



Annual **Compliance Report**

April 2025 – March 2026



Ontario
Energy
Board

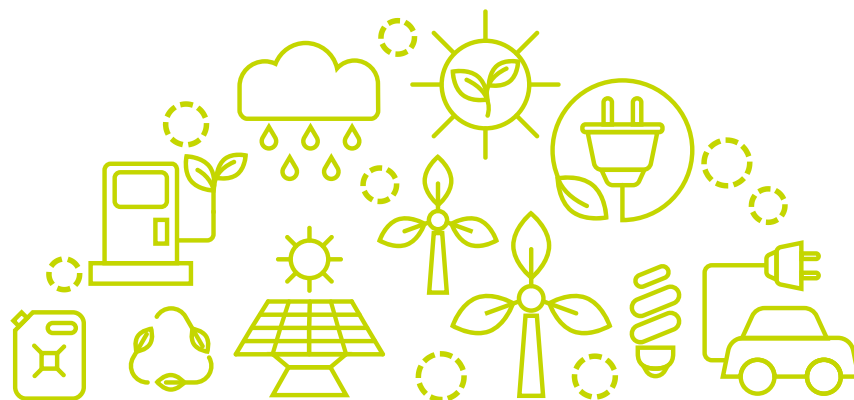


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EXECUTIVE SUMMARY

Every day, Ontario consumers, businesses and communities depend on electricity and natural gas services that are safe and reliable. Those consumers cannot choose who delivers gas and power to them; their service provider is a function of where they live or work.

Ontarians therefore count on the Ontario Energy Board (OEB), as the independent regulator of the electricity and natural gas sectors in Ontario, to protect their interests, to ensure that energy distribution services are provided on terms that are fair for consumers, in line with standards that are realistic yet appropriately challenging for utilities to meet and in accordance with practical rules that enable the OEB to measure, assess and identify when utilities are not living up to customers' expectations.

This Annual Compliance Report summarizes the OEB's oversight of the energy sector through its compliance program and priorities over the fiscal year ending March 2026. It explains how the OEB monitors

retailers, distributors, sub-metering providers and other entities engaged in regulated services. It shows how the OEB identifies potential issues, investigates concerns and takes proportionate action when required. It describes the volumes of work managed over the prior year and compares recent activities in the context of longer-term trends regarding compliance more broadly. This report aims to provide all of those interested in the OEB's consumer protection and monitoring work with a transparent account of its compliance expectations, the information flows that it uses to monitor activities, and the work it has carried out during its review and inspection activities. Through reporting on its volume of work and performance against defined metrics, the OEB intends to demonstrate how its operations address non-compliance efficiently, promote fairness and accountability, and support confidence in Ontario's energy sector.

In FY 2025/26, the OEB's compliance program delivered the following results:

- Completed **378 escalated consumer complaint reviews**.
- Conducted **69 compliance reviews and 18 formal inspections**.
- Identified and corrected issues involving billing errors, customer disconnection practices, low-income electricity credits and access to energy usage data.
- Continued to exceed its target for compliance reviews, **completing 91% within 180 days**, surpassing the OEB target of 70%.
- Continued to exceed its target for formal inspections, **completing 88% within 180 days**, surpassing the OEB target of 70%.

These activities helped identify and address issues affecting consumers while promoting timely corrective action by regulated entities.

Several recurring compliance themes emerged during the reporting year, including utility billing errors, customer disconnection practices, implementation of Green Button data access requirements, application of Ontario Electricity Support Program (OESP) credits and compliance with Distributed Energy Resources Connection Procedures (DERCP). In each of these areas, OEB oversight helped identify issues, secure corrective action and reinforce regulatory expectations intended to support fair customer outcomes and improved industry performance.

Consumer complaints continue to provide valuable insight into issues affecting customers and remain an important source of information for compliance activities. **Approximately 7% of all consumer enquiries were classified as complaints; 3% of all enquiries were further escalated within the complaint processes.** These results suggest that most issues were resolved through existing processes and corrective

measures implemented by regulated entities before formal compliance intervention was required.

Nearly all completed compliance reviews in FY 2025/26 resulted either in corrective action by regulated entities or were escalated to formal inspections.

These results demonstrate the OEB’s focus on identifying and addressing issues proportionately while encouraging timely corrective action where appropriate.

The activities outlined in this Report demonstrate the OEB’s ongoing commitment to protecting consumers, promoting compliance, holding regulated entities accountable and supporting continuous improvement across Ontario’s energy sector.

By publishing these results, the OEB provides consumers, regulated entities, government, industry participants and other stakeholders with a transparent view of how regulatory oversight is being applied and the outcomes being achieved on behalf of Ontarians.

