

**Ontario Energy
Board**

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**Commission de l'énergie
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VIA E-MAIL & WEB POSTING

November 17, 2017

To: All Licenced Electricity Distributors
All Other Interested Parties

Re: EB-2017-0318 – Reporting on Reconnections

On November 2, 2017, the Ontario Energy Board (OEB) issued a [Decision and Order](#) amending the licences of all Ontario electricity distributors to, among other requirements:

- Ban the disconnection of an occupied residential property solely on the grounds of non-payment for the period November 15th to April 30th.
- Ban the installation of a load control device in respect of an occupied residential property solely on the grounds of non-payment for the period November 15th to April 30th.
- Reconnect an occupied residential property as soon as possible.
- Remove a load control device and restore full service to an occupied residential property as soon as possible.

In order to monitor the implementation of the disconnection ban and the reconnection of customers, the OEB is issuing new reporting requirements.

An online form has been created for distributors to report information. The report is called the Weekly Winter Reconnection and Load Control Device Removal Progress Report.

Distributors should use this report to demonstrate their efforts in reconnecting customers and removing load control devices. As the title suggests, this is a weekly reporting requirement. The first two reports are due on **Friday November 24, 2017** and covers the periods for November 2nd to November 14th and November 15th to November 21st. Distributors shall continue filing this weekly report by each Friday (for the period Wednesday to Tuesday) until they can report that all customers (except for those identified in the report) are reconnected or have the load control device removed.

The requested data for this report can be found in Appendix A. All submissions must be completed by the filing due date through the OEB's [e-Filing Services portal on the left panel under "Submit Weekly Winter Reconnection Report"](#). The online forms will be available to RRR filers already registered with the OEB on Wednesday, November 22, 2017. Please refer to Appendix B for report filing due dates.

This request is being made under section 14 of your distribution licence. Thank you in advance for your cooperation. Please direct any questions to IndustryRelations@oeb.ca.

Sincerely,

Original signed by

Brian Hewson
Vice-President, Consumer Protection and Industry Performance

Attach.

Appendix A – Required Data

Weekly Winter Reconnection and Load Control Device Removal Progress Report

Winter Reconnection

1. Number of disconnected customers in an occupied residential property as of November 2, 2017. (This figure should be fixed for all weekly reports)
2. Number of customers mentioned in item 1 that have been reconnected since November 2, 2017
3. Number of customers mentioned in item 1 that gave unsolicited notice(s) to the distributor not to reconnect
4. Number of customers mentioned in item 1 where reconnection may be contrary to safety standards or licence conditions do not apply. This may include premises where ESA Connection Authorization required; all reasonable attempts to contact the customer have been exhausted; premises is not an occupied residential property
5. Number of currently disconnected customers that need to be reconnected as of the Reporting Period End Date

Load Control Device Removal

6. Number of load control devices used on occupied residential properties as of November 2, 2017. (This figure should be fixed for all weekly reports)
7. Number of load control devices used on an occupied residential property mentioned in item 1 that are removed since November 2, 2017
8. Number of occupied residential property customers with load control devices mentioned in item 1 that gave unsolicited notice(s) to the distributor not to remove
9. Number of current occupied residential property customers with load control devices that still need to be removed as of the Reporting Period End Date

Appendix B**Weekly Winter Reconnection and Load Control Device Removal Progress Report Due Dates**

Weekly reports are due by three business days after the last day of the reporting period.

Last Day of the Reporting Period (to be selected on form)	Week Period	Weekly Report Due Date
November 14, 2017	November 2 - November 14	November 24, 2017
November 21, 2017	November 15 - November 21	November 24, 2017
November 28, 2017	November 22 - November 27	December 1, 2017
December 5, 2017	November 28 - December 5	December 8, 2017
December 12, 2017	December 6 - December 12	December 15, 2017
December 19, 2017	December 13 - December 19	December 22, 2017
December 26, 2017	December 20 - December 26	December 29, 2017
January 2, 2018	December 27 - January 2	January 5, 2018
January 9, 2018	January 3 - January 9	January 12, 2018
January 16, 2018	January 10 - January 16	January 19, 2018
January 23, 2018	January 17 - January 23	January 26, 2018
January 30, 2018	January 24 - January 30	February 2, 2018
February 6, 2018	January 31 - February 6	February 9, 2018
February 13, 2018	February 7 - February 13	February 16, 2018
February 20, 2018	February 14 - February 20	February 23, 2018
February 27, 2018	February 21 - February 27	March 2, 2018
March 6, 2018	February 28 - March 6	March 9, 2018
March 13, 2018	March 7 - March 13	March 16, 2018
March 20, 2018	March 14 - March 20	March 23, 2018
March 27, 2018	March 21 - March 27	April 2, 2018
April 3, 2018	March 28 - April 3	April 6, 2018
April 10, 2018	April 4 - April 10	April 13, 2018
April 17, 2018	April 11 - April 17	April 20, 2018
April 24, 2018	April 18 - April 24	April 27, 2018
April 30, 2018	April 25 - April 30	May 3, 2018