



# Annual **Compliance Report**

April 2023 – March 2024



Ontario  
Energy  
Board



# TABLE OF CONTENTS

Introduction	3
Compliance Approach	6
Overview of OEB Compliance and Enforcement Processes	8
Charting our Progress	9
Statistics on Inspections	12
Select Compliance Review and Inspection Summaries	14
Compliance Cases	15
Enforcement Actions	18
Information and Guidance to Industry	22
Providing Information to Consumers and Customer Service Issues Raised	23
Raising Awareness	24
Appendix – Year-over-year Statistics	25

# INTRODUCTION

The Ontario Energy Board's (OEB) Compliance Report (Report) demonstrates an important facet of how the OEB, as the independent regulator of Ontario's electricity and natural gas sectors, has been fulfilling its mandate to protect consumer interests and deliver public value during the fiscal period April 1, 2023, to March 30, 2024.

Under its governing legislation, the OEB informs consumers and protects their interests with respect to prices and the adequacy, reliability and quality of electricity and natural gas services. The OEB undertakes compliance and enforcement activities to hold regulated entities accountable for the services they deliver, and for their compliance with legal and regulatory requirements. This Report provides an overview of the OEB's activities in this regard. It also highlights select cases that illustrate how the OEB has addressed compliance issues during this period, and demonstrates how the OEB is continuing to build a culture of compliance among regulated entities as outlined in both our current [Strategic](#) and [Business](#) Plans.

Our progress over the past fiscal year in building a culture of compliance was particularly evident through the self-reporting and quick correction of compliance issues by various entities, and a clear reduction in areas of past concern, specifically disconnections.

This report is an important tool used by the OEB to inform stakeholders and the public of our consumer protection activities. It continues to demonstrate the OEB's transparency and support its vision of being recognized as a trusted regulator by the public it serves, the representatives to whom it is accountable, and the regulated community.

.....

## PROTECTING **ONTARIO'S** **ENERGY** **CONSUMERS**

.....



**“As we continue to build a culture of compliance with regulated entities, the OEB will remain transparent while fulfilling its mandate to protect consumers and deliver value to all Ontarians.”**

- Harneet Panesar,  
Chief Operating Officer

## 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.



**890**

**Complaints**

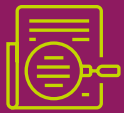
received from consumers



**515**

**Escalated**

for detailed review and analysis where initial screening identified potential non-compliance issues



**56**

**Reviews started**

many of which were initiated in response to a consumer complaint



**35**

**Inspections completed**

with **18** resulting in Assurances of Voluntary Compliance (AVCs)

**\$189,500**



in administrative penalties paid under AVCs



**\$208,083**

in additional utility funds contributed to the Low-income Energy Assistance Program (LEAP) which provides emergency funding for lower-income consumers, also paid under AVCs

None of the above amounts were recoverable from utility ratepayers.

# COMPLIANCE APPROACH

As the independent regulator of Ontario’s electricity and natural gas sectors, the OEB oversees the conduct and operations of a number of energy sector participants. This includes participants that transmit and distribute energy, that sell energy under contract, and that provide electricity metering and billing services within buildings (Unit Sub Meter Providers or USMPs) across the province. Through its actions, the OEB works to protect the interests of over 5 million electricity consumers and nearly 4 million natural gas consumers, and to ensure energy companies operate in a fair and transparent way.

Regulated entities must comply with legal and regulatory requirements that are set out in relevant legislation and in OEB licences, electricity codes, natural gas rules and orders (referred to collectively as “enforceable provisions”), although not all compliance matters follow the same path.

## OEB COMPLIANCE AT A GLANCE:

- **Providing Information to the Public and Addressing Complaints:** We provide consumers with the information they need to better understand the rules that protect them, their energy choices, and changes that may affect them. We also address consumer complaints against regulated entities to ensure that appropriate resolutions are reached.
- **Self-Reported Non-Compliance:** The OEB encourages regulated entities to consistently review their business practices, with a view to ensuring their compliance with legal and regulatory requirements and to report to the OEB any possible instances of non-compliance with those requirements. Self-reporting leads to efficient resolution and is considered a mitigating factor by the OEB when assessing the appropriateness of an administrative penalty.
- **Conducting Compliance Reviews:** We conduct compliance reviews both proactively and further to consumer complaints or Industry Relations Enquiries (IREs) to assess regulated entities’ compliance with legal and regulatory requirements. Compliance reviews may conclude in any of the following ways:
  - **No further action:** No further action will be taken if the review does not reveal any compliance issues.
  - **Informal resolution:** Issues are resolved by assisting regulated entities in understanding their legal and regulatory obligations and how to comply with them.
  - **Policy review:** A recommendation for a policy review to clarify an existing policy or develop a new policy relating to applicable legal or regulatory requirements.
  - **Inspection:** A recommendation that an inspection be conducted.