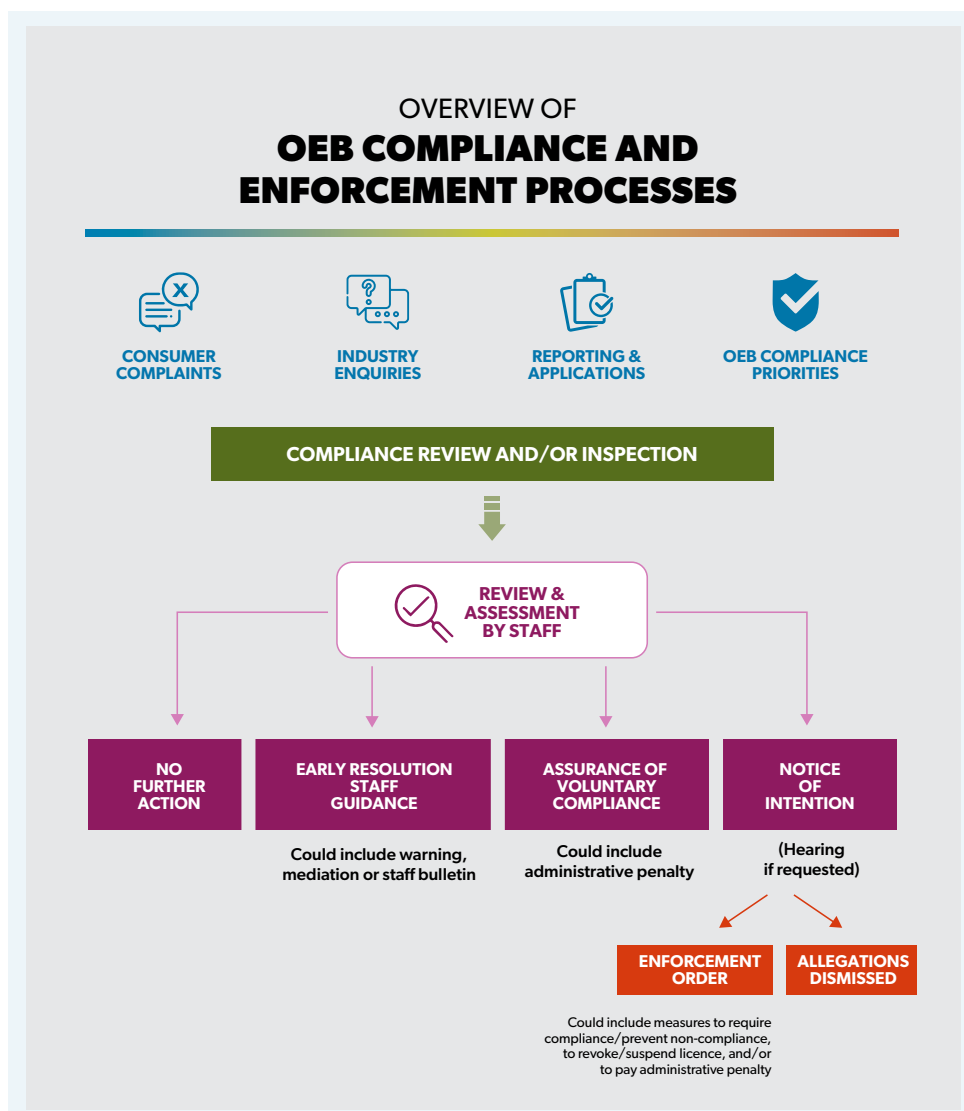
KEY TERMS

Regulated entities	Companies operating in Ontario’s electricity or natural gas sectors that are subject to OEB regulation.
Compliance	The extent to which a regulated entity meets its legal and regulatory obligations.
Compliance review	A focused review of a regulated entity’s activities, usually started when potential issues are identified, such as a rise in complaints or unusual patterns in the data.
Inspection	A detailed assessment of a regulated entity’s practices and operations to verify compliance with regulatory requirements.
Enforcement	Actions taken by the OEB to respond to non-compliance and ensure regulated entities meet their obligations.

OVERVIEW OF OEB COMPLIANCE AND ENFORCEMENT PROCESSES

Throughout FY 2025/26, the OEB continued to build a culture of compliance among regulated entities by setting clear regulatory expectations, monitoring sector activity, using consumer feedback and other information sources to identify emerging risks, and taking proportionate action when issues were identified. This approach reinforces the expectation that regulated entities take ownership of their regulatory obligations and proactively address issues before they affect customers. Consumer enquiries and complaints are an important part of this framework because they provide valuable information that helps the OEB identify emerging risks, inform oversight activities, and drive continuous improvement across the sector. Together, clear expectation, regulatory oversight, industry accountability and customer feedback help promote fair outcomes and strengthen confidence in Ontario's energy sector.

At A Glance: An Overview of the OEB's Compliance and Enforcement Processes



The OEB'S Approach to Compliance and Enforcement

Every compliance review, inspection and enforcement action described in this section is a step the OEB takes to protect consumers and hold regulated entities to a consistent standard.

The OEB's compliance and enforcement efforts begin with the continuous monitoring of information from a variety of sources, including consumer enquiries, industry interactions, reporting requirements and applications filed by regulated entities. This information helps identify potential compliance concerns and emerging issues that may warrant further review.

When a potential issue is identified, OEB staff assess the available information to determine whether further action is required. Depending on the nature, complexity and risk associated with the issue, the OEB may:

- Provide guidance to support compliance and clarify regulatory expectations
- Conduct a compliance review to assess potential non-compliance
- Conduct a formal inspection to verify compliance with legal and regulatory requirements
- Pursue enforcement action where appropriate.

This graduated, risk-based approach allows the OEB to address issues proportionately while promoting timely resolution and continuous improvement across the sector.

1. Sector Monitoring & Information Gathering

The OEB protects consumers by monitoring the activities of utilities and other regulated energy companies and taking action when concerns are identified.

Our sector-monitoring and information-gathering processes fall into four general categories: consumer enquiries, engagement with industry, reporting requirements, and the applications we receive from entities. Our work to monitor what we learn through each of these domains is also informed by our compliance priorities, which centre on ensuring the customer gets good service at just and reasonable rates, as well as our intent, over time, to promote more pro-active reporting and self-disclosure by sector entities when their actions misalign with requirements.

Consumer Enquiries

Consumer enquiries are a significant source of information about the services and related activities provided by regulated entities. Enquiries range from general questions, such as questions about the Ontario Electricity Support Program (OESP) or how to participate in OEB proceedings, to more formal complaints about regulated entities.

While the information received from consumers may identify issues requiring further review by OEB staff, the majority of enquiries are general in nature. Only a small portion of consumer reports become formal complaints.

Industry Relations Enquiries

Industry Relations Inquiries (IRE) is an information service that utilities and other sector participants can use to find answers to questions and seek guidance on policy, regulatory obligations, compliance, process and other matters. Questions and concerns raised through this process may also identify issues that warrant additional review.

Reporting Requirements

The OEB requires electricity and gas distributors, electricity transmitters and unit sub-metering providers to report information annually through the Reporting and Record-keeping Requirements (RRR) process. Through this reporting, the OEB collects financial and non-financial information, which provides an overview of the electricity and natural gas sectors. This information supports sector oversight, performance monitoring and the identification of potential compliance risks and trends.

Applications

Applications filed by regulated entities, including licence, rate and infrastructure-related applications, may also reveal issues that require further assessment outside the scope of the proceeding.

2. Taking Action

Once an issue is identified, the OEB responds in a way that matches its impact on customers and works with entities making reasonable efforts to comply, so consumers are protected without unnecessary delay.

OEB staff assess information received through these various channels to determine whether activities are being conducted in accordance with applicable legislation, OEB codes, OEB rules, licences and OEB orders.

- When potential issues are identified that may require further action, the OEB can opt to:
- conduct a **compliance review**, which is an informal assessment,
- conduct an **inspection**, which is a formal process, or
- pursue **enforcement** action, where appropriate, to address identified non-compliance.
- for certain compliance issues, resolve the issue through **staff guidance** to support timely resolution and promote understanding of regulatory requirements.

Compliance Reviews

Compliance reviews are informal, targeted assessments of a regulated entity's activities. The OEB may request information from the entity, assess for compliance and work with the entity to resolve the issue. Possible outcomes include:

- Closing the case if no compliance issue is found
- Having the entity take corrective actions or
- Escalate the case to inspection.

Inspections

If concerns require deeper investigation, the OEB may conduct an **inspection**, which is a formal assessment authorized under legislation ([Ontario Energy Board Act, 1998](#) (OEB Act)) to assess whether regulatory requirements have been breached.

Inspections can involve a detailed assessment of company practices and records, verification against regulatory requirements and an examination of systems and processes. Where no compliance issues are identified, the matter will be closed. Enforcement actions may be considered if non-compliance is identified.

Guidance

In some cases, especially where a number of entities in the sector may find themselves facing similar circumstances, the OEB issues compliance bulletins to provide regulated entities with clear, consistent guidance on how OEB staff interprets and applies applicable legal and regulatory requirements. This is done so that utilities understand what is expected of them and can maintain compliance.

Enforcement Actions

Where noncompliance is found by OEB staff, the OEB applies proportionate compliance tools. In some cases, OEB staff achieves resolution by requiring corrective actions undertaken by regulated entities. In other cases, the OEB takes explicit enforcement actions, such as obtaining a binding commitment from a regulated entity known as an Assurance of Voluntary Compliance (AVC) or initiating enforcement proceedings, which involves a hearing before a panel of commissioners to make an order on the compliance case. This structured, riskbased approach ensures that issues are addressed efficiently, compliance is achieved and sustained, and consumer interests are protected.

