



DECISION AND ORDER

EB-2025-0272

THE INDEPENDENT ELECTRICITY SYSTEM OPERATOR, IN ITS CAPACITY AS THE SMART METERING ENTITY

**Application to Approve Fees for Providing Expanded
Third Party Access to Smart Metering Data and to Amend
Section 6.1 of the Smart Metering Entity Licence**

BEFORE: Vinay Sharma
Presiding Commissioner

Allison Duff
Commissioner

Shahrazad Rahbar
Commissioner

March 31, 2026

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1 OVERVIEW

This Decision and Order approves the requests from the Independent Electricity System Operator (IESO), in its capacity as the Smart Metering Entity (SME), to:

- Expand third party access to SME data for Canadian-Status Non-Governmental Entities
- Charge a fee of \$145 per hour to provide third party access to de-identified SME data to Canadian-Status Non-Governmental Entities, and to other entities when such access is required to support government or OEB directed initiatives and activities
- Amend section 6.1 of the SME Licence, ES-2021-0191, to allow for non-discriminatory access to smart metering data on appropriate terms and conditions related to the metering of electricity conveyed into a distributor's distribution system

The amended licence is attached as Schedule A to this Decision and Order.

2 CONTEXT AND PROCESS

The IESO was designated as the SME in 2007 by a regulation made under the *Electricity Act, 1998*.¹ The SME manages the Meter Data Management/Repository (MDM/R), which contains the electricity meter data used by electricity distributors to bill customers. The SME holds an OEB licence under section 57 of the *Ontario Energy Board Act, 1998* (OEB Act) authorizing it to exercise its statutory responsibilities. Any fees charged by the SME require OEB approval.²

On March 24, 2022, the OEB issued a Decision and Order which allowed the SME to provide third party access to Canadian Government Entities and charge \$145 per hour to fulfill both standard and non-standard requests.³ Additionally, the OEB directed the SME to consider expediting its assessment of expanding access to MDM/R data to entities beyond Canadian Governmental Entities.⁴

On November 7, 2025, the SME filed an application with the OEB under sections 74 and 78 of the OEB Act for approval to expand third party access to SME data for Canadian-Status Non-Governmental Entities⁵ and to amend section 6.1 of the SME Licence. The SME requested that the application be decided without a hearing.

The OEB issued a Notice of Application on December 5, 2025, giving the public an opportunity to request a hearing. The OEB did not receive any requests for a hearing. Since no person will be adversely affected in a material way by the approvals granted in this decision, consistent with paragraph 21(4)(b) of the OEB Act, the OEB did not hold a hearing. The OEB did, however, send some written questions to the SME asking it to clarify certain aspects of the application, which the SME responded to on February 13, 2026.

¹ O. Reg. 393/07 (Smart Metering Entity), effective March 28, 2007

² OEB Act, s. 78(2.1)

³ The SME currently provides access to data sets that are made public on its website at no charge, with associated costs recovered through the approved Smart Metering Charge. The SME charges the \$145/hour cost recovery fee for customized data requests that require staff time and resources to prepare (which can involve visualizations such as heat maps, trend analysis, etc.).

⁴ EB-2021-0292, Decision and Order, March 24, 2022

⁵ A requestor will qualify as a “Canadian Status Non-Governmental Entity” if the requesting entity, and where relevant, the ultimate controlling parent entity of the requestor, has attested (through an authorized representative of each of the relevant parties) to having their main office or headquarters located in Canada

3 DECISION ON EXPANDED THIRD PARTY ACCESS AND LICENCE AMENDMENTS

3.1 Expanded Third Party Access and Fee Structure

In its previous Decision and Order,⁶ the OEB directed the SME to assess the potential expansion of third party access to smart metering data beyond Canadian Governmental Entities and to report its findings. The SME filed its assessment on December 16, 2024, supported by external studies from Accenture Inc. and Privacy Analytics Inc.⁷

Accenture reviewed potential risks related to grid security, market behaviour, and data de-anonymization, and found that incremental risks from expanded access were unlikely. Privacy Analytics evaluated the SME's de-identification and privacy practices in the context of artificial intelligence (AI) and determined the overall AI-related risk to be low.

The SME concluded that providing third party access on a cost recovery basis to Canadian-Status Non-Governmental Entities would be appropriate within the existing governance framework. The SME also indicated that access may be provided to other entities where required to support government or OEB directed initiatives. The SME stated it would continue to provide third party access to the IESO, the OEB, and Canadian Governmental Entities under the existing framework.

