



Ontario
Energy
Board



ENERGY AT A GLANCE

2021 - 2022



ENERGY AT A GLANCE

PROTECTING CONSUMERS

Electricity distribution customers:

5,373,024

Residential and small business customers:

5,318,612

Natural gas distribution customers:

3,813,986

Residential and small business customers:

3,792,390

Sector Oversight

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

64¹ Distributors	8² Transmitters	452 Generators	2 Agencies: Independent Electricity System Operator and Smart Metering Entity	136 Wholesalers	72 Retailers	27 Unit sub-meter providers	20 Electricity storage providers
---------------------------------------	--------------------------------------	--------------------------	--	---------------------------	------------------------	---	--

In the natural gas sector, the OEB regulated or licensed:

2 Distributors	26 Marketers
--------------------------	------------------------

Consumer Participation

\$4,417,103

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: **62**

Compliance & Enforcement

Over **44** compliance reviews and more than **25** inspections, with **15** enforcement actions leading to **\$235,200** in administrative penalties received

Consumer Contacts

7,950
Total interactions

Complaints Received: **991**

11,800
Contacts received

Customer Service Issues Sent: **57**

Information and guidance:
Responded to **7,950** interactions
4,827 enquiries
1,523 "Top Issues"

Top issues:
LEAP, OESP, Enbridge Customer Service Issues, Seasonal rates, targeted scams, disconnections

Assistance for Low-income Energy Customers

LEAP assisted: **8,564** customers with **\$3.7 million** in emergency funding to help with their natural gas and electricity bills

OESP assisted: an average of **243,741** households a month with almost **\$163,440,407** in on-bill credits over the year

ENERGY AT A GLANCE

RELIABLE AND SUSTAINABLE ENERGY

Infrastructure

Electricity distribution system – total assets:

\$30,739,041,775³

\$2.4 billion³
invested in the electricity grid

4,392 km³
of new distribution wires and other facilities

273.6 km
of electricity transmission lines approved
for construction

Natural gas distribution system – total assets:

\$26,685,393,577⁴

\$0⁴
of natural gas pipelines and related infrastructure
approved for construction

2.62 km⁴
of new and replacement natural gas pipelines
approved for construction:

- St. Clair, Lambton County

MANAGING COSTS

Average residential
monthly electricity bill:

\$130.43

Rate increases of **1.78%**,
on average, for **53**
electricity distributors that
filed annual applications for
inflationary increases⁵

Average residential
monthly natural gas bill:

\$86.43

About **\$9.6** million in
avoided rate increases
achieved from our review of
11 major rate applications
filed by electricity distributors

The OEB's operating expenses per
customer annually for 2021-2022 were
\$5.03, up **\$0.17**, due to an increase
in OEB's operating expenses by 4.71%,
which was slightly offset by an increase
of 2.0% in natural gas customers and a
0.8% increase in electricity customers.

Number of rate decisions issued: **103**
Total decisions: **273**

¹ As per the list online at: www.oeb.ca/industry/licensed-companies-and-licensing-information, there are currently 64 issued licences for Local Distribution Companies (LDCs), with 58 of these for rate regulated LDCs. The OEB's RRR list includes only 57 LDCs, with 6 of the 57 now being merged as Grandbridge Energy Inc., Enova Power Corp., and North Bay Hydro Distribution Limited under 3 separate mergers. The remaining 54, plus four utilities that do not file a full suite of RRRs (the three First Nations distributors and Hydro One Remotes), equals 58 rate regulated LDCs.

² As per the list online at: www.oeb.ca/industry/licensed-companies-and-licensing-information, there are 9 issued Electricity Transmitter licences. Eight are for rate-regulated transmitters.

³ 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.

⁴ In 2021/2022 the OEB approved only one pipeline project (EB-2020-0256). The pipeline is one component in Enbridge Gas 2021/2022 Storage Enhancement Project that was approved on April 21, 2021. We do not have information on cost invested in this pipeline. The information on capital cost for the pipeline was not filed on the record as it was not a rate payers funded project. Enbridge Gas plans to sell the storage services at market-based prices to meet the requirements of its unregulated storage service customers. As the revenues for selling this incremental storage space would be to the benefit of Enbridge Gas's shareholders, the costs of the Project would also be borne by Enbridge Gas's shareholders. That is the explanation why we do not have the cost information.

⁵ The annual applications for inflationary increases reflected in this report are based on decisions the OEB issued during the 2021-2022 fiscal year.



Ontario
Energy
Board



WWW.OEB.CA