ACTIVITIES AND VOLUMES IN FY 2025/26

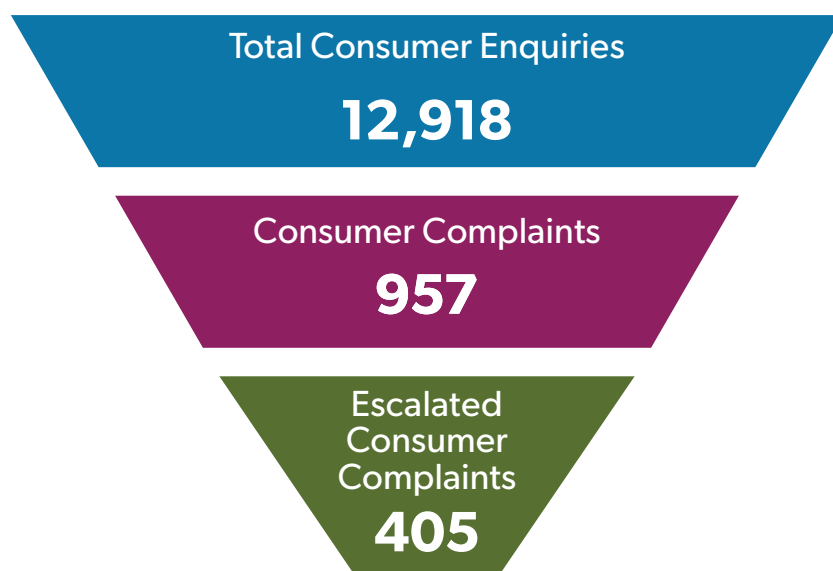
Consumer Complaints

Consumer complaints are an important source of information that helps the OEB identify and assess potential compliance issues.

To support consistent handling and analysis, consumer enquiries are categorized into four groups:

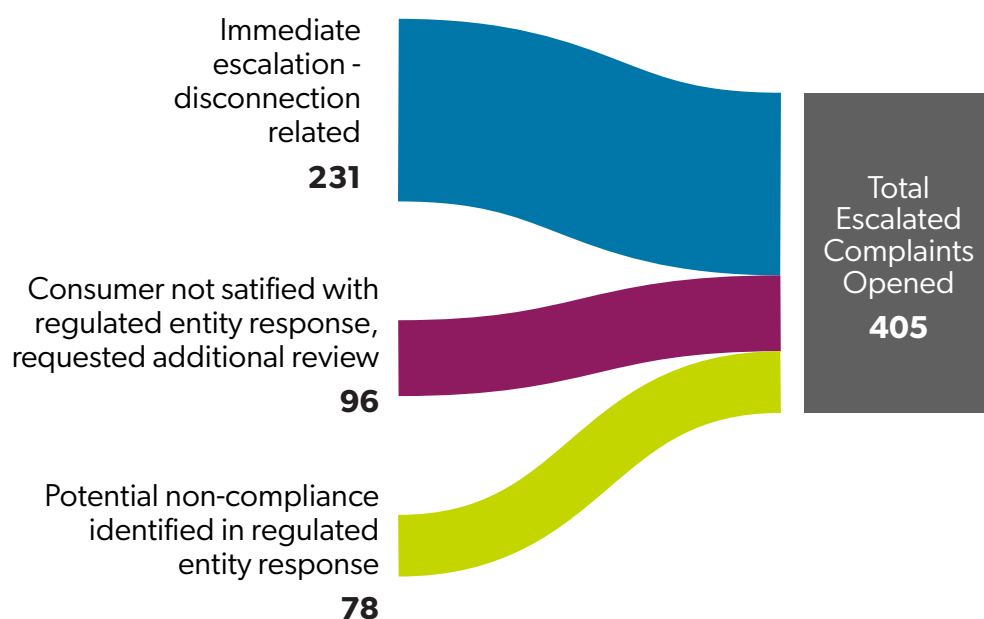
1. Customer service enquiries (utility focused),
2. General enquiries
3. Complaints
4. OEB-related enquiries

Last fiscal year, approximately 7% of all consumer enquiries were classified as complaints; and 3% of all consumer enquiries were escalated further within the complaint process. These results indicate that most issues are resolved at an early stage, reducing the need for formal escalation and supporting timely outcomes for consumers.



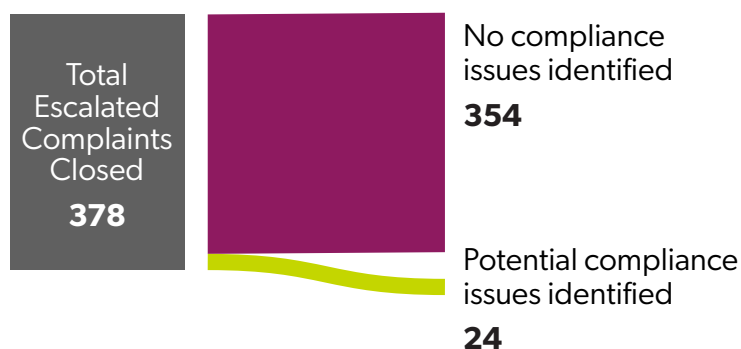
Reasons for Escalation

Consumer complaints are escalated for several reasons. Complaints related to disconnection-related concerns are escalated due to their time-sensitivity; these kinds of escalation were the most common last year. Other cases are escalated to the OEB when customers are not satisfied with a regulated entity's response and request further review from the OEB. OEB staff also escalated matters after identifying potential non-compliance issues in a number of cases last year.



Outcomes of Escalated Reviews

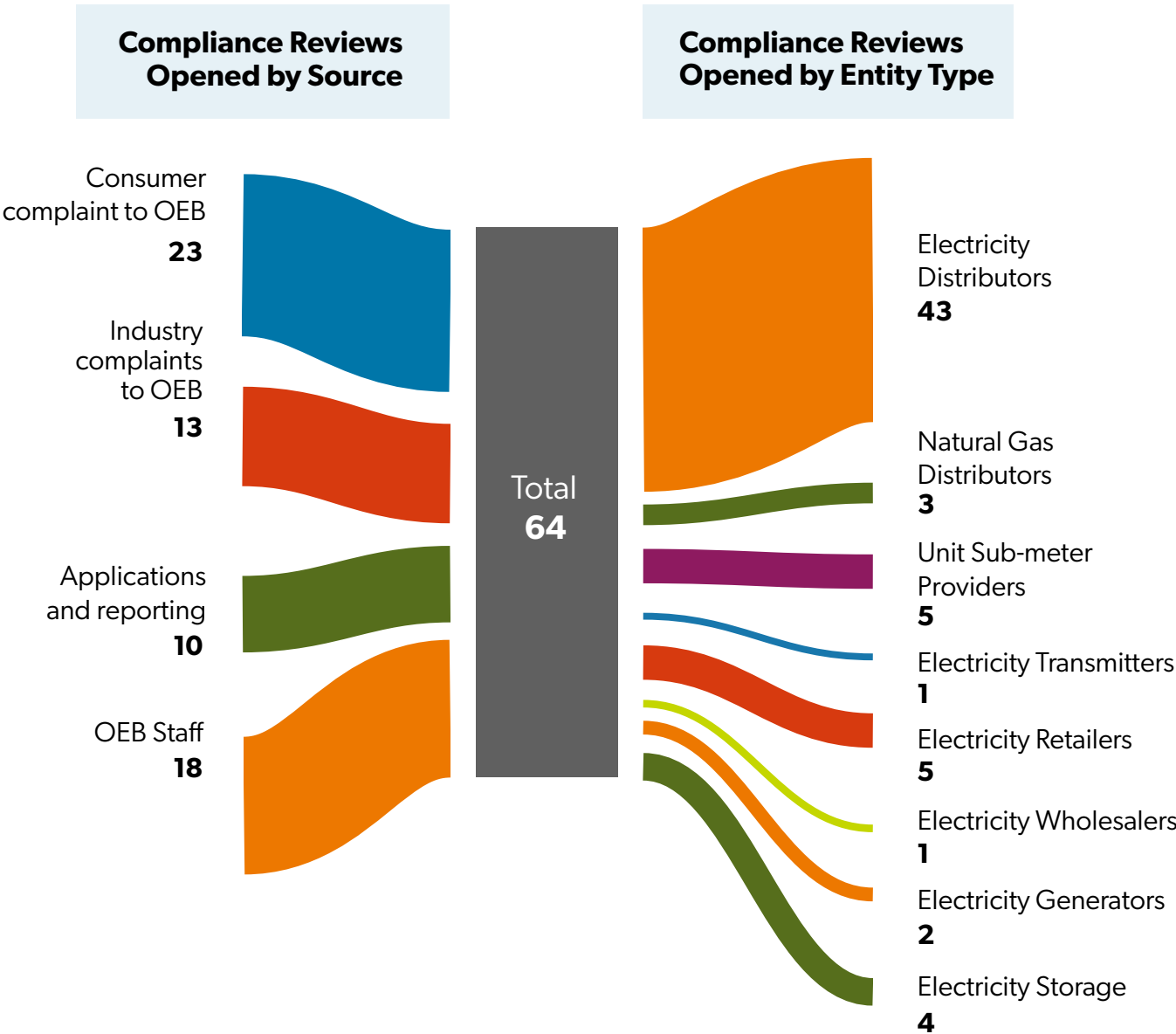
In FY 2025/26, 376 escalated complaints were closed, a large majority of which were found not to involve any identified compliance issues. The number of closed escalations does not equal the number of opened ones since escalation openings and closures can each span across the end of one year and the beginning of another.