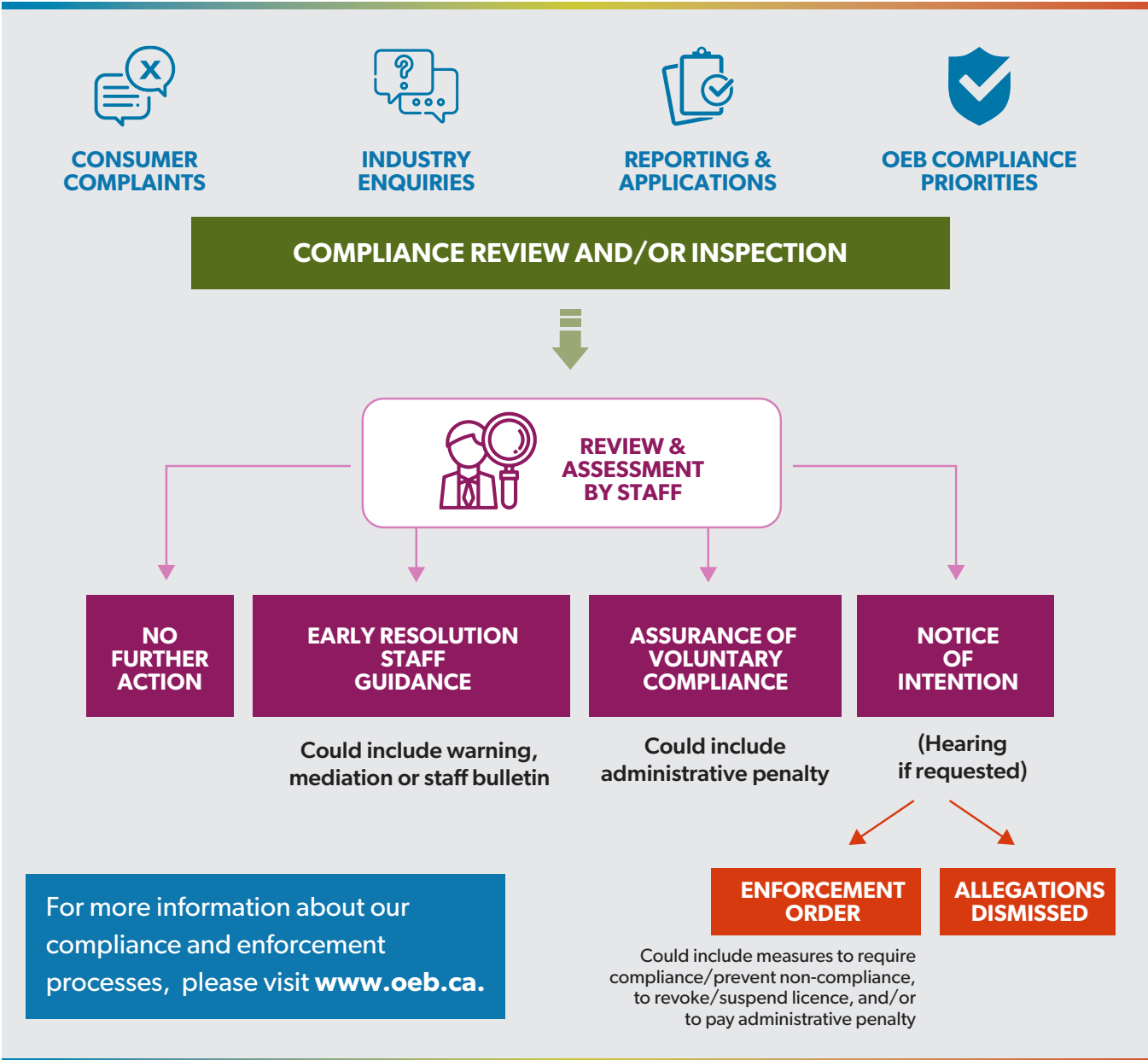
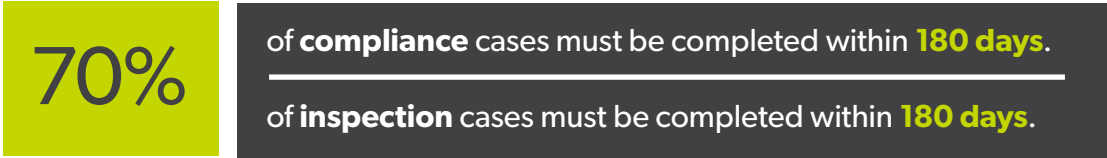
- **Conducting Inspections:** Formal inspections are initiated by the OEB for a variety of reasons including further to complaints, compliance reviews, issues identified through reporting by regulated entities and decisions of the OEB on applications made by utilities. In doing so, OEB inspectors can require regulated entities to provide documents, records or information. An inspection may result in:
  - **Assurance of Voluntary Compliance (AVC):** A regulated entity may give the OEB a written AVC and, once accepted by the OEB, it has the same force and effect as an OEB order. This includes a commitment by the regulated entity to pay an administrative penalty, and take remedial action to help prevent future non-compliance.
  - **Recommendation for Enforcement:** Enforcement actions could result in an OEB order that imposes an administrative penalty, requires that remedial action be taken and/or suspends or revokes a licence.
- **Providing Regulatory Guidance:** We provide guidance to the sector about compliance with legal and regulatory requirements, and we review and respond to IREs from regulated entities to help them understand what is required and expected of them.

