



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

DECISION AND ORDER ON COST AWARDS

EB-2014-0198

ONTARIO ENERGY BOARD

**Policy Review of Electricity and Natural Gas
Distributors' Residential Customer Billing
Practices and Performance**

BEFORE: Cathy Spoel

Presiding Member

Christine Long

Member

July 6, 2015



EB-2014-0198

IN THE MATTER OF the *Ontario Energy Board Act*,
1998, S.O. 1998, c. 15, Schedule B;

AND IN THE MATTER OF cost awards in relation to
a policy review of the electricity and natural gas
distributors' customer billing practices and
performances.

BEFORE: Cathy Spoel
Presiding Member

Christine Long
Board Member

DECISION AND ORDER ON COST AWARDS
July 6, 2015

BACKGROUND

On June 27, 2014, the Ontario Energy Board (OEB) initiated a policy review of electricity and natural gas distributors' customer billing practices and performance.

On September 18, 2014, the OEB issued a Draft Report of the Board on Electricity and Natural Gas Distributors' Residential Customer Billing Practices and Performance (the Draft Report). In the letter accompanying the Draft Report, the OEB indicated that cost awards would be available to eligible persons under section 30 of the *Ontario Energy Board Act, 1998* (the Act) in relation to comments on the Draft Report up to a maximum of 10 hours and that any costs awarded would be recovered from all licensed electricity distributors.

On February 5, 2015, the OEB issued a Notice of Proposal to Amend a Code that contained proposed amendments to the Distribution System Code (DSC). The OEB

indicated that cost awards would also be available to eligible persons for comments on the proposed amendments to the DSC up to a maximum of 8 hours.

Eligible Participants

In its Decision and Cost Eligibility dated October 6, 2014, the OEB determined that the following participants would be eligible for an award of costs in this consultation process:

- Consumers Council of Canada (CCC)
- London Property Management Association (LPMA)

On April 21, 2015, the OEB received a late cost award eligibility request from the Vulnerable Energy Consumers Coalition (VECC).

On May 8, 2015, the OEB issued a Notice of Hearing for Cost Awards. All eligible participants listed above and VECC submitted cost claims. No objections to the filed cost claims and no objection to VECC's late cost award eligibility request were received.

OEB Findings

The OEB notes that the cost claim filed by CCC is for 11.50 hours. The hours claimed are for comments on the Draft Report only and therefore exceed the allowed maximum number of hours for comments on the Draft Report. The OEB will therefore reduce CCC's claim to 10 hours.

The OEB finds that VECC and LPMA are eligible for an award of costs and entitled to 100% of its reasonably incurred costs of participating in this consultation.

Process for Paying the Cost Awards

The OEB will use the process set out in section 12 of the *Practice Direction on Cost Awards* to implement the payment of the cost awards. Therefore, the OEB will act as a clearing house for all payments of cost awards relating to this consultation process. Invoices will be issued to all licensed electricity distributors at the same time as invoices for cost assessments are made under section 26 of the Act. The practice of the OEB is to issue to each licensed electricity distributor one invoice that covers all cost awards payable by that distributor for the relevant period. As a result, the invoice may cover cost awards payable in relation to a number of consultations, including this one.

THE BOARD THEREFORE ORDERS THAT:

1. The amounts to be paid by each licensed electricity distributor in relation to the costs awarded to each eligible participant are as set out in Appendix A to this Decision and Order.
2. The licensed electricity distributors listed in Appendix A to this Decision and Order shall pay the costs awarded to each of the eligible participants as set out in Appendix A.
3. The licensed electricity distributors listed in Appendix A to this Decision and Order shall pay the OEB's costs of, and incidental to, this consultation.
4. Payment of cost awards and of the OEB's costs referred to in paragraphs 2 and 3 shall be made to the Ontario Energy Board in accordance with the invoice issued to each licensed electricity distributor, and shall be due at the same time as cost assessments under section 26 of the Act are due.

