

# Energy at a Glance: 2018 - 2019

## Protecting Consumers

 Electricity distribution customers:

**5,213,918**

Residential and small business customers:

**5,158,178**

 Natural gas distribution customers:


**3,681,393**

Residential and small business customers:

**3,664,663**

## Sector Oversight

In the electricity sector, the OEB regulated or licensed:

 <b>69</b> Distributors	<b>8</b> Transmitters	<b>465</b> Generators	<b>2</b> Agencies: Independent Electricity System Operator and Smart Metering Entity	<b>111</b> Wholesalers	<b>63</b> Retailers	<b>31</b> Unit sub-meter providers	<b>16</b> Electricity storage providers
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In the natural gas sector, the OEB regulated or licensed:

 <b>2</b> Distributors	<b>32</b> Marketers
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## Consumer Participation

Held **13 community meetings** in **12** locations throughout Ontario about major rate applications

**\$3 million**  
Amount provided to intervenor groups to fund their participation including: consumer groups, manufacturers, farmers, landowners and Indigenous communities

Number of OEB hearings & proceedings where intervenors participated: **52**

## Consumer Contacts

**8,765**

Contacts received

### Top Enquiries:

Ontario Electricity Support Program (OESP), Low-income Energy Assistance Program (LEAP), request for information on licensees, disconnections, contract renewals and amendments

## Assistance for Low-Income Energy Customers

LEAP assisted **14,000 customers** with **\$5.9 million** in emergency funding to help with their natural gas and electricity bills

OESP assisted an average of **239,000+** low-income households a month with almost **\$166 million** in on-bill credits over the year

# Reliable and Sustainable Energy

## Infrastructure



Electricity distribution system –  
total assets:

**\$26,215,324,533<sup>1</sup>**

**\$2.1 billion<sup>1</sup>**

invested in the electricity grid

**551 km<sup>1</sup>**

of new distribution wires

**641 km**

of electricity transmission lines approved  
for construction



Natural gas distribution system –  
total assets:

**\$18,100,774,972<sup>1</sup>**

**\$168 million**

invested in natural gas infrastructure

**36 km**

of new and replacement natural gas pipelines  
approved for construction:

- 4.8 km in the City of Toronto
- 7.0 km in the Regional Municipality of Durham
- 19.0 km in the Town of Lakeshore and Town of Kingsville in the county of Essex
- 5.2 km in the counties of Oxford and Norfolk

## Managing Costs



Average residential  
monthly natural gas bill:

**\$71.26**

OEB's operating expenses per customer annually for 2018-2019 were **\$5.16**, up **\$0.18** due to higher salaries and benefits costs as a result of filling vacancies and inflation



Average residential monthly  
electricity bill:

**\$113.26<sup>2</sup>**

Rate increases of **0.25%**, on average, for **54** electricity distributors that filed annual applications for inflationary increases

About **\$12.2 million** in avoided rate increases achieved from our review of **6** major rate applications filed by electricity distributors

Number of rate decisions issued: **74**  
Total decisions: **272**

<sup>1</sup> Source: 2018 RRR data as filed by electricity and natural gas distributors on April 30, 2018 (for the 12 month period ending December 31, 2018).

<sup>2</sup> Reflects the impact of the Ontario Fair Hydro Plan Act, 2017