



Ontario | Commission
Energy | de l'énergie
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DECISION AND ORDER

EB-2025-0239

GRIDERP INC.

Application for an Electricity Retailer Licence

BY DELEGATION, BEFORE: **Kevin Mancherjee**
Director,
Operations Decision Support

March 5, 2026

1 OVERVIEW

On November 14, 2025, GridERP Inc. (GridERP) filed a complete application with the Ontario Energy Board (OEB) under section 60 of the *Ontario Energy Board Act, 1998* (OEB Act) for an electricity retailer licence ([Application](#)). GridERP is seeking a licence so that it will be authorized to retail electricity to both low and large volume consumers in Ontario. GridERP has also applied to retail electricity as a “third party generator” for net metering only.

This Decision and Order is being issued by the Delegated Authority without a hearing pursuant to section 6 of the OEB Act.

For the reasons set out below, GridERP’s application for an electricity retailer licence is denied.

2 CONTEXT AND PROCESS

Section 60(1) of the OEB Act states that a person may apply to the OEB for the issuance or renewal of a licence authorizing one or more activities referred to in section 57 of the OEB Act, which includes the retailing of electricity under section 57(d).

In an application for the issuance or renewal of a licence, the OEB generally assesses the financial position, technical capabilities, and past conduct of the applicant. In respect of an application for an electricity retailer licence, specifically, the OEB also must consider the requirements set out in Ontario Regulation 90/99: Licence Requirements – Electricity Retailers and Gas Marketers, made under the OEB Act (O. Reg. 90/99).

Section 2.(1) of O. Reg. 90/99 provides that a person seeking “the issuance or renewal of a licence that allows for the retailing of electricity or the marketing of gas to low-volume consumers must meet all of the following requirements:

1. Having regard to the financial position of the applicant, the applicant can reasonably be expected to be financially responsible in the conduct of business.
2. The past conduct of the applicant affords reasonable grounds for belief that the applicant will carry on business in accordance with law and with integrity and honesty.
3. If the applicant is a corporation, the past conduct of its officers and directors affords reasonable grounds for belief that its business will be carried on in accordance with law and with integrity and honesty.
4. The applicant is not carrying on activities that are, or will be, if the applicant is licensed, in contravention of the Act or the regulations or the codes, orders or rules issued or made by the Board.
5. If the applicant is an individual, the applicant is at least 18 years old.”

O. Reg. 90/99 further provides that if one of the above-listed requirements is not met, the issuance or renewal of a licence “shall be refused”.

GridERP is seeking an electricity retailer licence so that it will be authorized to:

- sell or offer to sell electricity to low and large volume consumers in Ontario;
- act as an agent or broker for a retailer with respect to the sale or offering for sale of electricity to low and large volume consumers in Ontario;
- act as an agent or broker for a low or large volume consumer with respect to the sale or offering for sale of electricity in Ontario.

In addition, GridERP is seeking to retail electricity as a third party generator. A “third party generator” is defined in section 2 of Ontario Regulation 389/10, General, made under the *Energy Consumer Protection Act, 2010* (ECPA Act) to mean:

a supplier who retails electricity produced by a renewable energy generation facility and who is an eligible third party generator within the meaning of *Ontario Regulation 541/05 (Net Metering)* made under the *Ontario Energy Board Act, 1998*. (Net Metering Regulation)

As a third party generator, GridERP intends to retail electricity generated by a renewable generation facility under a power purchase agreement, only to consumers who are “eligible customers” as defined in the Net Metering Regulation and who enter into a net metering agreement with their electricity distributor.

3 DECISION

The OEB denies GridERP's application for an electricity retailer licence. The reasons for denying the application are outlined below.

Technical Capability

Applicants applying for a licence are required to list a minimum of three key individuals that will be responsible for executing functions pertaining to regulatory requirements and conduct, financial management and technical operations to demonstrate that the applicant has appropriate qualifications and experience to provide the services authorized by the requested licence. The OEB views these functions as necessary to providing electricity retailing services to customers. Where the applicant is unable to meet that minimum requirement for three key individuals, the applicant must explain why.