Learn more about our compliance approach in our detailed compliance cases (page 15).

# OVERVIEW OF OEB COMPLIANCE AND ENFORCEMENT PROCESSES

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. Consumers and regulated entities can be assured that compliance actions are completed in a timely manner.

During 2023-2024, the OEB established the following metrics related to its compliance program work:





# CHARTING OUR PROGRESS

## Statistics on Complaints

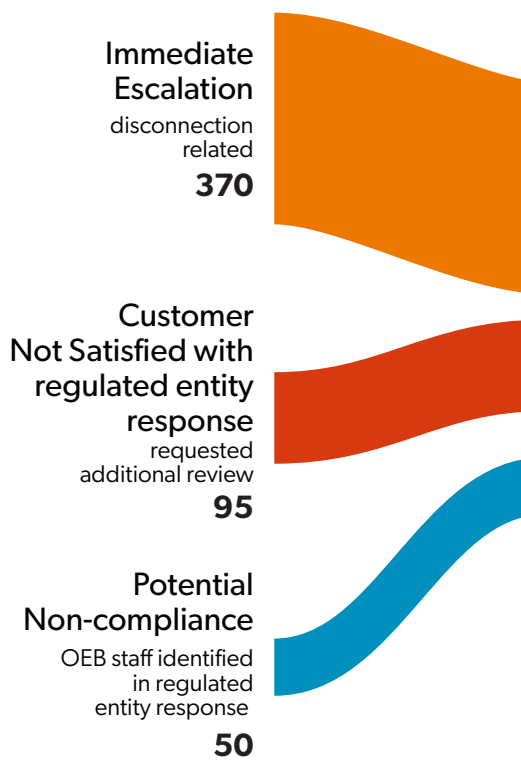


# 890

## Complaints

received from consumers

### REASONS



Escalated Complaints  
**515**

### OUTCOMES



**485** enquiries were received from industry participants (i.e., IREs).

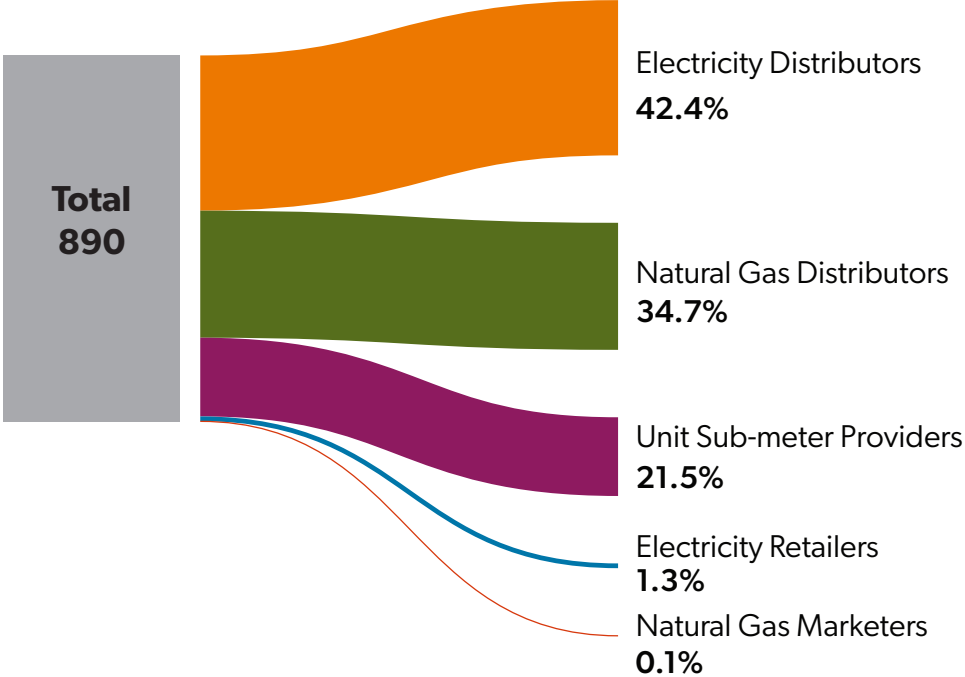
**Four** compliance-related guidance documents were issued to regulated entities, including interpretive bulletins.