DATED at Toronto, July 6, 2015

ONTARIO ENERGY BOARD

Original signed by

Kirsten Walli
Board Secretary

Appendix A

Decision and Order on Cost Awards Dated July 6, 2015

EB-2014-0198

Proceeding to Review the Customer Billing Practices and Performances

Electricity Distribution System Owner/Operator	CCC	LPMA	VECC	Total
Algoma Power Inc.	\$ 22.62	\$ 23.30	\$ 18.31	\$ 64.23
Atikokan Hydro Inc.	\$ 1.45	\$ 1.50	\$ 1.18	\$ 4.13
Attawapiskat Power Corp.	\$ 1.11	\$ 1.15	\$ 0.90	\$ 3.16
Bluewater Power Distribution Corporation	\$ 21.66	\$ 22.31	\$ 17.53	\$ 61.49
Brant County Power Inc.	\$ 6.66	\$ 6.86	\$ 5.39	\$ 18.91
Brantford Power Inc.	\$ 16.21	\$ 16.70	\$ 13.12	\$ 46.03
Burlington Hydro Inc.	\$ 33.44	\$ 34.44	\$ 27.06	\$ 94.94
Cambridge and North Dumfries Hydro Inc.	\$ 28.36	\$ 29.21	\$ 22.95	\$ 80.52
Canadian Niagara Power Inc.	\$ 19.88	\$ 20.47	\$ 16.09	\$ 56.44
Centre Wellington Hydro Ltd.	\$ 3.66	\$ 3.77	\$ 2.97	\$ 10.40
Chapleau Public Utilities Corporation	\$ 0.92	\$ 0.95	\$ 0.75	\$ 2.62
Entegrus Powerlines Inc.	\$ 20.16	\$ 20.76	\$ 16.31	\$ 57.24
Collus PowerStream Corp.	\$ 6.62	\$ 6.82	\$ 5.36	\$ 18.79
Cooperative Hydro Embrun Inc.	\$ 0.91	\$ 0.94	\$ 0.74	\$ 2.59
Cornwall Street Railway Light and Power Company Ltd.	\$ 13.15	\$ 13.54	\$ 10.64	\$ 37.32
E.L.K. Energy Inc.	\$ 3.95	\$ 4.07	\$ 3.19	\$ 11.21
Enersource Hydro Mississauga Inc.	\$ 124.86	\$ 128.60	\$ 101.04	\$ 354.50
Enwin Utilities Ltd.	\$ 52.70	\$ 54.28	\$ 42.65	\$ 149.62
Erie Thames Powerlines Corporation	\$ 11.34	\$ 11.68	\$ 9.17	\$ 32.19
Espanola Regional Hydro Distribution Corporation	\$ 2.10	\$ 2.16	\$ 1.70	\$ 5.96
Essex Powerlines Corporation	\$ 12.06	\$ 12.42	\$ 9.76	\$ 34.25
Festival Hydro Inc.	\$ 11.76	\$ 12.11	\$ 9.51	\$ 33.38
Fort Albany Power Corporation	\$ 0.78	\$ 0.80	\$ 0.63	\$ 2.22
Fort Frances Power Corporation	\$ 2.01	\$ 2.08	\$ 1.63	\$ 5.72
Greater Sudbury Hydro Inc.	\$ 27.91	\$ 28.74	\$ 22.58	\$ 79.24
Grimsby Power Incorporated	\$ 4.53	\$ 4.67	\$ 3.67	\$ 12.87
Guelph Hydro Electric Systems Inc.	\$ 28.30	\$ 29.15	\$ 22.90	\$ 80.36
Haldimand County Hydro Inc.	\$ 15.56	\$ 16.02	\$ 12.59	\$ 44.17
Halton Hills Hydro Inc.	\$ 9.99	\$ 10.29	\$ 8.08	\$ 28.35
Horizon Utilities Corporation	\$ 112.25	\$ 115.61	\$ 90.83	\$ 318.69

Appendix A
Decision and Order on Cost Awards
July 6, 2015, EB-2014-0198
Proceeding to Review the Customer Billing Practices and Performances