Compliance Reviews

The OEB conducts compliance reviews to check that regulated companies are following applicable legislation, OEB codes, OEB rules, conditions of OEB issued licences, and OEB orders. As discussed in the previous section, these reviews may be started in response to concerns raised by consumers, arise due to inquiries made by industry participants, or can emerge from the OEB’s hearings and reporting requirements. The OEB’s own compliance priorities can also lead to the opening of reviews.

In FY 2025/26, industry and consumer complaints were the primary sources for the initiation of compliance reviews. Most opened compliance reviews concerned electricity distributors.



Compliance Reviews Closed in FY 2025/26, by Outcome



Note: Compliance reviews may overlap year to year – opening in one fiscal year and closing in the next.

For the reporting period, nearly half of the OEB’s compliance reviews were closed after corrective action undertaken by the regulated entity whose conduct was under evaluation. About 4 in every ten reviews were escalated to a formal inspection. Some closed without identifying any compliance issues.

Select areas of compliance reviews undertaken:

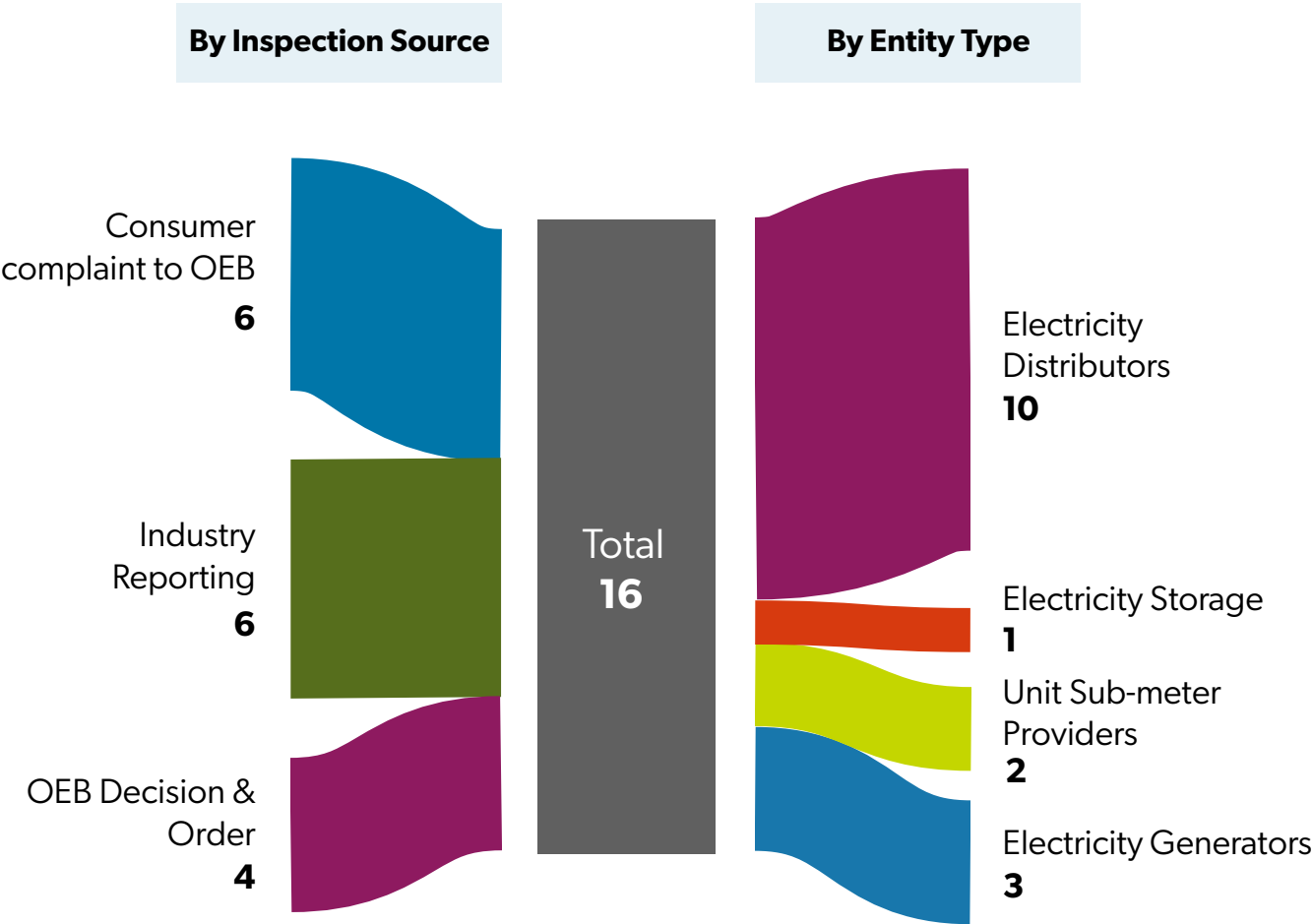
- The application of the rules requiring distributors to credit or refund customers who have been overbilled.
- Electricity distributor terms and conditions related to how authorized third parties register for and use Green Button data.
- The websites of electricity distributors to ensure required information, forms and templates aligned with the Distribution System Code (DSC) and the Distributed Energy Resources Connection Procedures (DERCP).
- Disconnection practices that require customers to be contacted at least 48 hours prior to disconnection.

Inspections

The OEB conducts inspections to take a more detailed look at whether regulated entities are complying with their legal and regulatory obligations. Inspections may be initiated based on consumer complaints, findings from compliance reviews, information reported by companies or other issues identified by the OEB. As part of an inspection, OEB staff can require companies to provide documents and information to support a thorough assessment of their practices.