**9,578** requests for information and customer service-related enquiries were received from consumers.

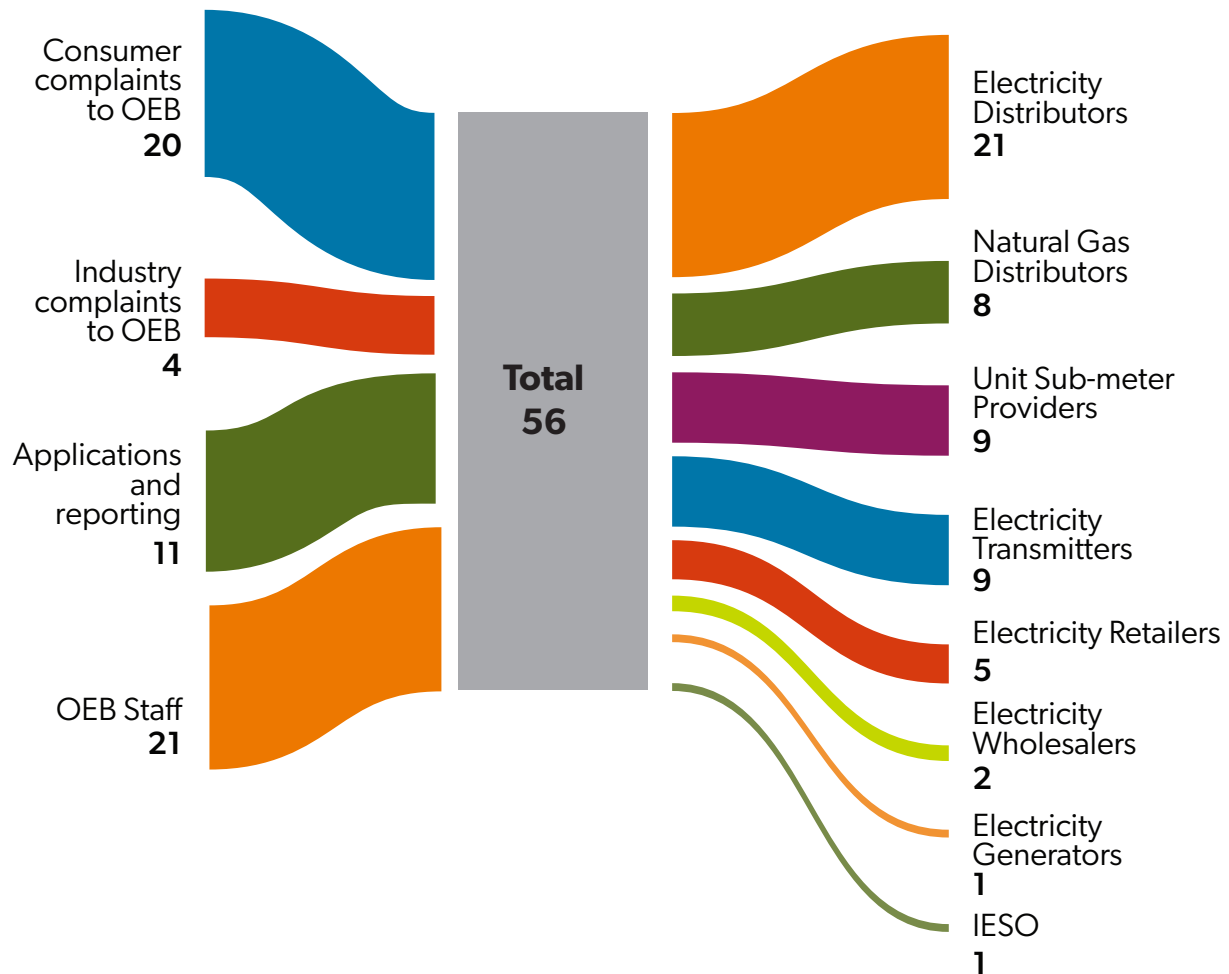
**10** press releases and **one** consumer alert were issued.



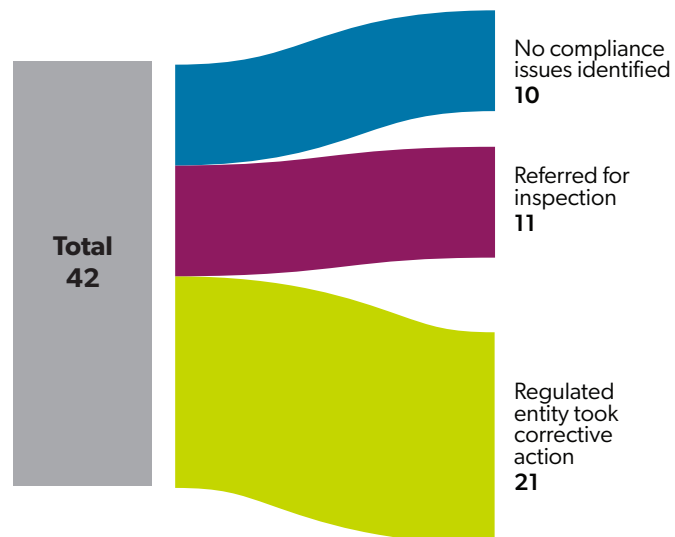
### Consumer Complaints Received – By Regulated Sector