To enable the SME to expand this access, the SME requested OEB's approval to charge a fee of \$145 per hour on a cost recovery basis.

The SME confirmed in its responses to the OEB's clarification questions that the proposed \$145/hour rate is currently sufficient to fully recover the costs associated with processing eligible third party access requests. The SME noted that it does not anticipate any material difference in the resources required to respond to requests based on the nature of the requester, and has therefore proposed the same fee structure for governmental and non-governmental entities. Further, the SME confirmed a \$0 closing balance of the Operating Reserve Balancing Account for 2022, 2023, and 2024.⁸

⁶ EB-2021-0292, Decision and Order, March 24, 2022

⁷ [Assessment of Expanding Third Party Access to SME Data Beyond Currently Approved Parties](#), December 16, 2024

⁸ [Response to Ontario Energy Board Clarification Questions](#), February 13, 2026, pp. 1-3

Findings

The OEB approves the proposal to expand third party access to de-identified Canadian status non-governmental entities and to other entities when such access is required to support government or OEB directed initiatives. The OEB also approves the proposed \$145 hourly rate on a cost recovery basis for the service.

The OEB finds the \$145/hour reasonable and consistent with the hourly rate for other SME data requests. The OEB is satisfied that the effort and costs involved to respond to these requests are similar in nature, despite differences in the requesting parties.

3.2 Licence Amendment for Distributed Energy Resources Meter Data

The SME requested approval from the OEB to amend section 6.1 of the SME Licence to enable the SME to provide and promote non-discriminatory access on appropriate terms and subject to any conditions in the SME Licence relating to the protection of privacy, to information and data related to the metering of electricity that is conveyed into a distributor's distribution system. The SME stated that the requested licence amendment will create consistency between the third party access framework and the SME's legislative authority.

Findings

The OEB finds it appropriate to amend section 6.1 of the SME Licence to enable the SME to provide and promote non-discriminatory access related to the metering of electricity that is conveyed into a distributor's distribution system. The amended Licence is attached as Schedule A to this Decision and Order.

The OEB is amending section 6.1 to read as follows, with the italics text indicating the amendment:

The Licensee shall provide and promote non-discriminatory access, on appropriate terms and subject to any conditions in its licence relating to the protection of privacy, by Distributors, Retailers, the IESO, and other persons to the Licensee's information and data related to the metering of consumers' consumption or use of electricity in Ontario *and the metering of electricity that is conveyed into a distributor's distribution system*, including data collected from Distributors.

The OEB finds that this licence amendment will establish consistency between the third party access framework and recent changes to SME's legislative authority.

4 DECISION ON CONFIDENTIALITY REQUEST

In its application, the SME requested confidential treatment for the entire report titled *Assessment of Risks & Opportunities with Expanding Third Party Access to Smart Metering Entity Data* dated September 23, 2024, prepared by Accenture Inc. (Accenture Report) with Accenture's assessment of the risks associated with expanding third party access to SME data. The Accenture Report found that incremental risk across grid security, market manipulation, and de-anonymization, was unlikely to occur.

In its January 30, 2026, letter to the SME, the OEB noted that if the Accenture Report is relied upon as evidence, the context, assumptions, and conclusions should be on the public record.⁹ In response, on February 13, 2026, the SME filed a revised version of the Accenture Report with the OEB, and requested specific redactions.¹⁰

Findings

The OEB approves the revised confidentiality request associated with the Accenture Report. Specifically, the OEB finds that the following information shall be redacted from the public record for the following reasons:

- Table 4 (page 8) The left-hand column contains information that could identify specific individuals at the IESO. The OEB finds the names of individuals irrelevant to the approvals sought in the application.
- Section 3.3 (pages 13 and 14) This OEB finds that the redacted information is proprietary as it relates to Accenture's data model. Disclosure could prejudice Accenture's competitive position if such information was made public (Appendix B #7 of Practice Direction).
- Table 7 (pages 24 to 28) The OEB finds that the redactions relate to risks and risk mitigation measures that pertain to cybersecurity. The OEB finds it appropriate to redact such information from the public record to protect the IESO's assets. (Appendix A (c) of Practice Direction).