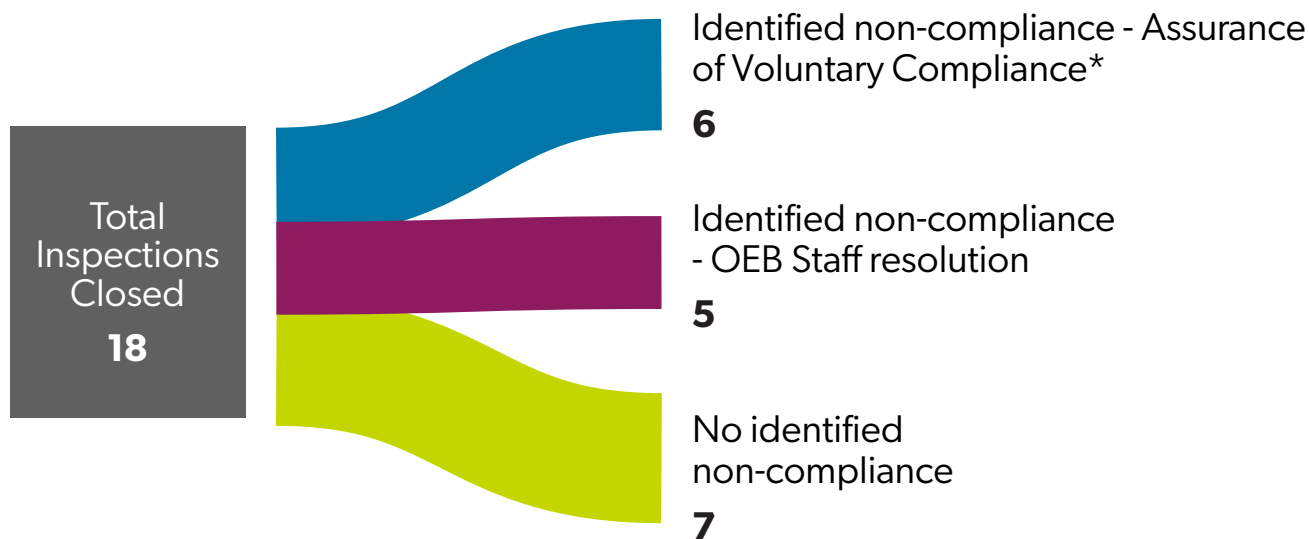
Inspections differ from compliance reviews in that they are formally authorized under the OEB Act. While compliance reviews are typically used to assess potential issues and may be resolved through guidance or follow-up, inspections are used where there is a greater need to verify compliance and determine whether rules have been breached.

During FY 2025/26, consumer complaints and industry reporting were the two chief sources of inspections opened. Nearly two thirds pertained to electricity distributors.



Inspections Closed by Outcome

Inspections closed by the OEB in FY 2025/26 concluded with an AVC in one-third of cases. Staff reached an informal resolution in five cases; no identified non-compliance was found in seven inspection cases.



*including one AVC in progress as of March 31, 2026

The AVC may include a commitment by the regulated entities to pay an administrative penalty. Administrative penalties that are paid to the OEB under an AVC are internally restricted to support activities relating to consumer information, outreach and other activities in the public interest. For the last fiscal period, total penalties paid under AVCs were \$46,800. In addition, two AVCs included contributions to the [Low-income Energy Assistance Program \(LEAP\)](#) totaling \$20,606.

Performance metric:

88% of inspections were completed within 180 days, exceeding performance metric of 70%.

Examples of reasons inspections were initiated:

- Operating in the retail or wholesale markets without a licence
- Not adhering to the OEB's DSC rules regarding disconnection
- Not adhering to the OEB's DSC rules regarding connection
- Non-compliance with the Ontario Cyber Security Standard
- Incorrect application of OESP credits to charges for water service.

COMPLIANCE & ENFORCEMENT HIGHLIGHTS: COMMON TOPICS IN FY 2025/26

Summaries of select compliance cases that occurred during the reporting period are presented to demonstrate the variety and range of issues that the OEB investigates.

Billing Errors

During the past fiscal year, OEB staff reviewed utilities' billing practices to ensure customers were charged accurately for the electricity and natural gas they used. This work focused on issues such as incorrect rate classification, cross-metering (where usage is assigned to the wrong customer) and weaknesses in billing systems and processes.

These issues can result in customers being overbilled or underbilled. To protect customers and promote fairness, the OEB has rules that set out how utilities must correct these errors.

As part of its compliance activities, OEB staff assessed whether utilities applied these rules correctly. This included ensuring that customers who were overbilled were refunded appropriately.

Disconnections

During the reporting period, the OEB reviewed several issues related to utilities' disconnection practices to ensure that customers are treated fairly and in accordance with established rules. These rules are designed to provide customers with clear information, adequate notice and access to support before service is disconnected.

Compliance reviews and inspections identified several areas where requirements were not consistently met. In some cases, customers did not receive the mandated minimum 14 days' notice before disconnection, including situations where billing system errors resulted in incorrect timelines being applied. In other instances, disconnection notices did not include all required information, such as the disconnection date if bills remain unpaid, available payment options, applicable reconnection fees and details on programs that may assist customers in avoiding disconnection, including support for low-income households.

The OEB also identified situations where required processes were not followed prior to disconnection. These included cases where customers were disconnected while applications for financial assistance programs were in progress, or where customers were not contacted directly, either by phone or in person, at least 48 hours before disconnection, as required.

These findings highlight the importance of strong systems, clear communication and adherence to established rules. OEB staff worked with utilities to address identified issues and reinforce expectations to ensure that disconnection processes are carried out consistently, transparently and in a manner that protects customers.

Ontario Electricity Support Program (OESP) Credits

The OESP provides monthly bill credits to eligible low-income electricity customers. Credit amounts vary based on household size and income and are intended to reduce electricity costs for those who need it the most.

Following customer complaints about how OESP credits were applied, OEB staff conducted inspections of the billing practices of two licensed electricity distributors.

The inspections found that both distributors incorrectly applied OESP credits to water and wastewater charges when customers had a credit balance on their electricity accounts. Under OESP rules, credits can only be applied to electricity charges. Any unused credit must either be carried forward on the account or returned to the program if the account is closed.

Both distributors restored OESP credits to correct the error, but this resulted in customers being billed a large balance of water and wastewater charges that had accumulated due to the distributors' error.

The matters were resolved through AVCs. As part of these agreements, both distributors committed to:

- Restoring misapplied OESP credits to affected customers
- Forgiving or refunding any related water and wastewater charges
- Making contributions to the [Low-income Energy Assistance Program \(LEAP\)](#)
- Paying administrative penalties

Through these actions, affected customers were not ultimately burdened by the distributors' errors and corrective measures were implemented to strengthen billing practices.

Additional details of these AVCs are available on the OEB's [Enforcement Proceedings webpage](#).

Green Button

Green Button is a standard that allows residential and business customers to easily and securely access their energy usage data and share it with third parties, such as energy management service providers. This can help customers understand and manage their energy use better.

For Green Button to deliver these benefits, it must be implemented effectively by electricity distributors. This includes ensuring that customers can securely access their data and choose to share it with trusted third parties, if they so choose.

For fiscal year 2025-26, OEB staff carried out compliance and inspection activities to assess distributors' implementation of Green Button. This work helped to ensure distributors support third-party access, including in relation to their processes for onboarding service providers and the terms and conditions governing the use of customer data. It highlighted the need for distributors to streamline vendor onboarding, improve communication of technical requirements, and reduce onboarding delays to support timely customer access to energy data services.