## Compliance Reviews Opened – By Source and Regulated Sector

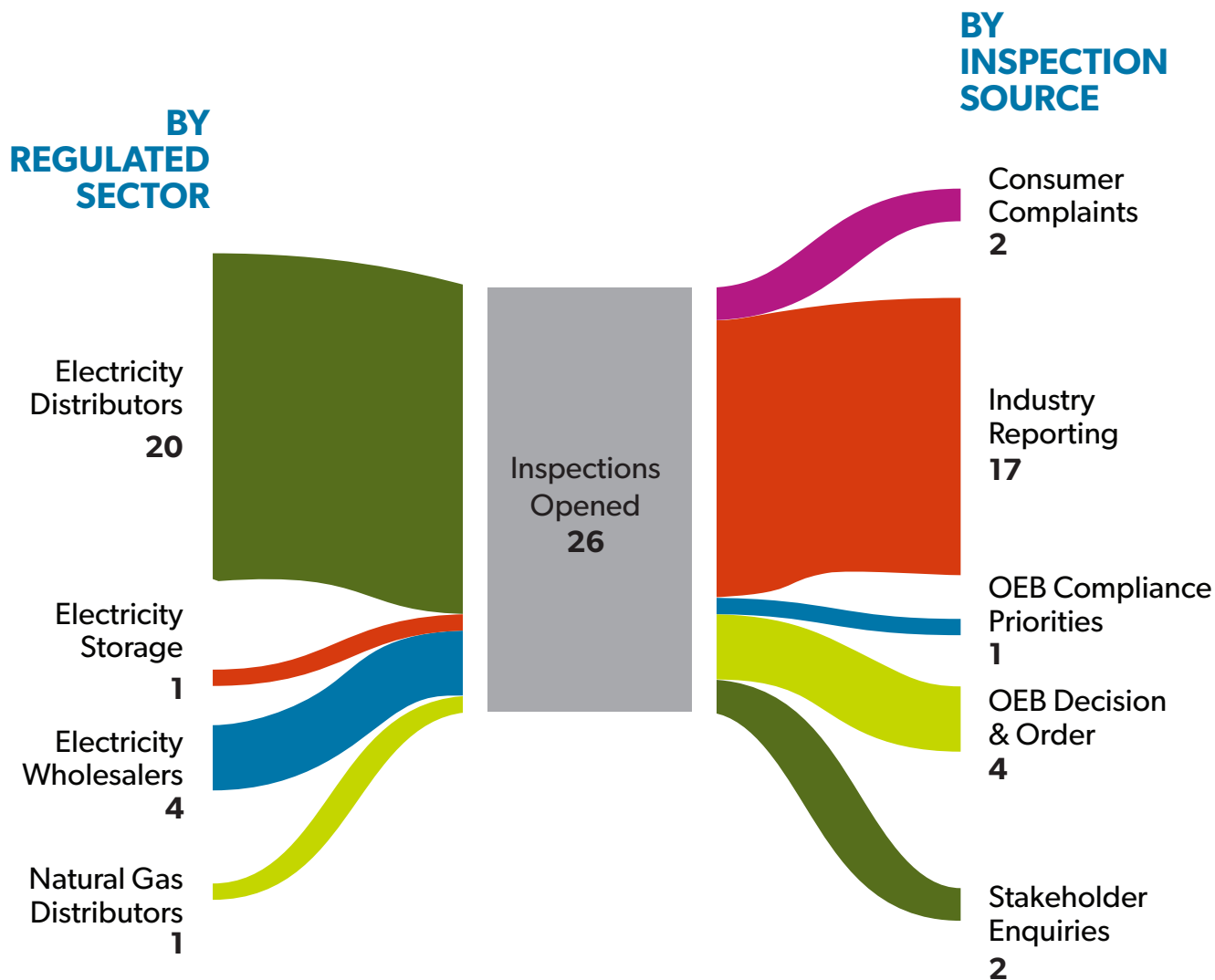


## Compliance Reviews Closed



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

# 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
- Operating without an electricity storage facility licence
- Errors in billing fixed charges to customers
- Errors in billing Ontario Electricity Support Program and the Ontario Electricity Rebate to customers
- Not adhering to the OEB’s Distribution System Code (DSC) rules regarding disconnecting customers



## Inspection Cases Closed

Identified non-compliance, further analysis required

**30**

No identified non-compliance with an enforceable provision  
- Closing Letter and/or Inspection Report

**5**

There were 9 additional cases carried over from the previous year and closed in this fiscal year.



## Enforcement Cases Closed

Assurance of Voluntary Compliance

**18**

OEB Staff resolution

**1**

Total administrative penalties paid under AVCs



**\$189,500**

Total funds contributed to LEAP



**\$208,083**

NOTE: Enforcement in this context means that an inspection identified non-compliance with an enforceable provision and OEB staff have taken action to resolve the issue. There are two possible outcomes:

1. the regulated entity agrees to provide an AVC; or 2. an enforcement proceeding commences. In the current fiscal year, no cases proceeded to an enforcement hearing.



