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BY EMAIL AND WEB POSTING

June 9, 2026

To: All Licensed Electricity Distributors
All Licensed Electricity Transmitters
Independent Electricity System Operator
2025 Distribution Customer Connections Working Group Participants
2025 Streamlining Transmission Connections Working Group Participants
All Other Interested Parties

Re: Phase II of the Distribution Customer Connections Review and Streamlining Transmission Connections Review — Invitation to Participate on a Customer Connections Advisory Group

Ontario Energy Board File Nos.: EB-2025-0204 and EB-2025-0216

What You Need to Know

- The OEB is launching Phase II of its Distribution Customer Connections Review and Streamlining Transmission Connections Review initiatives to implement proposals set out in the OEB's December 2025 Report to the Minister of Energy and Mines.
- The initiatives will focus on establishing streamlined connection processes and performance standards that will promote economic growth through more efficient connections, greater clarity and transparency for customers, and better coordination among distributors and transmitters.
- The OEB is establishing both an advisory group and a new working group to support the implementation of the proposals related to distribution customer connections.

The Ontario Energy Board (OEB) is launching Phase II of its [Distribution Customer Connections](#) (DCC) Review and [Streamlining Transmission Connections](#) (STC) Review initiatives to implement proposals set out in the OEB's December 2025 Report to the

Minister of Energy and Mines, *Streamlining Ontario's Electricity Connection Framework: Enabling Growth and Meeting Customer Expectations* ([Report](#)).

The Report responds to expectations set out in the Minister's June 2025 [Integrated Energy Plan Directive](#) (Directive), which called on the OEB to review electricity transmitter and distributor connection procedures and identify opportunities to streamline processes and reduce connection timelines. For transmission connections, the Directive also asked the OEB to consider efficient coordination between transmitters and the Independent Electricity System Operator (IESO), with consideration for potential transmitter performance standards.

The proposals in the Report recognize the importance of efficient connections in supporting development and economic growth.

A. Background and Scope of the Two Initiatives

The proposals outlined in the Report were informed by consultations with distribution and transmission stakeholders and developed with support from the 2025 DCC Working Group and STC Working Group in Phase I. Phase II will focus on implementing standardized processes that provide greater clarity and transparency for customers and improved coordination among distributors, transmitters and the IESO, where applicable.

Stakeholders are encouraged to review the Report to gain a deeper understanding of stakeholder feedback, the challenges identified with the current connection processes, and details of the OEB's proposals.

The Phase II initiatives will move forward with implementing all six proposals from the Report:

For the DCC Review initiative:

1. Developing a Load Customer Connection Procedures document for distribution customer connections
2. Establishing a coordinated transmitter-distributor process for distribution customer connections that require transmitter work
3. Enhancing communication and information-sharing requirements
4. Establishing record-keeping, reporting and performance measurement requirements for the distribution customer connection process

For the STC Review initiative:

1. Formalizing a comprehensive and streamlined transmission connection process
2. Establishing performance standards along with public reporting requirements for transmitters

The DCC and STC Phase II Reviews will proceed in parallel, supported by OEB staff to ensure effective coordination and alignment where appropriate.

B. Phase II DCC Review Consultation

B.1 Invitation to Participate: Customer Connections Advisory Group and First Meeting

Given the updated scope for Phase II of the DCC – which focuses on detailed procedure development and the establishment of connection-related requirements and performance metrics for all types of customer connections – and recognizing that Phase I primarily focused on high-level issue identification and approach exploration with limited consumer group representation, OEB staff is establishing a new advisory group under this consultation.

This advisory group will provide advice and feedback on the implementation of proposals related to distribution load customer connections across all customer segments, including residential, commercial, and industrial. The group is expected to provide written feedback on draft materials and documentation as and when needed by the new working group, described below.

OEB staff notes that members of the 2025 DCC Working Group may still have an interest in participating and are welcome to register to continue their involvement. Staff also invites additional customer representatives and other interested stakeholders to participate in Phase II of the DCC to help ensure that procedures, requirements and performance metrics are practical and aligned with customer expectations.

Anyone interested in participating in the advisory group is requested to register their interest in participating on the advisory group by emailing registrar@oeb.ca no later than **June 23, 2026**. The email should include the following information:

- Subject line: "EB-2025-0204: Phase II Distribution Customer Connections Review"
- Name of organization or individual participant
- Name(s) of proposed participant(s) for the advisory group
- Primary contact name, telephone number and email address

- A brief description of the organization's or participant's interest in connection-related issues
- A description of the expertise and experience they are able to bring to the advisory group
- Whether eligibility for cost awards is being requested and, if so, the information required by Appendix A.

The first meeting of the advisory group will be held virtually on July 14, 2026, from 1PM to 4PM. During the meeting, OEB staff intends to:

- Review the Phase II deliverables for the DCC Review, including the proposed scope of the connection procedures.
- Present a proposed implementation plan and seek feedback on sequencing, dependencies and key risks.

A meeting invitation will be circulated to registered advisory group participants following the registration deadline.

From the list of registered participants, the OEB plans to establish a new working group comprised of selected stakeholders representing a range of perspectives, including distributors, customers, consultants involved in customer connections, and other interested parties with relevant expertise and experience. The group will be appropriately sized to promote effective collaboration in working towards implementation of the proposals set out in the Report.