Distributed Energy Resources Connection Procedures (DERCP)

The DERCP sets out requirements for electricity distributors to provide clear, accessible and consistent information to customers who want to connect distributed energy resources, such as solar panels, to the grid. This information helps customers understand the connection process, requirements and timelines.

During the year, OEB staff reviewed distributor websites to assess whether they provided the required information, forms and templates in accordance with the Distribution System Code and DERCP requirements. This was a proactive measure undertaken by the OEB in the interest of ensuring that proponents and customers interested in using distributed energy resources were able to get access to the information they need from their utility.

Initial reviews discovered gaps in the information available to customers on some distributor websites. OEB staff contacted the distributors to remind them of the DERCP requirements, after which they took corrective action to address the identified issues.

OEB staff will continue to monitor this area to ensure that accurate and accessible information is available for customers in accordance with the DERCP requirements.

APPENDICES



COMPLIANCE TRENDS AND COMPARISONS: 5-YEAR STATISTICS

The following five-year comparisons provide the trend data behind this year’s results and can be used to see how oversight activity has evolved over time.

Consumer Complaints Received by Entity Type

Figure 1 illustrates the volume of consumer complaints received across different types of OEB-regulated energy services, highlighting how complaint levels vary by sector over a given period. Consumer complaints remain heavily concentrated with electricity distributors, the province’s largest energy customer base (5.5m at the end of 2024, the most recent year for which verified customer count information is available). Other entity types, such as natural gas distributors (3.9m), retailers and unit submeter providers (USMPs) (0.6m) show smaller and more stable proportions, with USMPs fluctuating year to year. Overall, the distribution of complaints is steady, with no major structural shifts across the five-year period.

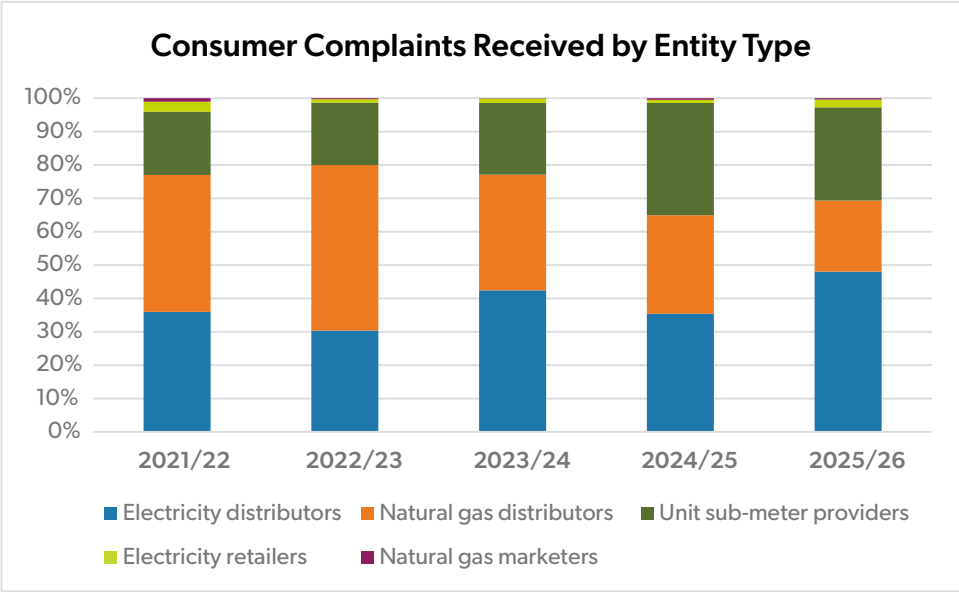


Figure 1

Escalated Complaint Reviews Completed by Outcome

Figure 2 shows how escalated complaints reviews were resolved, illustrating that a large majority of cases have no compliance issues identified.

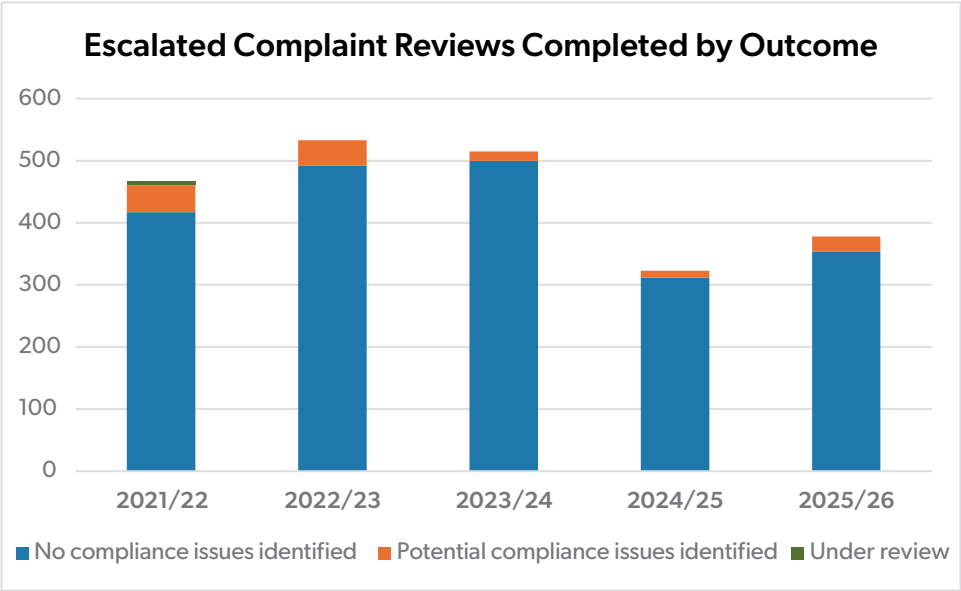


Figure 2

Compliance Reviews by Origin

Figure 3 presents the distribution of compliance reviews by their origin, showing which sources contribute to the different proportion of reviews. The origins of compliance reviews have diversified over time. Consumer complaint-driven reviews have steadily declined, while staff initiated and applications/reporting reviews have grown. Industry reviews were higher in 2024/25 due to activity following the implementation of Green Button.

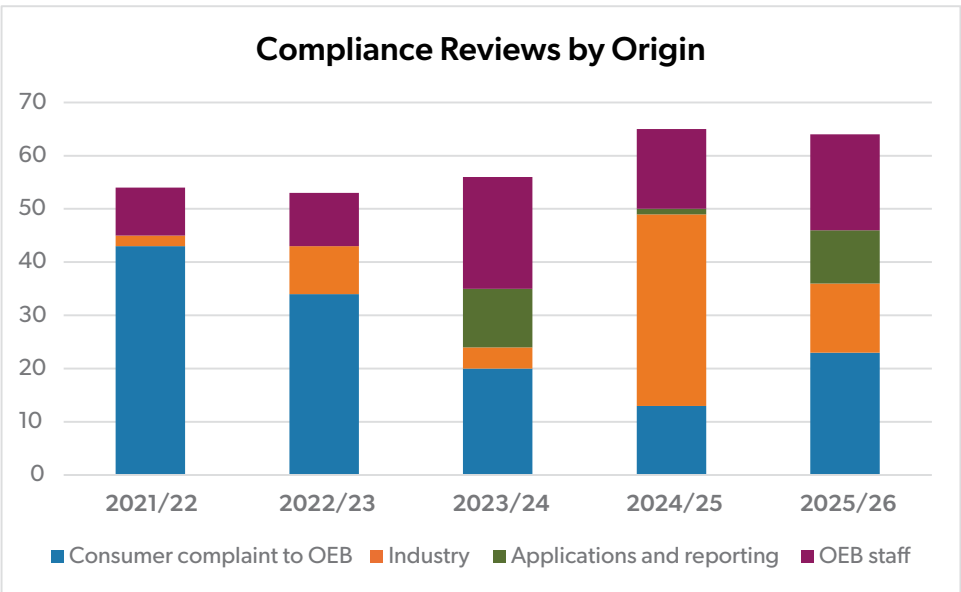


Figure 3

Compliance Reviews by Regulated Entity Type

Figure 4 illustrates the distribution of compliance reviews across different types of the OEB-regulated energy services sector. Compliance reviews remain heavily concentrated with electricity distributors, which shows both the highest and most variable activity. Other traditional types such as natural gas distributors, transmitters and USMPs show lower and more stable volumes, with occasional fluctuation.