Financial Viability

An applicant for an electricity retailing licence is also required to file financial statements for itself or, if unavailable, its parent company, for the prior two years as part of its application to the OEB in order to demonstrate that the applicant (or parent, if applicable) is in a healthy financial position. Where such information is not available, an applicant is required to submit at least two of three of the following documents: most recent prospectus, proforma financial statements (including a Balance Sheet and Profit & Loss Statement), and/or a letter of reference from the applicant's bank showing: details respecting any line(s) of credit available to the applicant including dollar limit amount, outstanding amount as of current date, terms and conditions and whether the account is secured; details respecting cash and cash equivalents (names of short-term investments, amounts and expiry dates if applicable; name of saving/chequing accounts, date accounts opened, account balances as of current date); and details of any bank guarantee and/or letter of credit available to the applicant including amounts and the terms and conditions. The documents filed by the applicant with respect to its financial position are treated as confidential by the OEB.

Findings

The OEB has reviewed GridERP's application and the documents filed with respect to GridERP's financial position and technical capability, including the key individuals' experience.

In response to this requirement, GridERP listed two key individuals: one key individual is the President and CEO, who is 100% owner of the entity, and the other key individual, is the Vice President of Finance. GridERP explained that it plans to hire more people into key roles as the company grows and acquires customers and does not plan to hire third party consultants, such as licensed OEB electricity retailers, to assist with regulatory compliance requirements.

As noted above, the OEB's electricity retailer licence application requires applicants provide information on key technical staff, including those with experience to serve customers and handle functions related to customer service compliance, quality assurance, billing and complaint handling. Electricity retailers licensed by the OEB need to meet various regulatory requirements in serving their customers, and are required to provide [for example: customer service, billing, call centre, settlement, and other related services]. These requirements are set out under the OEB Act, the *Electricity Act, 1998*, the ECPA Act, as well as the OEB's Retail Settlement Code and Electricity Retailer Code of Conduct. In OEB's view, GridERP does not have sufficient experienced staff to support the projected customer volume, which raises concerns in relation to OEB's consumer protection mandate.

The OEB finds that, in consideration of GridERP's financial position, the applicant has not provided satisfactory information to support a finding that GridERP can reasonably be expected to be financially responsible in the conduct of its business.

In addition, the financial information provided does not provide assurance to the OEB that GridERP will be able to financially support the hiring or contracting of individuals with the required technical and regulatory compliance experience prior to serving customers. In the OEB's view, an electricity retailer requires suitable experience in these areas in order to manage risks, operate efficiently and accurately plan for operational requirements, which are necessary for meeting the obligations imposed on electricity retailers.

Based on this review, the OEB is not satisfied that GridERP possesses the necessary technical and regulatory compliance experience to operate as an electricity retailer and conduct the requested licensable activities in accordance with all legal and regulatory requirements.

In light of the foregoing, the OEB finds that GridERP has not met all requirements prescribed by section 2(1) of O. Reg. 90/99, and its application for a licence to retail electricity to low volume consumers is denied pursuant to section 2(2) of O. Reg. 90/99.

In addition, GridERP's application for a licence to engage in other activities noted within its application, including retailing electricity to large volume consumers and retailing electricity as a third party generator, is likewise denied following consideration of the applicant's financial position and technical capabilities.

The OEB notes that GridERP may apply for an electricity retailer licence in the future if its circumstances change. This Decision is being issued without prejudice to the OEB considering a subsequent application by GridERP.

4 ORDER

IT IS ORDERED THAT:

1. GridERP Inc.'s application for the issuance of an electricity retailer licence is denied.

DATED at Toronto March 5, 2026

ONTARIO ENERGY BOARD

Kevin Mancherjee
Director, Operations Decisions Support