



Ontario  
Energy  
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de l'énergie  
de l'Ontario

**BY EMAIL AND WEB POSTING**

**July 3, 2025**

**To: All Licensed Electricity Distributors  
All Other Interested Parties**

**Re: Distribution Customer Connections Review (EB-2025-0204)  
Invitation to Participate in Working Group**

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The Ontario Energy Board (OEB) is launching a comprehensive review of electricity distributor processes and requirements for connecting load customers. This review is responsive to stakeholder feedback and the Minister of Energy and Mines' [Integrated Energy Plan Directive](#), which calls on the OEB to conduct a review of electricity distributor connection procedures and report back by December 31 of this year.

Building on the OEB's previous initiatives that considered connections specific to [electric vehicle charging](#) and [housing developments](#), this review will examine connection processes for all types of load customers across the province. The review will assess the reasonableness and timeliness of distributor procedures to connect customers and recommend changes to streamline and improve connection processes. This initiative will not address issues related to the connection of generation facilities to distribution systems, as those are being considered separately under the OEB's ongoing [DER Connections Review](#) consultation, however OEB staff is ensuring coordination and alignment between the two initiatives, where appropriate.

To support this work, OEB staff is establishing a technical working group with representatives of both customers and distributors. This group will assist in reviewing current practices for connecting load customers, evaluating the requirements of the Distribution System Code, and identifying opportunities for improvement. This letter sets out the OEB's request for nominations to the working group.

## Approach

As the initial steps in this consultation, the OEB plans to conduct two targeted surveys. The first will gather input from load customers to better understand their experiences and expectations related to electricity distributors' connection processes and timelines. The second will seek information from all electricity distributors on their current practices, operational challenges, and areas for improvement.

The OEB intends to establish a working group composed of customer representatives and distributors. The group will review issues identified through the surveys and additional stakeholder input obtained through earlier consultation meetings or written submissions, and will help develop recommendations to enhance the efficiency, transparency, and effectiveness of customer connection procedures, including those for EV charging infrastructure and housing developments. This approach is being undertaken to ensure that the OEB receives advice on the connections process while meeting the timelines set out in the Directive.

## Invitation to Participate in a Working Group

Stakeholders interested in participating in the working group are asked to send a letter that indicates their interest to the Registrar at [registrar@oeb.ca](mailto:registrar@oeb.ca) by **July 21, 2025**.

Please include "Distribution Customer Connections Working Group Participation EB-2025-0204" in the subject line of the email. The letter must include:

- Name of organization/participant
- Sender's phone number and email address
- Name(s) of proposed working group member(s)
- A brief description of the organization's/participant's perspective or interest in connection-related issues

OEB staff will select a group of stakeholders that represent a range of distributor and customer interests and have relevant expertise and experience. OEB staff will ensure the working group is appropriately sized for effective collaboration. While it may not be possible for all interested stakeholders to participate in the working group, all working group meeting materials will be posted on the OEB's [Engage with Us website](#), allowing stakeholders to stay informed about the working group's progress. Stakeholders with views on the working group materials may share those views through the Engage with Us page.

## Cost Awards

Cost awards will be available to eligible participants under section 30 of the *Ontario Energy Board Act, 1998*, for participation in the working group and for subsequent eligible activities as may be identified at the relevant time. Stakeholders that would like to seek an award of costs for their participation in the working group should indicate this in their letter of interest in joining the working group. Any participant that was determined to be eligible for costs in the OEB's System Expansions for Housing Developments consultation (EB-2024-0092) and EV Charging Connections Subgroup under the DER Connections Review consultation (EB-2019-0207) is deemed eligible for costs in relation to their participation in the distribution customer connections working group and need not reapply.

The OEB has determined that rate-regulated electricity distributors will be responsible for paying any costs of eligible participants, and that costs will be apportioned between them based on customer numbers. Further information regarding cost awards, including eligible activities and the process for requesting eligibility, is provided in **Appendix A** of this letter.

