



Ontario  
Energy  
Board



# ENERGY AT A GLANCE

2020 - 2021



# ENERGY AT A GLANCE

## PROTECTING CONSUMERS

Electricity distribution customers:

**5,342,988**

Residential and small business customers:

**5,244,041**

Natural gas distribution customers:

**3,740,847**

Residential and small business customers:

**3,722,273**

### Sector Oversight

In the electricity sector, the OEB rate regulated or licensed:

<b>61<sup>1</sup></b> Distributors	<b>8<sup>2</sup></b> Transmitters	<b>231</b> Generators	<b>2</b> Agencies: Independent Electricity System Operator and Smart Metering Entity	<b>123</b> Wholesalers	<b>70</b> Retailers	<b>30</b> Unit sub-meter providers	<b>21</b> Electricity storage providers
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In the natural gas sector, the OEB regulated or licensed:

<b>2</b> Distributors	<b>33</b> Marketers
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### Consumer Participation

**\$4.8 million**  
Amount provided to intervenor groups to fund their participation: including consumer groups, manufacturers, farmers, landowners and Indigenous communities

Number of OEB proceedings & consultations where intervenors participated: **61**

### Compliance & Enforcement

Over **43** compliance reviews and more than **24** inspections, with **17** enforcement actions leading to **\$263,500** in administrative penalties received

### Consumer Contacts

**10,932**  
Total interactions

Complaints Received: **751**

**15,588**  
Contacts received

Customer Service Issues Sent: **59**

**Information and guidance:**  
Responded to **10,925** interactions  
**8,599** enquiries  
**1,523** "Top Issues"

**Top issues:**  
Customer Choice (RPP), LEAP, Disconnections, Hearing Process (seasonal rate hearing), CEAP and OESP

### Assistance for Low-income Energy Customers

LEAP assisted: **7,927** customers with **\$3.3 million** in emergency funding to help with their natural gas and electricity bills

OESP assisted: an average of **263,137** households a month with almost **\$178 million** in on-bill credits over the year

# ENERGY AT A GLANCE

## RELIABLE AND SUSTAINABLE ENERGY

### Infrastructure

Electricity distribution system – total assets:

**\$29,764,724,260<sup>3</sup>**

**\$2.2 billion<sup>3</sup>**  
invested in the electricity grid

**4,599 km<sup>3</sup>**  
of new distribution wires and other facilities

**5 km**  
of electricity transmission lines approved for construction

Natural gas distribution system – total assets:

**\$25,313,823,557<sup>4</sup>**

**\$488.13 million<sup>4</sup>**  
of natural gas pipelines and related infrastructure approved for construction

**220.78 km<sup>4</sup>**  
of new and replacement natural gas pipelines approved for construction:

- 64 km in the Municipality of Chatham-Kent, Town of Lakeshore, Town of Tecumseh
- 34 km in the Municipality of West Grey, Township of Chatsworth, County of Grey
- 27 km in the City of North Bay
- 0.755 km in the City of Markham, Region of York
- 4.53 km in the City of Toronto
- 90.5 km in the County of Lambton; the Township of Dawn-Euphemia; Middlesex County; the Municipality of Southwest Middlesex; the Municipality of Strathroy-Caradoc; and the Municipality of Middlesex Centre

## MANAGING COSTS

Average residential monthly electricity bill:

**\$119.90**

Rate increases of **0.68%**, on average, for **53** electricity distributors that filed annual applications for inflationary increases<sup>5</sup>

Average residential monthly natural gas bill:

**\$75.65**

About **\$13.7** million in avoided rate increases achieved from our review of **7** major rate applications filed by electricity distributors

OEB’s operating expenses per customer annually for 2020-2021 were **\$4.86**, down **\$0.25** as a result of the combined effect of the OEB’s operating expenses decreasing by 4.22% and the number of natural gas and electricity distribution customers also increasing by 0.5% and 0.6% respectively

Number of rate decisions issued: **116**  
Total decisions: **263**

<sup>1</sup> As per the list online at: [www.oeb.ca/industry/licensed-companies-and-licensing-information](http://www.oeb.ca/industry/licensed-companies-and-licensing-information), there are currently 67 issued licences for Local Distribution Companies (LDCs), with 61 of these for rate regulated LDCs. The OEB’s RRR list includes only 59 LDCs, with 2 of the 59 now being merged with Hydro One Networks Inc. The remaining 57, plus four utilities that do not file a full suite of RRRs (the three First Nations distributors and Hydro One Remotes), equals 61 rate regulated LDCs.

<sup>2</sup> As per the list online at: [www.oeb.ca/industry/licensed-companies-and-licensing-information](http://www.oeb.ca/industry/licensed-companies-and-licensing-information), there are 10 issued Electricity Transmitter licences. Eight are for rate-regulated transmitters.

<sup>3</sup> 2020 RRR data as filed by electricity and natural gas distributors on May 17, 2021. The data is currently final and subject to change as a result of annual RRR data validations.

<sup>4</sup> OEB decisions approving pipeline projects applications pursuant to section 90 of the OEB Act (OEB File Numbers EB-2019-0172, EB-2019-0183, EB-2019-0188, EB-2019-0294, EB-2020-0136, EB-2020-0192).

<sup>5</sup> The annual applications for inflationary increases reflected in this report are based on decisions the OEB issued during the 2020-2021 fiscal year. As a result of the COVID-19 emergency, the OEB issued 31 IRM decisions (and 1 partial decision) on April 16, 2020, rather than by March 31, 2020 as originally anticipated. As these decisions were issued as part of the 2020-2021 fiscal year, they have been taken into account in this annual report.



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