# SELECT COMPLIANCE REVIEW AND INSPECTION SUMMARIES

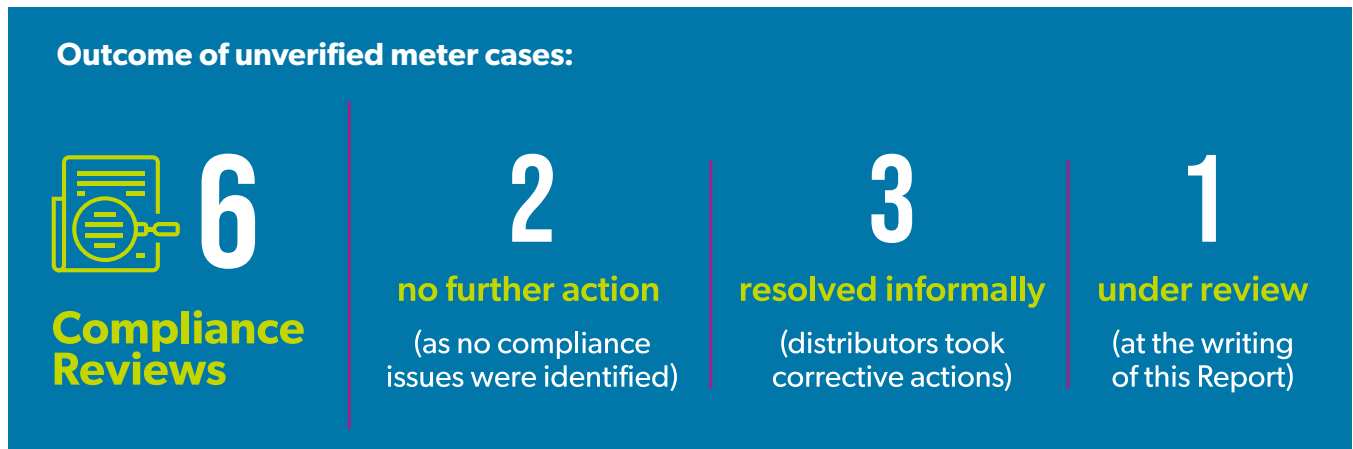
Summaries of select Compliance Cases that occurred between April 1, 2023 and March 31, 2024, are provided to demonstrate the variety and range of issues that the OEB reviews and investigates and illustrate the ways in which we do so. In some instances, compliance cases may overlap year to year – opening in one fiscal year and closing in the next. Regulated entity names are not disclosed where Compliance Cases were resolved informally. In cases where an Assurance of Voluntary Compliance (AVC) was accepted from the regulated entity, the company’s name is included. All AVCs are posted on the OEB’s [Enforcement Proceedings webpage](#).



# COMPLIANCE CASES

## Access to Unverified Meter Data

OEB staff conducted compliance reviews of six electricity distributors regarding their practices related to third-party direct access to original or “unverified” meter data. According to section 11.2 of the OEB’s Retail Settlement Code, a customer has the right to access their meter to obtain unverified meter data, or to assign this right to others. The OEB was informed that several distributors had been replacing customer meters, preventing customers or their third-party vendors from independently accessing unverified meter data.



## Electricity Distributor Connection Practices

Following receipt of consumer complaints, OEB staff completed a compliance review relating to an electricity distributor’s customer connection and cost responsibility practices.

The issue in question related to increased capacity requirements of residential customers in an area that was already experiencing capacity constraints. More specifically, who should pay for work to replace / upgrade distribution infrastructure to ensure current and future capacity needs are met. The review involved numerous provisions in the DSC.

### Outcome:

The Compliance Review was resolved informally and resulted in a total of approximately \$29,832 being refunded to customers. Subsequently, the OEB issued a Bulletin that provided staff guidance to electricity distributors regarding the basic connection for residential customers and reminded distributors of their obligations under the DSC when determining the cost responsibility for residential subdivision connections and residential customer service upgrades.



**\$29,832**

**being refunded to customers**

## USMP Opening and Closing of Accounts

Following receipt of a consumer complaint, OEB staff conducted a review of the operational procedures of a USMP as they related to the opening and closing of customer accounts.

The consumer was concerned that they were charged for electricity consumption at their property before opening an account with the USMP. USMPs cannot recover charges from any person unless the person has agreed to be the consumer of that USMP.

### **Outcome:**

The issue was resolved informally with the USMP. Charges were reversed and the USMP committed to making changes to its operational procedures.

## Failure to Report RRR Information

As a result of OEB staff's review of data reported by regulated entities under the Electricity Reporting and Record Keeping Requirements (RRR), five licensed USMPs were identified as having failed to report relevant information to the OEB as required.

USMPs are required to comply with the RRR as a condition of their unit sub-metering licence. The RRR sets the minimum reporting and record keeping requirements with which electricity licensees must comply, and reported results are an important repository of data that the OEB needs to fulfil its mandate.

### **Outcome:**

One case was resolved informally where the licensee provided all relevant data. At the time of this Report, four cases remain under review.

## Review of Distributors' Approach to Installing Service to New Subdivisions

The OEB received a complaint from residential building developers alleging that their gas and electricity distributors were taking too long to install services in new subdivisions being constructed in a community. Staff requested specific information related to the connection process from the distributors. To facilitate the resolution of the concerns and the expansions to connect the new homes, OEB staff hosted joint calls with the distributors and developers to address the concerns raised by developers and identify opportunities for improvement in the process and communications. During these calls, OEB staff provided guidance to the distributors on their responsibilities and clarified regulatory requirements to address the issues the developers were experiencing.

