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

BY E-MAIL AND WEB POSTING

August 25, 2026

TO: All Licensed Electricity Distributors
All Rate-Regulated Natural Gas Distributors
All Licensed Unit Sub-Meter Providers
All Other Interested Parties

RE: Customer Service Rules Review
Ontario Energy Board File No. EB-2026-0109

What You Need to Know

- **The OEB is launching a review of select Customer Service Rules (CSR) for licensed electricity distributors, rate-regulated natural gas distributors and electricity unit sub-meter providers (collectively, Utilities).**
- **The CSR Review will assess whether the existing rules continue to provide effective consumer protection, work well in practice for Utilities and support consistent customer service requirements across the electricity and natural gas sectors. It will also identify and address opportunities for improvements and greater alignment of the rules where needed.**
- **The OEB will gather input from Utilities, consumer representatives, Indigenous communities, industry associations and other interested parties through surveys, targeted meetings and written comments. Feedback received will inform the OEB's consideration of potential amendments to the applicable Codes and any proposed rule changes.**

2300 Yonge Street, 27th floor, P.O. Box 2319, Toronto, ON, M4P 1E4
2300, rue Yonge, 27e étage, C.P. 2319, Toronto (Ontario) M4P 1E4
T 416-481-1967 1-888-632-6273
F 416-440-7656 OEB.ca

The OEB is launching a consultation to review select CSR in response to the December 2025 Letter of Direction (LOD) from the Minister of Energy and Mines (Minister), as well as consumer and stakeholder feedback regarding certain customer service requirements. This letter outlines the scope of the review and the planned approach to engagement.

Background and Scope of the Review

CSR ensure that consumers receive consistent and appropriate service from Utilities in areas such as billing, account management, payment arrangements, security deposits and disconnections. These rules are set out in the Distribution System Code, Retail Settlement Code, Standard Supply Service Code, Unit Sub-Metering Code, and Gas Distribution Access Rule (together, Codes).

The Minister's December 2025 LOD, directed the OEB to complete a review of specific CSR.

The CSR Review will focus on the following key areas, informed by feedback from consumer groups and other stakeholders:

- Correction of billing errors
- Processes and service charges for opening and closing accounts
- Timing and eligibility requirements for a second Arrears Payment Agreement

In reviewing these areas, the OEB will consider the operation and effectiveness of the current rules, the level of consumer protection they provide, the experience of Utilities in implementing them and opportunities to improve regulatory consistency across the electricity and natural gas sectors. Any resulting rule changes would be implemented through amendments to the applicable Codes.

Engagement Approach

The OEB will engage Utilities, consumer representatives, Indigenous communities and other interested parties to assess consumer expectations for the provision of service, Utilities' experience with the rule areas under review and to provide opportunities to submit suggestions for improvements. This feedback will inform the OEB's assessment of the existing rules, and the development of any proposed changes.

The OEB will seek input from interested parties through a range of engagement activities, including surveys, targeted meetings and written comments. Specifically, the following engagement activities are planned:

Survey of Utilities

By the end of September 2026, Utilities will be invited to complete a survey to share their experiences with the rule areas under review. The survey will seek feedback on the effectiveness, clarity and administration of existing requirements and will be used to identify challenges, gaps and opportunities. This input will help inform the assessment of whether amendments to existing rules or development of new rules may be needed to better achieve regulatory objectives.

Targeted Meetings

Between October and December 2026, the OEB will hold virtual meetings with selected groups, including consumer representatives, organizations serving low-income consumers, Indigenous communities, Utilities and industry associations. These discussions will provide an opportunity for participants to share perspectives on the effectiveness of the rules under review, identify issues and challenges and explore potential areas for improvement.

Written Comments

During the first half of 2027, all interested parties will have an opportunity to provide written feedback on the findings from the engagement activities and any proposed rule changes.

The insights and perspectives gathered through the engagement activities will help inform the OEB's assessment of existing rules and its consideration of potential changes to the regulatory framework and proposed amendments to the Codes. Following its review of the feedback, the OEB will determine whether amendments to any of the Codes should be proposed. Where that determination is made, the OEB will issue notices of proposed amendments for public comment, setting out the proposed changes and their implementation through amendments to the Codes, as applicable.

Next Steps

Additional details regarding engagement activities, including eligibility for cost awards will be communicated in due course. Information and material related to this initiative will be posted on the OEB's CSR Review Engage with Us webpage and on the OEB website under file number EB-2026-0109.

If you have any questions related to this initiative, please contact CSR@oeb.ca. The OEB's toll-free number is 1-877-632-2727.

Yours truly,

Digitally signed by Rohanie Persaud
Date: 2026.08.26 11:02:33 -04'00'

Rohanie Persaud
Director, Consumers