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

Ontario

BY E-MAIL AND WEB POSTING

October 13, 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 – Invitation to Participate in Engagement Sessions and Cost Award Matters
Ontario Energy Board File No. EB-2026-0109

What You Need to Know

- **The Ontario Energy Board (OEB) is inviting interested parties to participate in engagement sessions as part of the next phase of its Customer Service Rules (CSR) Review. The OEB is also setting out the process for requesting cost award eligibility for participation in the CSR Review.**
- **The sessions will provide participants with an opportunity to share their experience with the CSR under review and how they are working in practice.**
- **Interested parties wishing to participate in the engagement sessions and/or request eligibility for cost awards should respond by October 20, 2026, following the process outlined in this letter.**

Background

In a letter dated August 25, 2026, the OEB launched a review of select CSR for licensed electricity distributors, rate-regulated natural gas distributors and electricity unit sub-meter providers (collectively, Utilities). The CSR Review will focus on the following key areas, informed by feedback from consumer groups and other interested parties:

- Correction of billing errors
- Processes and service charges for opening and closing accounts

- Timing and eligibility requirements for a second Arrears Payment agreement

Further to that letter, in September 2026, the OEB invited Utilities to complete a survey to provide information on their experiences with the rule areas under review and is now moving forward with engagement sessions with interested parties. During these sessions, OEB staff will provide an overview of the CSR Review and an update on engagement activities completed to date. Interested parties will also be invited to share their experiences with the CSR under review and discuss how they are working in practice. Feedback received through the sessions will be considered as part of the OEB's ongoing review.

Engagement Sessions

The OEB plans to hold separate engagement sessions with the following groups:

- Licensed electricity distributors and related industry associations
- Licensed unit sub-meter providers and related industry associations
- Rate-regulated natural gas distributors
- Consumer representatives and community organizations
- Indigenous organizations

The sessions are planned to take place between **November 23 and December 4, 2026**, and will be held virtually via Microsoft Teams. Participants will receive engagement session details and supporting materials in advance.

How to Participate

Interested parties wishing to participate should email CSR@oeb.ca by **October 20, 2026**.

Please include OEB file number **EB-2026-0109** in the subject line and provide the following information:

- Participant name
- Organization
- Title/position
- Any scheduling considerations relevant to attendance
- A statement as to whether the participant is requesting cost award eligibility

The OEB will consider responses and confirm the engagement session dates and participation details directly with participants.

Cost Awards

Cost awards will be available to eligible participants under section 30 of the *Ontario Energy Board Act, 1998,* for participating in the engagement sessions and, at a later date, for providing written comments on any proposed CSR changes. Participants intending to request an award of costs must file a written submission to that effect by **October 20, 2026**.

Cost awards will be recovered from rate-regulated electricity and natural gas distributors based on customer numbers.

Further information, including eligible activities and filing requirements, is provided in Appendix A.

Any questions relating to this initiative should be directed to CSR@oeb.ca. The OEB's toll-free number is 1-888-632-6273.

Yours truly,

Digitally signed by
Rohanie Persaud
Date: 2026.10.13
10:51:10 -04'00'

Rohanie Persaud
Director, Consumers

Appendix A
Cost Award Matters

Cost Award Eligibility

The OEB will determine eligibility for costs in accordance with its Practice Direction on Cost Awards. Any person intending to request an award of costs must file with the OEB a written submission to that effect by **October 20, 2026**. The submission must identify the following:

- The grounds on which the person believes that it is eligible for an award of costs (addressing the OEB's cost eligibility criteria as set out in section 3 of the *Practice Direction on Cost Awards*).
- An explanation of any other funding to which the person has access.
- 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's website. If a rate-regulated electricity distributor or natural gas distributor has any objections to any of the requests for cost eligibility, such objections must be filed with the OEB by **October 27, 2026**. Any objections will be posted on the OEB's website. The OEB will then make a final determination on the cost eligibility of the requesting participants.

Eligible Activities

The eligible activities are as follows:

Participation in the Engagement Sessions

A total of up to eight (8) hours for both preparation and attendance at one of the sessions. Sessions are expected to be up to three (3) hours in length but may be longer depending on the confirmed number of participants.

Written Comments on Proposed Rule Changes and Amendments

Cost awards will be available to eligible participants for submitting written comments on any proposed rule changes, as well as written comments on any proposed amendments to OEB codes. Details on costs in relation to these activities will be provided at a later date when the proposed changes and amendments, if any, are issued for comment.

Cost Awards

When determining the amount of the cost awards, the OEB will apply the principles set out in section 5 of its *Practice Direction on Cost Awards*. The maximum hourly rates set out in the Cost Awards Tariff will also be applied. The OEB expects that groups representing the same interests or class of persons will make every effort to communicate and co-ordinate their participation in this process. In accordance with section 12 of its *Practice Direction on Cost Awards*, the OEB will act as a clearing house for all payments of cost awards in this process. For more information on this process, please see the OEB's *Practice Direction on Cost Awards*.

How to File Materials

Please quote file number **EB-2026-0109** 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, phone number and email address.
- Parties must 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.
- Parties 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. Parties may 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 end of business, 4:45 p.m., on the required date.

Email: registrar@oeb.ca

Tel: 1-877-632-2727 (Toll-free)