⁹ [OEB Clarification Questions](#), January 30, 2026, pp. 3-4

¹⁰ [Response to Ontario Energy Board Clarification Questions](#), February 13, 2026, pp. 4-5

5 ORDER

THE ONTARIO ENERGY BOARD ORDERS THAT:

1. The SME shall charge Canadian Status Non-Governmental Entities to process requests for access to smart metering data at \$145/hour, with the exception of requests made by the IESO or the OEB which shall be fulfilled at no charge.
2. The proposed amendment to section 6.1 of the SME Licence, ES-2021-0191, is approved. The revised licence is attached as Schedule A.
3. The SME's revised confidentiality request is approved.
4. The SME shall pay the OEB's costs of and incidental to this proceeding upon receipt of the OEB's invoice.

DATED at Toronto March 31, 2026

ONTARIO ENERGY BOARD

Ritchie Murray
Acting Registrar

SCHEDULE A
DECISION AND ORDER
AMENDED LICENCE
IESO, IN ITS CAPACITY AS THE SME
EB-2025-0272
MARCH 31, 2026



Smart Metering Entity Licence

ES-2021-0191

Valid Until

December 31, 2026

Ritchie Murray
Acting Registrar
Ontario Energy Board

Date of Issuance: September 2, 2021
Date of Amendment: March 31, 2026

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
27th Floor
Toronto, ON M4P 1E4

Commission de l'énergie de l'Ontario
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1 Definitions

1.1 In this Licence:

"**Act**" means the *Ontario Energy Board Act, 1998*, S.O. 1998, c. 15, Schedule B;

"**Board**" means the Ontario Energy Board;

"**Distributor**" means a person who owns or operates a distribution system;

"**Electricity Act**" means the *Electricity Act, 1998*, S.O. 1998, c. 15, Schedule A;

"**IESO**" means the Independent Electricity System Operator;

"**IESO-controlled grid**" means the transmission systems with respect to which, pursuant to agreements, the IESO has the authority to direct operations;

"**Licensee**" means the Smart Metering Entity;

"**Market Rules**" means the rules made under section 32 of the Electricity Act;

"**Rate Order**" means an order or orders of the Board establishing rates the Licensee is permitted to charge;

"**Regulations**" means regulations made under the Act or the Electricity Act;

"**Retailer**" means a person who retails electricity; and

"**Smart Metering Entity**" means the smart metering entity established under Part IV.2 of the Electricity Act, or more specifically, the IESO which is designated as the Smart Metering Entity by Ontario Regulation 393/07.

2 Interpretation

2.1 In this Licence, words and phrases shall have the meaning ascribed to them in the Act or the Electricity Act. Words or phrases importing the singular shall include the plural and vice versa. Headings are for convenience only and shall not affect the interpretation of the Licence. Any reference to a document or a provision of a document includes an amendment or supplement to, or a replacement of, that document or that provision of that document. In the computation of time under this Licence, where there is a reference to a number of days between two events, they shall be counted by excluding the day on which the first event happens and including the day on which the second event happens and where the time for doing an act expires on a holiday, the act may be done on the next day that is not a holiday.

3 Authorization

3.1 The Licensee is authorized, under Part V of the Act, to exercise its powers and perform its duties under the Act or under the Electricity Act subject to the terms and conditions set out in this Licence.

- 3.2 The Licensee shall require licensed Distributors to provide information associated with each meter (modified where necessary to sufficiently render it non-personal information) as required by the Licensee in order to ensure that the Licensee is able to effectively and reliably carry out its mandate. Without limiting the generality of the foregoing, the Licensee shall require licensed Distributors to provide the commodity rate class associated with each meter.
- 3.3 The Licensee shall provide a Distributor with consumption amounts for billing purposes in respect of residential consumers and general service < 50kW consumers served by the Distributor that have elected under the Standard Supply Service Code to be charged on the basis of tiered prices, and has the authority to receive smart metering data for that purpose.

4 Obligation to Comply with Legislation, Regulations and Market Rules

- 4.1 The Licensee shall comply with all applicable provisions of the Act, the Electricity Act, and the Regulations.
- 4.2 The Licensee shall comply with all applicable Market Rules.

5 Rates

- 5.1 The Licensee shall not charge for meeting its obligations under the Act or under the Electricity Act except in accordance with a Rate Order of the Board, or as permitted by law.