Any questions relating to this letter should be directed to Ahmet Erdem, Sr. Advisor, Distribution Policy & Compliance at [Ahmet.Erdem@oeb.ca](mailto:Ahmet.Erdem@oeb.ca). The Board's toll-free number is 1-888-632-6273.

Yours truly,

Brian Hewson  
Vice President, Consumer Protection & Industry Performance

Attachment: Appendix A - Cost Award Matters

## Appendix A – Cost Award Matters

The OEB will determine eligibility for cost awards in accordance with its *Practice Direction on Cost Awards*. Any participant intending to request cost awards in respect of their participation in this consultation must file a written submission with the OEB by **July 21, 2025** in accordance with the filing instructions below, identifying the nature of their interest in this process and the grounds on which they are eligible for cost awards (addressing the OEB's cost eligibility criteria in Section 3 of the OEB's *Practice Direction on Cost Awards*). An explanation of any other funding to which the participant has access must also be provided, as should include the name and credentials of any lawyer, analyst or consultant that the person intends to retain, if known. All requests for cost eligibility will be posted on the OEB website.

Rate-regulated electricity distributors will be provided with an opportunity to object to any of the requests for cost award eligibility. If an electricity distributor has objections to any of the cost eligibility requests, those objections must be filed with the OEB by **July 25, 2025** in accordance with the filing instructions set out below. Any objections will be posted on the OEB website. The OEB will then make a final determination on the cost eligibility of the requesting participants.

### Eligible Activities

Cost awards will be available to eligible participants for their participation on the working group. Cost awards will be available to a maximum of actual meeting time plus 1.5 times the actual meeting time for preparation and reporting per eligible participant.

### Cost Awards

The OEB will apply the principles in Section 5 of its *Practice Direction on Cost Awards*, when determining the amount of the cost awards. The maximum hourly rates in the OEB's Cost Awards Tariff will also be applied. The OEB expects that groups representing the same interests or same type of participant will make every effort to communicate and co-ordinate their participation in this process. Cost awards are made available on a per eligible participant basis, regardless of the number of professional advisors that an eligible participant may wish to retain.

The OEB will use the process in Section 12 of its *Practice Direction on Cost Awards* to implement the payment of the cost awards; i.e., the OEB will act as a clearing house for all cost award payments in this process. For more information on this process, please see the [OEB's Practice Direction on Cost Awards](#) and the [October 27, 2005 letter](#)

regarding the rationale for the OEB acting as a clearing house for the cost award payments. These documents can be found on the OEB's [Rules, Codes and Requirements](#) webpage.

## How to File Materials

Stakeholders are responsible for ensuring that any documents they file with the OEB **do not include personal information** (as that phrase is defined in the *Freedom of Information and Protection of Privacy Act*), unless filed in accordance with rule 9A of the OEB's [Rules of Practice and Procedure](#). Please quote file number **EB-2025-0204** for all materials filed and submit them in searchable/unrestricted PDF format with a digital signature through the [OEB's online filing portal](#).

- Filings should clearly state the sender's name, postal address, telephone number and email address.
- Please use the document naming conventions and document submission standards outlined in the [Regulatory Electronic Submission System \(RESS\) Document Guidelines](#) found at the [File documents online page](#) on the OEB's website.
- Stakeholders are encouraged to use RESS. Those who have not yet [set up an account](#), or require assistance using the online filing portal can contact [registrar@oeb.ca](mailto:registrar@oeb.ca) for assistance.
- Cost claims are filed through the OEB's online filing portal. Please visit the [File documents online page](#) of the OEB's website for more information. All participants shall download a copy of their submitted cost claim and serve it on all required parties as per the [Practice Direction on Cost Awards](#).

All communications should be directed to the attention of the Registrar and be received by end of business, 4:45 p.m., on the required date.

Email: [registrar@oeb.ca](mailto:registrar@oeb.ca)

Tel: 1-877-632-2727 (Toll-free)