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BY EMAIL and WEB POSTING

September 3, 2026

To: All Licensed Electricity Distributors
All Natural Gas Distributors
All Other Interested Parties

Re: **Green Button Data Collection – Survey of Electricity and Natural Gas
Distributor Green Button Platforms**

Ontario Energy Board File No.: EB-2026-0230

What You Need to Know

- **The Ontario Energy Board (OEB) is seeking information about Green Button service delivery across Ontario through a one-time survey of electricity and natural gas distributors (distributors).**
- **The survey will support a province-wide assessment of Green Button adoption, performance and operational practices while helping to inform future OEB considerations.**
- **Stakeholders will have opportunities to provide input through targeted engagement sessions and written comments prior to issuance of the final survey.**

The OEB is collecting information on how Green Button services are being delivered and used across Ontario.

This initiative is in response to the Ministry of Energy and Mines' December 2025 [Letter of Direction](#) (LOD). It builds on insights gained through the OEB's Green Button-related activities since requirements for distributors to provide Green Button came into effect. This letter outlines the scope of the initiative, proposed approach to information gathering and opportunities for stakeholder input.

A. Background and Scope of the Initiative

Green Button grants households and businesses access to their utility data or authorizes the automatic, secure transfer of their data from their utility to applications or third parties. The requirements in [Ontario Regulation 633/21](#) for distributors to make customer energy data available in Green Button format through Download My Data (DMD) and Connect My Data (CMD) came into effect on November 1, 2023.

Since then, the OEB has engaged with consumers, third parties and distributors and conducted reviews to better understand Green Button implementation. The OEB has also issued [Guidance](#) to the sector based on information gathered through these activities.

While these activities provided valuable insights into specific aspects of Green Button service delivery, the OEB does not currently have a comprehensive view of adoption, usage patterns and operational performance across distributors.

To address this information gap and consistent with the LOD, the OEB intends to conduct a one-time survey of distributors.

The survey is expected to collect information on a range of topics, including:

- Green Button usage levels, including DMD and CMD activities
- Distributor onboarding and authorization processes
- Data quality and data availability
- Platform performance and reliability
- Customer and third-party support channels, service levels and common support issues
- Distributor processes for issue tracking, escalation and resolution.

Information collected will help the OEB develop a more comprehensive understanding of Green Button adoption, functionality and customer experience across distributors, while informing future OEB considerations.

B. Stakeholder Engagement

The OEB will seek feedback on the survey approach and content from consumers, third parties, distributors and other interested stakeholders, including industry associations through targeted meetings in the Fall of 2026. During these meetings, stakeholders will be invited to provide feedback on the proposed survey objectives, information to be

collected, along with survey design and timing considerations.

To support focused and effective engagement, the OEB intends to engage a representative group of distributors that reflect a range of distributor sizes, geographic location and levels of involvement in OEB Green Button-related work.

Following these targeted meetings, the OEB plans to issue a draft survey for comment from all interested parties in early 2027, and the final survey after consideration of comments received.

Cost awards will not be available for participation in this initiative.

C. Next Steps

The OEB will be contacting distributors and other stakeholders regarding engagement sessions in the coming weeks.

Materials related to this initiative will be posted on the [Green Button Data Collection Engage with Us](#) project page.

If you have any questions regarding this initiative, please email greenbutton@oeb.ca.

Yours truly,

Rohanie Persaud,
Director, Consumers