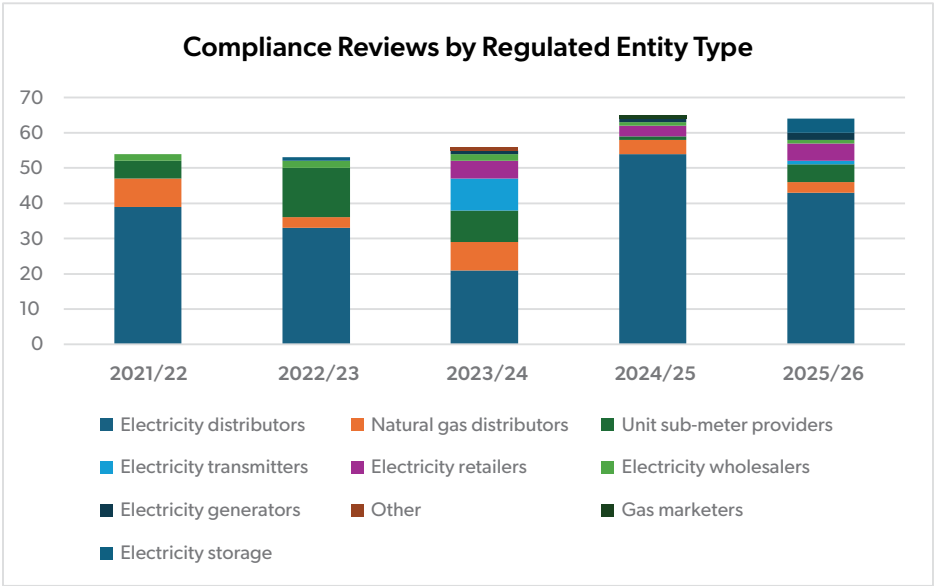


Figure 4

Compliance Reviews Completed by Outcome

Figure 5 presents the different resolution outcomes for the compliance reviews completed during each fiscal year. The proportion of cases resulting in corrective action has steadily increased, reaching its highest level in the most recent year. Referrals to inspection also trended upward compared with earlier years, suggesting more issues requiring escalation beyond initial review.

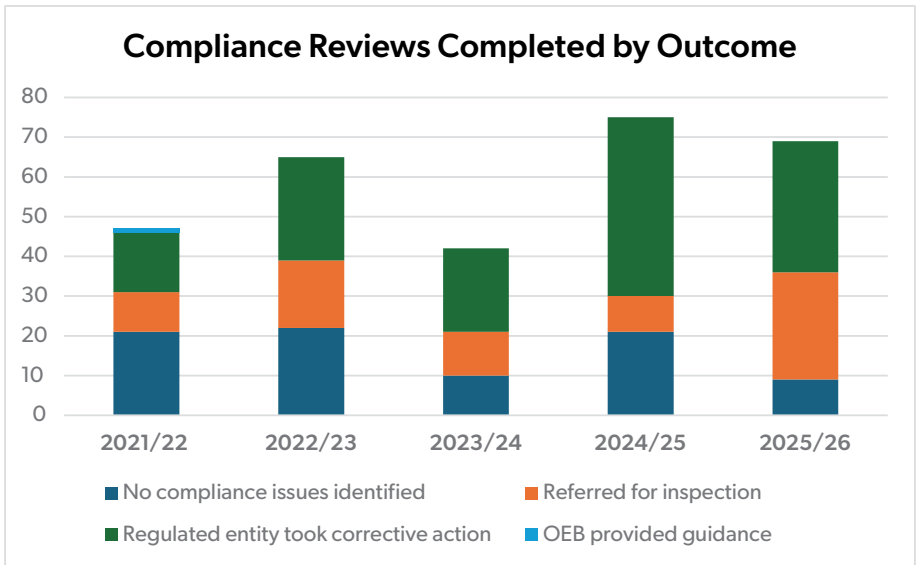


Figure 5

Inspections by Origin

Figure 6 shows the primary sources of inspections, highlighting the factors that lead to more detailed assessments of regulated entities’ practices. In fiscal years 2022/23 and 2023/24, a large proportion of inspections was initiated in response to OEB staff’s request for distributors to report on an industry-wide fixed charge proration billing error. Except for those two years, most inspections arise as a result of consumer complaints.

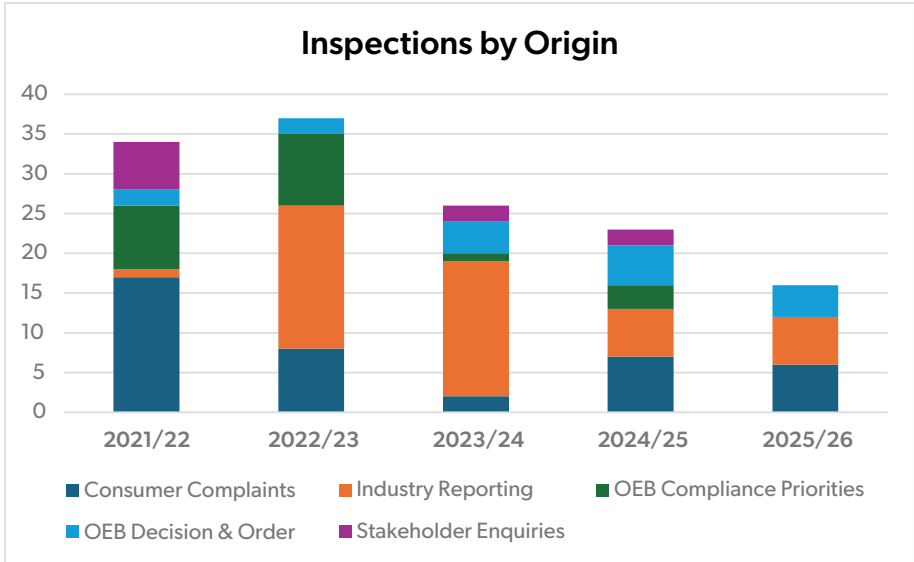


Figure 6

Inspections by Regulated Entity Type

Figure 7 shows the distribution of inspections across the different types of the OEB-regulated energy services sector, providing a view of the number of formal compliance inspections of regulated entities’ practices conducted over the last five years. Electricity distributors consistently account for the largest share of inspections – likely reflecting their significant customer base, which exceeds 5 million -- followed by USMPs.

