of discussing the framework. In the April 8th letter, the OEB indicated that cost awards would be available under section 30 of the *Ontario Energy Board Act, 1998* (OEB Act), in relation to preparation and participation in one of the stakeholder meetings up to a maximum of eight hours for one representative per organization. Employees of an invited organization were not eligible for cost awards. Costs awarded would be recovered from all licensed USMPs based on customer numbers. In the April 8th letter, the OEB deemed the following parties to be eligible for costs:

- Advocacy Centre for Tenants Ontario;
- Building Owners and Managers Association of the Greater Toronto Area (BOMA);
- Condo Owners Association of Toronto;
- Consumers Council of Canada;
- Federation of Metro Tenants Associations;
- Federation of Rental-housing Providers of Ontario (FRPO);
- Greater Toronto Apartment Association;
- London Property Management Association (LPMA);
- Ontario Aboriginal Housing Services; and
- Vulnerable Energy Consumers Coalition.

On December 5, 2024, the OEB issued a [Notice of Proposal to Amend the Unit Sub-Metering Code](#) (December Notice) for comment that included proposed amendments to the Unit Sub-Metering Code (USM Code).

In the December Notice, the OEB indicated that any participant previously found eligible for an award of costs, as set out in the OEB's April 8th letter, would also be eligible for an award of costs in relation to comments on the proposed USM Code amendments and need not reapply. The OEB also provided an opportunity for any party that was not previously deemed eligible for costs to file a written submission with the OEB identifying the nature of their interest in this process and the grounds on which they are eligible for cost awards. No new parties submitted a request to be eligible for costs.

The OEB received cost claims from BOMA, FRPO and LPMA. No objections were received from licensed USMPs.

Findings

The OEB has reviewed the cost claims filed by BOMA, FRPO and LPMA to ensure they were compliant with the OEB's *Practice Direction on Cost Awards*.

The OEB approves cost awards as follows:

• BOMA	\$3,542.55
• FRPO	\$3,542.55
• LPMA	\$2,311.98

Process for Paying the Cost Awards

The amount payable by each licensed USMP in relation to costs awarded is listed in Schedule A to this Decision and Order.

The OEB will use the process set out in section 12 of the *Practice Direction on Cost Awards* to implement the payment of the approved cost awards whereby the OEB will act as a clearing house for all payments of cost awards. Consistent with this process, each USMP is issued one invoice that covers all cost awards payable for the relevant period. As a result, the invoice may cover cost awards payable in relation to a number of proceedings and consultations, including this consultation. The payment shall be due at the same time as all other cost assessments under section 26 of the OEB Act.

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. Each licensed USMP in Schedule A to this Decision and Order shall make a payment to the OEB in accordance with the amounts set out in Schedule A, upon receiving an invoice from the OEB.
2. Pursuant to section 30 of the *Ontario Energy Board Act, 1998*, each licensed USMP shall pay the OEB's costs of, and incidental to, this proceeding immediately upon receipt of the OEB's invoice.

DATED at Toronto June 26, 2025

ONTARIO ENERGY BOARD

Brian Hewson
Vice President, Consumer Protection & Industry Performance

SCHEDULE A**OEB's Decision and Order on Cost Awards****EB-2023-0345**

USMP	Building Owners & Managers Association	Federation of Rental-housing Providers of Ontario	London Property Management Association	Total Cost Awards
Alectra Energy Services Inc.	\$342.92	\$342.92	\$223.80	\$909.64
Carma Corp.	\$608.73	\$608.73	\$397.27	\$1,614.73
Metergy Solutions Inc.	\$1,270.62	\$1,270.62	\$829.25	\$3,370.49
Provident Energy Management Inc.	\$478.39	\$478.39	\$312.21	\$1,268.99
Wyse Meter Solutions Inc.	\$807.54	\$807.54	\$527.03	\$2,142.11
YES Energy Management Inc.	\$34.35	\$34.35	\$22.42	\$91.12
USMP Total	\$3,542.55	\$3,542.55	\$2,311.98	\$9,397.08
Grand Total	\$3,542.55	\$3,542.55	\$2,311.98	\$9,397.08

Note: Participant costs totaling \$75.37 were reallocated from certain USMPs that are liable to pay cost assessments under section 26 of the OEB Act to the USMPs listed in Schedule A to avoid any USMP paying costs that are less than \$25 in the aggregate for this case. This approach is in line with the Practice Direction on Cost Awards (section 12.02).

Alexian Energy Services Inc.	\$3.58
Alliance Metering Solutions Inc.	\$2.65
Clean Cut Energy Corp.	\$21.33
Comsatec Inc.	\$0.11
Dynergy Energy Management Inc.	\$1.86
Golden Horseshoe Metering Systems Inc.	\$13.18
Intellimeter Canada Inc.	\$0.43
ND Energy Inc.	\$16.47
Pike Lake Golf Centre Limited	\$9.82
Trilliant Networks (Canada) Inc.	\$5.65
Utilimeter Corporation	\$0.29
Total	\$75.37