

Mid-Year Compliance Report

April – September 2023

“The OEB will continue to build a culture of compliance with regulated entities and other energy sector stakeholders to protect consumers now and in the future.”

- Harneet Panesar, Chief Operating Officer



Ontario
Energy
Board

PROTECTING ONTARIO'S ENERGY CONSUMERS

The Ontario Energy Board (OEB) is delivering value to Ontarians by holding energy companies accountable for the services that they deliver, and establishing a culture of compliance where they understand and abide by the rules they have to meet. This Mid-Year Compliance Report demonstrates our compliance efforts executed in the first two fiscal quarters for 2023.

As the independent energy sector regulator, we protect consumers and ensure energy companies operate in a fair and transparent way.

Building a collaborative culture of compliance, protecting consumers

This report indicates that, together with the sector, a culture of compliance is indeed growing. This progress is most evident in the **increased self-reporting and quick correction of compliance issues** by various entities. This response is essential and demonstrates our shared desire **to protect consumers collectively** and collaboratively.



OEB regulation and compliance at a glance:

1

We issue rules and codes that energy companies must follow.

2

Consumer complaints, industry enquires, utility reporting and OEB compliance priorities trigger our compliance and enforcement process.

3

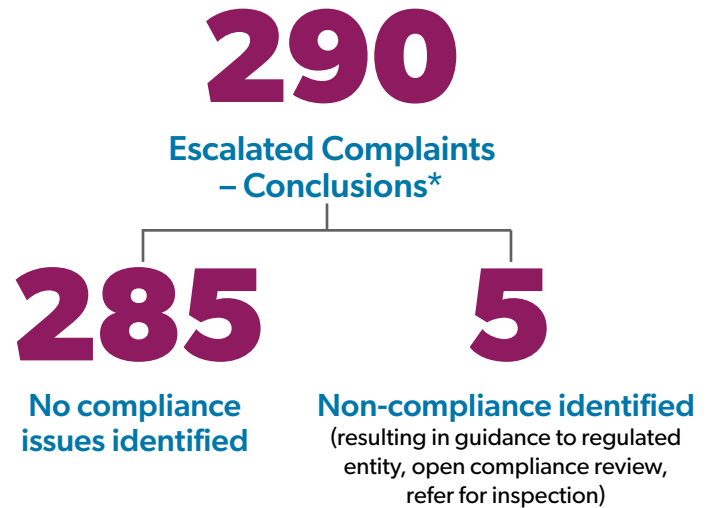
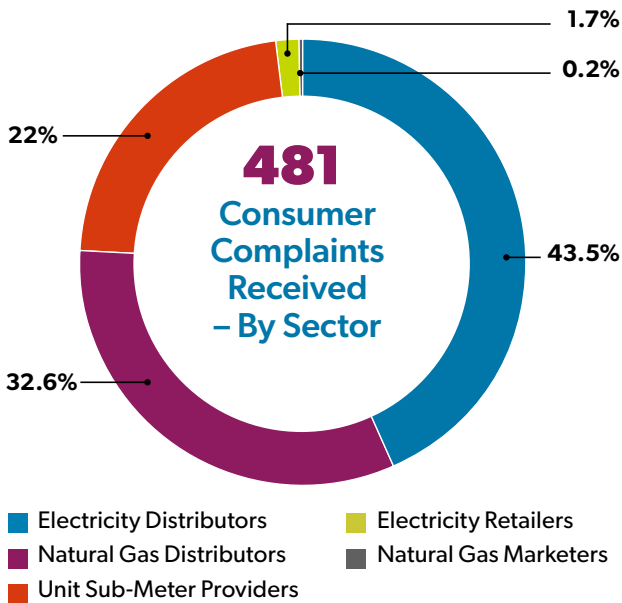
We closely monitor energy companies and investigate when we think they may have broken the rules.

4

If we find that an energy company has broken the rules, there are a range of actions we can take, such as requiring the company to pay a penalty, ensure compliance, and credit consumers who have been harmed.