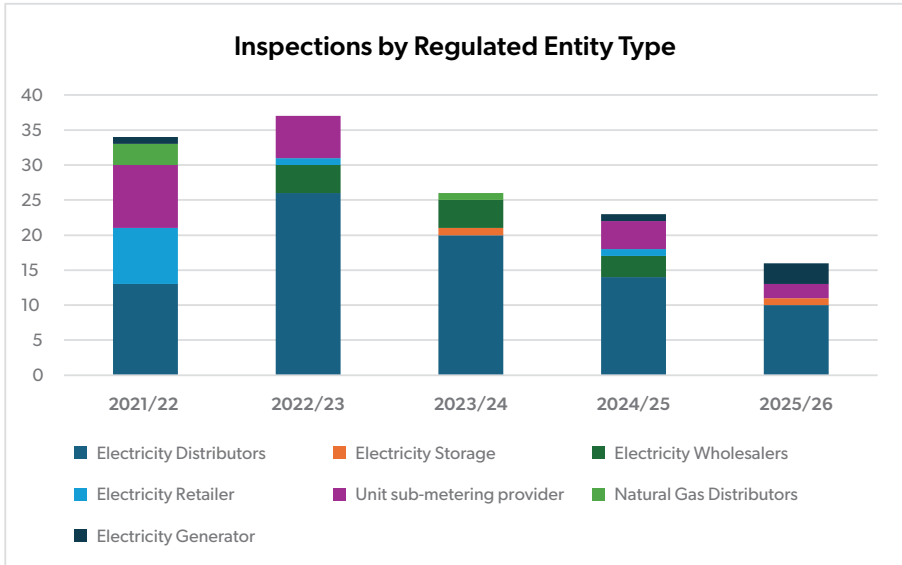


Figure 7

Inspections Completed by Outcome

Figure 8 presents the different resolution outcomes for the inspections completed during each fiscal year. Similar to Figure 6, the large number of AVCs in 2022/23 and 2023/24 is attributable to inspections related to the industry-wide fixed charge proration billing error, reflecting a coordinated regulatory response to a systemic issue. Excluding those years, most inspections are resolved without requiring enforcement action. Overall, the data indicates that while targeted initiatives can temporarily shift resolution outcomes, the broader inspection process continues to rely primarily on non-enforcement resolutions.

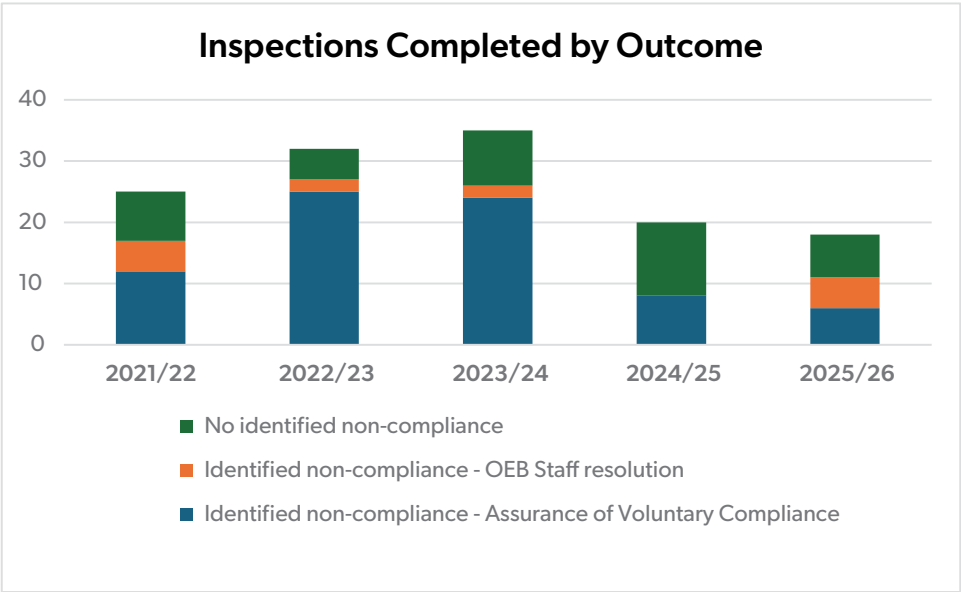


Figure 8

GLOSSARY

Administrative Monetary Penalty (AMP)

A financial penalty imposed by the OEB on a regulated entity for failing to comply with regulatory requirements.

Assurance of Voluntary Compliance (AVC)

A formal agreement in which a regulated entity commits to take remedial action to prevent future non-compliance. It may also include appropriate redress for any customer impacted and/or impose an administrative monetary penalty (AMP).

Codes and Rules

The OEB issues codes and rules that energy companies must follow. They define the responsibilities and obligations to consumers, other energy companies and energy-related agencies (e.g., Distribution System Code, Retail Settlement Code).

Compliance

The extent to which a regulated entity meets its legal and regulatory obligations.

Compliance Review

A targeted assessment of a regulated entity's activities, typically triggered by identified risks such as complaint trends or data anomalies.

Consumer Complaint

A concern raised by a consumer about a regulated entity's service, conduct or billing.

Consumer Review

An escalated consumer complaint that requires further assessment by the OEB beyond the initial screening stage.

Distributor (Local Distribution Company – LDC)

A company licensed by the OEB to deliver electricity directly to homes and businesses.

Distributed Energy Resources Connection Procedures (DERCP)

Sets out requirements for electricity distributors to provide clear, accessible and consistent information to customers who want to connect distributed energy resources, such as solar panels, to the grid.

Distribution System Code (DSC)

Sets out the minimum obligations that a licensed electricity distributor must meet in carrying out its obligations to distribute electricity within its service area under its licence.

Enforcement

Actions taken by the OEB to respond to non-compliance and ensure regulated entities meet their obligations.

Escalation

The process of advancing a complaint or issue to a more detailed level of review or investigation.

Inspection

A detailed assessment of a regulated entity's practices and operations to verify compliance with regulatory requirements.

Investigation

An in-depth examination conducted when there are indications of potential non-compliance.

Licensed Entity

An organization authorized by the OEB to operate within Ontario's electricity or natural gas sectors.

Monitoring

Ongoing oversight activities conducted by the OEB, including reviewing data, reports and trends to identify potential risks.

Origin

The source through which a complaint, review or inspection is initiated (e.g., consumer, internal monitoring, external referral).

Outcome

The result or resolution of a compliance activity, such as a consumer review, inspection or enforcement action.

Regulated Entity

A company operating in Ontario's electricity or natural gas sectors that is subject to OEB regulation.

Reporting and Record-keeping Requirements (RRR)

As part of our oversight role, the OEB collects financial and non-financial information from regulated entities as set out in the Reporting and Record-keeping Requirements (RRR). The data collected through RRR ranges from financial and operating information to reliability and customer service and provides an overview of the electricity and natural gas sectors. The OEB uses this data for performance reporting and to identify trends in areas that may drive sector improvement.

Retailer / Marketer

A company that sells electricity or natural gas contracts directly to consumers.

Self-Reporting

When a regulated entity voluntarily discloses a compliance issue to the OEB.

Unit Sub-Meter Provider (USMP)

A company that provides electricity metering and billing services to customers in multi-unit buildings. The USMP enters into a contractual agreement with the principal consumer. Principal consumers include owners, landlords, property managers or condominium corporations. Those contractual agreements may determine fees, service charges and other terms of service. The OEB licenses USMPs and establishes and enforces rules and laws that protect customers.

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