6 Non-Discriminatory Access

- 6.1 The Licensee shall provide and promote non-discriminatory access, on appropriate terms and subject to any conditions in its licence relating to the protection of privacy, by Distributors, Retailers, the IESO, and other persons to the Licensee's information and data related to the metering of consumers' consumption or use of electricity in Ontario and the metering of electricity that is conveyed into a distributor's distribution system, including data collected from Distributors.

7 Separation of Business Activities and Accounting

- 7.1 The Licensee shall keep its financial records associated with the smart metering initiative separate from the IESO's financial records associated with other IESO activities, unless otherwise required or authorized by the Board.
- 7.2 The Licensee shall maintain proper books of account and adhere to generally accepted accounting practices, and shall maintain such financial records or accounts as the Board may require. The Licensee shall notify the Board of any material change to its accounting procedures.

8 Provision of Information to the Board

- 8.1 The Licensee shall provide, in the manner and form determined by the Board, such information as the Board may require from time to time.

- 8.2 Without limiting the generality of paragraph 8.1, the Licensee shall:
- (a) provide such information as the Board may require from time to time to enable the Board to monitor the Licensee's compliance with the conditions of this Licence and any other legislative or regulatory requirements set out in this Licence;
 - (b) notify the Board of any material change in circumstances that adversely affects or is likely to adversely affect the Licensee's ability to comply with this Licence, its financial integrity, or its ability to carry out its responsibilities under the Act or the Electricity Act, as soon as practicable after the occurrence of any such change, but in any event within fifteen days of the date upon which such change becomes known to the Licensee; and
 - (c) provide the Board with a description of any processes established by the Licensee under section 53.14 of the Electricity Act and any changes to such processes.

9 Restrictions on Provision of Information

- 9.1 The Licensee shall not use confidential or personal information regarding a Distributor, consumer, Retailer, or any other person obtained for one purpose for any other purpose without the written consent of the consumer, Retailer, or other person.
- 9.2 The Licensee shall not disclose information regarding a Distributor, consumer, Retailer, or any other person to any other party without the written consent of the Distributor, consumer, Retailer, or other person, except where such information is required to be disclosed:
- (a) to comply with any legislative or regulatory requirements, including the conditions of this Licence;
 - (b) for purposes related to billing, settlement, market operations, and other statutory objects of the IESO; or
 - (c) for law enforcement purposes.
- 9.3 The Licensee may disclose information regarding Distributors, consumers, Retailers, or any other person where the information has been sufficiently de-identified such that the Distributors', consumers', Retailers', or other person's particular information cannot reasonably be identified.
- 9.4 If the Licensee discloses information under this section, the Licensee shall ensure that the information provided will not be used for any other purpose except the purpose for which it was disclosed.
- 9.5 The Licensee shall inform Distributors, consumers, Retailers, and any other person of the conditions under which their information may be released to a third party without their consent.

10 Term of Licence

- 10.1 This Licence shall take effect on September 2, 2021 and terminate on December 31, 2026. The Board may extend the term of this Licence.

11 Fees and Assessments

11.1 The Licensee shall pay all fees charged to it by the Board and all amounts assessed to it by the Board.

12 Communication

12.1 The Licensee shall designate a person that will act as a primary contact with the Board on matters related to this Licence. The Licensee shall notify the Board promptly should the contact details change.

12.2 All official communication relating to this Licence shall be in writing.

12.3 All written communication is to be regarded as having been given by the sender and received by the addressee:

- (a) when delivered in person to the addressee by hand, by registered mail or by courier;
- (b) ten (10) business days after the date of posting if the communication is sent by regular mail; and
- (c) when received by facsimile or electronic transmission by the addressee, according to the sender's transmission report.

13 Copies of the Licence

13.1 The Licensee shall:

- (a) make a copy of this Licence available for inspection by members of the public on the Licensee's webpage; and
- (b) provide a copy of this Licence to any person who requests it.

13.2 The Licensee may impose a fair and reasonable charge for the cost of providing the copies referred to in section 13.1(b).

14 Dispute Resolution

14.1 The Licensee shall:

- (a) have a process for resolving disputes with Distributors that deals with disputes in a fair, reasonable and timely manner;
- (b) publish information which will make Distributors aware of, and help them to use, the dispute resolution process; and
- (c) make a copy of the dispute resolution process available to all Distributors the SME provides service to.