The new working group is expected to meet as needed, between each advisory group meeting, and will play a hands-on role in advancing the work. This includes developing detailed proposals, drafting code amendments, and addressing technical and implementation issues.

B.2 Cost Awards for Phase II DCC Consultation

Cost awards will be available to eligible participants under section 30 of the *Ontario Energy Board Act, 1998* for participation in this consultation, including participation on the advisory group, the working group, and any subsequent eligible activities identified by the OEB. Any participant that was determined to be eligible for costs in relation to the 2025 DCC Working Group activities¹ is deemed eligible for costs for participation in the Phase II DCC Review consultation and need not reapply for cost eligibility.

¹ <https://www.rds.oeb.ca/CMWebDrawer/Record/907112/File/document>

Other stakeholders seeking cost award eligibility for their participation in the Phase II DCC Review consultation must file a cost eligibility request by the deadline set out in Appendix A.

Costs will be recovered from all rate-regulated electricity distributors and apportioned between them based on respective customer numbers.

Appendix A contains important information regarding cost awards for the Phase II DCC Review consultation, including information about eligibility requests and objections and the maximum number of hours for which cost awards can be claimed. The deadlines for filing cost eligibility requests and objections will be strictly enforced to facilitate a timely decision on cost eligibility.

All materials related to the Phase II DCC Review consultation, including cost filings, will be available for public viewing on the OEB's *Distribution Customer Connections Review Engage with Us* [project webpage](#) and on the OEB website under file number EB-2025-0204.

C. Phase II STC Consultation Process

C.1 Work to be Performed by Hydro One and the IESO

The OEB will first arrange for Hydro One and the IESO to collaborate and propose:

- A comprehensive and streamlined transmission connection process for customers that want to connect to a transmission system
- Performance standards and reporting requirements for transmitters, informed by the approach set out in the Report.

OEB staff will coordinate the details of this work, which is anticipated to be completed by the fall of 2026, with Hydro One and the IESO.

By August 14, 2026, Hydro One and the IESO will provide the OEB with a status update on their progress to inform the OEB's consideration of next steps.

C.2 STC Stakeholder Engagement

After Hydro One and the IESO have delivered the proposed process and standards, the OEB will determine the most effective means for additional interested stakeholders, including customers and transmitters, to provide input. The OEB expects this future consultation will provide feedback on the reasonableness of the process and standards proposed by Hydro One and the IESO and identify potential improvements. The OEB will communicate more details about the engagement in due course.

C.3 Cost Awards for Phase II STC Consultation

Cost awards will be available for eligible stakeholders participating in the Phase II STC Review. Further information will be communicated together with information about the engagement format.

All materials related to the Phase II STC Review consultation, including cost filings, will be available for public viewing on the OEB's *Streamlining Transmission Connections Engage with Us* [project webpage](#) and on the OEB website under file number EB-2025-0216.

D. Other Opportunities for Stakeholder Input

For both initiatives, consultation will largely rely on the advisory group and the respective working groups established under each initiative. Implementation of the proposals is expected to require changes to the Distribution System Code (including the new connection procedures document), the Transmission System Code, and the Electricity Reporting and Record Keeping Requirements (RRR). All interested stakeholders will have an opportunity to comment on any proposed code amendments. Updates to the RRR are expected to be limited to consequential amendments required to align with code changes, rather than introducing new policy requirements. Accordingly, the OEB will rely on the advisory group and the working groups to review any RRR-related changes, without broader stakeholder consultation, prior to issuing the final document.

Any questions relating to the Phase II DCC Review consultation should be directed to Ahmet Erdem, Senior Advisor at Ahmet.Erdem@oeb.ca.

Any questions relating to the Phase II STC Review consultation should be directed to Mansi Modi, Senior Advisor at Mansi.Modi@oeb.ca.

The OEB's toll-free number is 1-888-632-6273.

Yours truly,

Kevin Mancherjee
Vice President, Electricity Networks

Attachment: Appendix A - Cost Award Matters and Filing Instructions for the Phase II DCC Review Initiative

Appendix A – Cost Award Matters and Filing Instructions for the Phase II DCC Review Initiative

The OEB will determine eligibility for cost awards in accordance with its *Practice Direction on Cost Awards*. Any participant that intends to request cost awards in respect of their participation in the Phase II DCC Review consultation and has not already been determined eligible for cost awards must file a written submission with the OEB by **June 23, 2026** 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. The request should also 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 **June 26, 2026** 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 in the Phase II DCC Review consultation. Cost awards will be available up to a maximum of 1.5 times the actual meeting time for each advisory group or working group meeting per eligible participant, inclusive of attendance, preparation and reporting.

Eligible activities related to written submissions on the OEB’s proposed amendments to its regulatory instruments will be determined by the OEB at a later date.

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 coordinate 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 *Practice Direction on Cost Awards* and the OEB's [October 27, 2005 letter](#) regarding the rationale for the OEB acting as a clearing house for 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 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 4:45 p.m. on the required date.

Any questions relating to the filing of materials with the OEB should be directed to registrar@oeb.ca. The OEB's toll-free number is 1-888-632-6273.