MID-YEAR REPORT IN NUMBERS

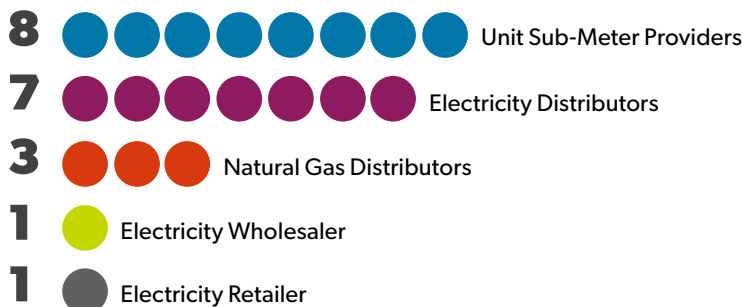
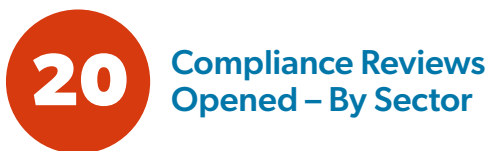
Statistics on Complaints



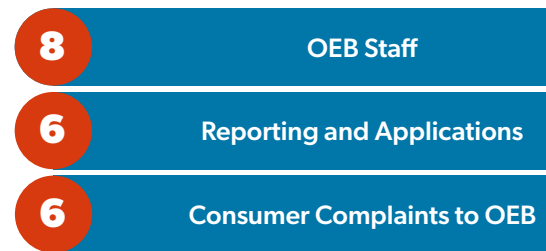
Statistics on Compliance

Select examples of compliance reviews opened:

- Utility disconnection for non-payment notices and related processes
- Operating without a required licence
- Reliability and quality of electrical service to a community
- USMP failure to report required information
- Utility connection process
- Affiliate Relationship Code related issues



20 Sources of Compliance Reviews



11 Compliance Reviews Closed**



* The 290 shown under "Escalated Complaints - Conclusions" may include escalated complaints received from prior periods.

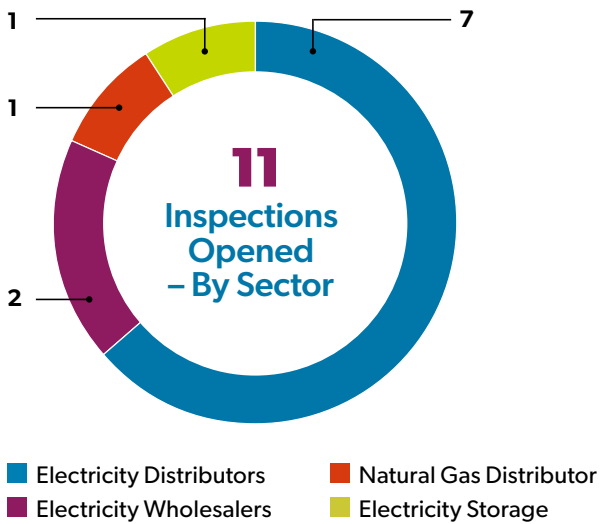
** The 11 shown under "Compliance Reviews Closed" is not a subset of the number opened and may include files opened in a prior period. Compliance reviews that remained open at the end of the period are not reflected.

MID-YEAR REPORT IN NUMBERS

Statistics on Inspections

Select examples of compliance inspections undertaken:

- Operating in the wholesale electricity market without a licence
- Operating in the retail market without a licence
- Errors in billing fixed charges to customers
- Errors in billing OESP and OER to customers



Enforcement Cases Closed

10
Enforcement Cases Closed
Assurance of Voluntary Compliance

\$48,750
in administrative penalties paid under Assurances of Voluntary Compliance***

\$96,406
added to Low-income Energy Assistance Program Emergency Financial Assistance (LEAP EFA)***

*** None of the above amounts were recoverable from utility ratepayers.

Helping consumers become “scam aware”

The OEB’s consumer contact centre opened 387 scam interactions in the last six months. Scammers are still out there and becoming increasingly inventive. The upside? Customers calling the OEB are more informed and are now alerting us to possible scams. Learn how to spot a scam at oeb.ca/scams

Information and Industry Guidance

The OEB provided guidance on legal and regulatory requirements to Industry, including:

- [Terms and Conditions for Green Button data sharing](#)
- [Residential customer and subdivision connections and service upgrades](#)
- [Regulated Price Plan pricing options available to net metered customers](#)

[Read about the OEB’s Compliance and Enforcement Process here.](#)

MAJOR MILESTONES AT A GLANCE

More utilities are self-reporting, protecting more consumers

Six local distribution companies (LDCs) have self-reported billing issues to the OEB after reading about similar problems from other LDCs.

Upon receiving these reports, the OEB has accepted an Assurance of Voluntary Compliance (AVC) from each of the six LDCs which stated, they:

- had taken the necessary steps to fix the billing system error
- are now in compliance
- paid administrative penalties, totaling \$33,250
- contributed the erroneously overcharged sums totaling \$96,406 to the Low-income Energy Assistance Program Emergency Financial Assistance (LEAP EFA) to help consumers in need in their respective service territories.

Renew Your Licence

The OEB reminds the sector that prescribed activities requires an OEB licence. We continue to find entities operating without one.

Have a complaint about an energy company? We’re here to [help](#).