Electricity Distribution System Owner/Operator	CCC	LPMA	VECC	Total
Hydro Hawkesbury Inc.	\$ 1.64	\$ 1.69	\$ 1.33	\$ 4.66
Hearst Power Distribution Company Limited	\$ 1.21	\$ 1.24	\$ 0.98	\$ 3.43
Hydro 2000 Inc.	\$ 0.54	\$ 0.55	\$ 0.44	\$ 1.53
Hydro One Brampton Networks Inc.	\$ 71.10	\$ 73.22	\$ 57.53	\$ 201.86
Hydro One Networks Inc.	\$ 1,357.01	\$ 1,397.63	\$ 1,098.14	\$ 3,852.78
Hydro One Remote Communities Incorporated	\$ 25.10	\$ 25.85	\$ 20.31	\$ 71.27
Hydro Ottawa Limited	\$ 162.70	\$ 167.57	\$ 131.67	\$ 461.94
Innpower Corporation	\$ 8.16	\$ 8.40	\$ 6.60	\$ 23.17
Kashechewan Power Corporation	\$ 1.05	\$ 1.09	\$ 0.85	\$ 2.99
Kenora Hydro Electric Corporation Ltd.	\$ 3.08	\$ 3.17	\$ 2.49	\$ 8.74
Kingston Hydro Corporation	\$ 13.89	\$ 14.30	\$ 11.24	\$ 39.43
Kitchener-Wilmot Hydro Inc.	\$ 42.55	\$ 43.83	\$ 34.44	\$ 120.82
Lakefront Utilities Inc.	\$ 4.88	\$ 5.03	\$ 3.95	\$ 13.86
Lakeland Power Distribution Ltd.	\$ 8.82	\$ 9.09	\$ 7.14	\$ 25.05
London Hydro Inc.	\$ 68.76	\$ 70.82	\$ 55.64	\$ 195.22
Midland Power Utility Corporation	\$ 3.85	\$ 3.97	\$ 3.12	\$ 10.93
Milton Hydro Distribution Inc.	\$ 16.09	\$ 16.58	\$ 13.02	\$ 45.69
Newmarket-Tay Power Distribution Ltd.	\$ 16.55	\$ 17.04	\$ 13.39	\$ 46.98
Niagara Peninsula Energy Inc.	\$ 30.07	\$ 30.97	\$ 24.33	\$ 85.37
Niagara-on-the-lake Hydro Inc.	\$ 5.50	\$ 5.66	\$ 4.45	\$ 15.61
Norfolk Power Distribution Inc.	\$ 12.58	\$ 12.96	\$ 10.18	\$ 35.72
North Bay Hydro Distribution Limited	\$ 12.63	\$ 13.01	\$ 10.22	\$ 35.86
Northern Ontario Wires Inc.	\$ 4.06	\$ 4.18	\$ 3.29	\$ 11.53
Oakville Hydro Electricity Distribution Inc.	\$ 37.59	\$ 38.72	\$ 30.42	\$ 106.73
Orangeville Hydro Limited	\$ 5.94	\$ 6.12	\$ 4.81	\$ 16.87
Orillia Power Distribution Corporation	\$ 8.60	\$ 8.85	\$ 6.96	\$ 24.41
Oshawa PUC Networks Inc.	\$ 20.11	\$ 20.71	\$ 16.27	\$ 57.09
Ottawa River Power Corporation	\$ 4.33	\$ 4.46	\$ 3.50	\$ 12.28
Peterborough Distribution Incorporated	\$ 16.73	\$ 17.23	\$ 13.54	\$ 47.50
Powerstream Inc.	\$ 173.33	\$ 178.52	\$ 140.27	\$ 492.12
PUC Distribution Inc.	\$ 20.56	\$ 21.17	\$ 16.64	\$ 58.37
Renfrew Hydro Inc.	\$ 1.98	\$ 2.04	\$ 1.61	\$ 5.63
Rideau St. Lawrence Distribution Inc.	\$ 2.82	\$ 2.91	\$ 2.29	\$ 8.02
St. Thomas Energy Inc.	\$ 7.41	\$ 7.64	\$ 6.00	\$ 21.05
Sioux Lookout Hydro Inc.	\$ 2.11	\$ 2.17	\$ 1.70	\$ 5.98
Thunder Bay Hydro Electricity Distribution Inc.	\$ 20.12	\$ 20.72	\$ 16.28	\$ 57.12
Tillsonburg Hydro Inc.	\$ 4.07	\$ 4.19	\$ 3.29	\$ 11.54

Appendix A
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July 6, 2015, EB-2014-0198
Proceeding to Review the Customer Billing Practices and Performances

Electricity Distribution System Owner/Operator	CCC	LPMA	VECC	Total
Toronto Hydro-Electric System Limited	\$ 582.83	\$ 600.28	\$ 471.65	\$ 1,654.76
Veridian Connections Inc.	\$ 53.24	\$ 54.84	\$ 43.09	\$ 151.17
Wasaga Distribution Inc.	\$ 3.78	\$ 3.89	\$ 3.06	\$ 10.73
Waterloo North Hydro Inc.	\$ 34.16	\$ 35.19	\$ 27.65	\$ 97.00
Welland Hydro-Electric System Corp.	\$ 9.48	\$ 9.77	\$ 7.67	\$ 26.92
Wellington North Power Inc.	\$ 2.61	\$ 2.69	\$ 2.11	\$ 7.41
West Coast Huron Energy Inc.	\$ 2.79	\$ 2.88	\$ 2.26	\$ 7.93
Westario Power Inc.	\$ 11.11	\$ 11.44	\$ 8.99	\$ 31.55
Whitby Hydro Electric Corporation	\$ 24.53	\$ 25.26	\$ 19.85	\$ 69.63
Woodstock Hydro Services Inc.	\$ 9.23	\$ 9.50	\$ 7.47	\$ 26.20
TOTAL	\$3,548.20	\$ 3,654.42	\$ 2,871.34	\$ 10,073.96