### **Outcome:**

Each distributor has committed to improving their communication with developers, including the creation of direct channels for developers to escalate concerns and resolve any issues that may arise with the approval and connection process. Both distributors have confirmed their commitment to a timely connection process. The developer representatives indicated their appreciation of the efforts the utilities were taking and believed they would support the more timely construction of housing. Additionally, both distributors are actively identifying areas of improvement to their current processes.





## Review of Distributor’s Approach in Ensuring Power Quality to a Residential Property

A residential consumer filed a complaint alleging that the electrical appliances on their property were damaged because of the distributor’s equipment failure. The customer believed the damages occurred due to unbalanced voltages. OEB staff were concerned that the distributor did not comply with the minimum operational requirements of an electricity distributor in carrying out its obligations to supply electricity within its service area, as well as its failure to adhere to good utility practice in managing the power quality of its distribution system. After collecting information from the utility on their maintenance practices and records it was found that the utility’s maintenance practices were within industry standards. OEB staff concluded that the utility’s inspections did not uncover any assets in need of repair or replacement.

### **Outcome:**

Following discussions with OEB staff, the distributor agreed to monitor the customer’s power quality diligently for the next five years. The distributor was also reminded that it was their responsibility to ensure reliability and quality of electricity service.

# ENFORCEMENT ACTIONS

## Disconnection Practices – Electricity Distributor

During the past fiscal year there has been a significant reduction in the number of disconnection cases, which may suggest that the industry is improving their processes to ensure rules are being followed. We are encouraged to see this development as it indicates that a culture of compliance is indeed growing within the sector.

Nevertheless, further to consumer complaints, OEB staff undertook an inspection of Newmarket-Tay Power Distribution Ltd. (NT Power), an electricity distributor. More specifically, complaints were raised in relation to NT Power’s non-adherence to timelines provided in the OEB’s DSC for disconnecting customers for reason of non-payment. Through the inspection, it was identified that 870 disconnection notices sent between April 13, 2022 and August 12, 2022 did not comply with all the requirements of the DSC. Ten of the customers who received the non-compliant disconnection notices were disconnected, and six were also charged reconnection fees.

The DSC requires an electricity distributor to provide a minimum of 14 days’ notice to a customer prior to disconnection, and to identify in the disconnection notice the earliest and latest dates on which disconnection may occur. The disconnection notices issued by NT Power did not provide proper notice as required by these rules. These customers were provided notice periods ranging from 11 days to 13 days. NT Power confirmed that the error that led to the non-compliant disconnection notices had been rectified, that the ten customers had been reconnected and that \$360 plus HST in reconnection fees were refunded to the six customers who were charged incorrectly.

This was the second instance of NT Power’s non-compliance with regards to its customer disconnection-related obligations under the DSC. NT Power assured the OEB that it had taken all reasonable steps to ensure that staff involved in the disconnection process are properly informed of the OEB’s regulatory requirements and will receive on-going training to support compliance. The OEB intends to follow up with NT Power to ensure all corrective actions have been taken.

### Outcome:

The matter was resolved following the acceptance of an AVC from NT Power in which it agreed to pay an administrative monetary penalty of \$75,000 and make a payment of \$25,000 to Low-income Energy Assistance Program (LEAP) in its service territory.

NT Power also agreed to provide a bill credit of \$100 to each of the 10 customers that had been improperly disconnected.



**\$75,000**

administrative  
monetary  
penalty



**\$25,000**

LEAP  
payment



## Incorrect Application of Ontario Electricity Rebate – USMP

As a result of consumer complaints, OEB staff undertook an inspection of Priority Submetering Solutions Inc. (Priority), a USMP. The complaints were related to the treatment of the Ontario Electricity Rebate (OER) on bills received from Priority. Through the inspection, the OEB found that Priority had failed to accurately and in accordance with the *Ontario Rebate for Electricity Consumers Act, 2016* (ORECA) apply OER credits to customer bills. Priority applied the OER to customer invoices as a charge instead of a credit or a zero amount. Section 2.1 (5) of Ontario Regulation 363/16 (General) made under ORECA provides that if the base invoice amount of a consumer's bill is less than zero, it should be deemed to be zero.

Through the OEB's inspection, it was determined that Priority's misapplication of the OER impacted 125 customers.

### **Outcome:**

The matter was resolved following the acceptance of an AVC from Priority in which it agreed to credit all affected customers for the amounts they should not have been charged. Priority's billing system was fixed by early 2023 so that no customers were improperly charged in relation to OER after that time. Priority agreed to pay an administrative monetary penalty of \$5,000 and to make a payment of \$5,000 to Durham Region which is the social agency that runs LEAP in the area in which the largest number of Priority's customers have been located.

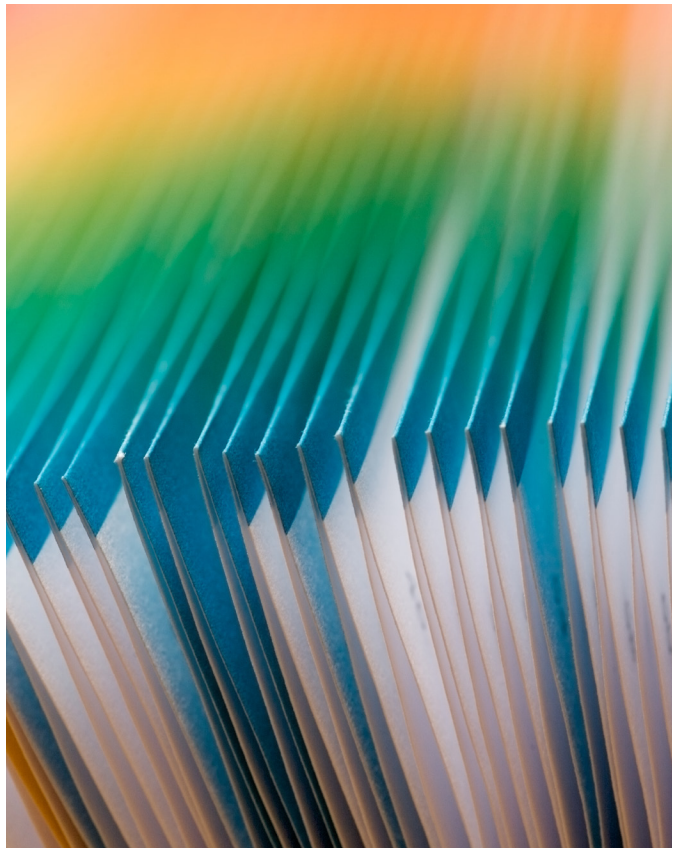
## Overcharging Customers

Several electricity distributors, including ENWIN Utilities Ltd., Milton Hydro Distribution Inc., E.L.K. Energy Inc., Niagara Peninsula Energy Inc., Entegrus Powerlines Inc., GrandBridge Energy Inc., Atikokan Hydro Inc., Fort Frances Power Corporation, Sioux Lookout Hydro Inc., and Synergy North Corporation were non-compliant with the requirement to bill customers in accordance with their tariff of rates and charges approved by the OEB under section 78 of the *Ontario Energy Board Act, 1998* (OEBA). Specifically, by the end of the fiscal year, we accepted 10 AVCs in relation to this issue of non-compliance.

Due to the pervasiveness of this error within the sector as reported in last year's compliance report, on October 18, 2023, the OEB sent a letter requiring all licensed, rate-regulated distributors that have not already come forward to confirm any OEB-approved fixed monthly charges are being applied correctly. This letter resulted in several of them self-reporting.

Electricity distributors are required to bill customers based on their tariff of rates and charges approved by the OEB. All licensed electricity distributors must be rigorous in applying OEB-approved billing amounts for their customers. Billing accuracy is foundational to customer trust. During this past fiscal year, distributors self-reported that they had improperly prorated monthly fixed rates in relation to bills to consumers, such as in the case of opening or closing accounts (during a move-in or move-out situation), which is a much narrower issue than prior cases which involved prorating charges on all bills. The distributor's billing system prorated the monthly fixed charges using 30 days (or 360 days in a year) resulting in overcharging the fixed amounts. Upon discovery of the issue, the distributors put measures in place to prevent further overcharging.

Under each of the AVCs the distributor contributed to LEAP rather than providing a refund to affected customers as the amounts per customer would be very small and many of those affected by the billing system error are no longer customers. LEAP contributions assist customers who are in need in their service territory.



### Outcome:

The OEB accepted 10 AVCs under which distributors paid a total of \$73,250 in administrative penalties and contributed \$174,583 to LEAP, helping customers in need.

## Operating without a Licence

Through the licensing process, the OEB identified five entities that had undertaken activities without an OEB licence contrary to the requirements of the OEBA. The OEBA requires that most entities operating in the electricity sector must hold an OEB-issued licence. A licence is an important customer protection and market confidence tool. Among other things, licences require participants in Ontario's wholesale electricity market to adhere to the market rules.

Carmeuse Lime (Canada Limited), Enbridge Pipelines Inc., Heidelberg Materials Canada Ltd. were each found to be operating without an electricity wholesaler licence. Champagne Centre Ltd. was operating without a USMP licence, and Ellwood Energy Storage LP was operating without an electricity storage facility licence. In each instance, the matter was resolved following the OEB's acceptance of an AVC from the non-complying entity, under which each entity committed to taking appropriate measures to comply with the requirement to be licensed.

The OEB publicly discloses the number of compliance cases where an entity operates without a licence. In doing so, we hope that the industry will take greater care to ensure they are operating with proper licensing.

### Outcome:

The OEB accepted an AVC from each entity, and a total of \$35,500 was paid in administrative penalties. This compares with five cases last year and \$81,500 paid in administrative penalties. While the number of cases (5) is identical to the number reported last year we hope that by disclosing these publicly the industry will take greater care to ensure they are operating with proper licensing.







**\$35,500**

**administrative  
monetary penalty**

# INFORMATION AND GUIDANCE TO INDUSTRY

OEB staff frequently provide guidance to the industry regarding compliance with legal and regulatory requirements. This guidance can vary in form including responses to IREs, OEB staff’s interpretations of legal and regulatory requirements, and guidance from staff on implementing new requirements. In the 2023-2024 fiscal year, the OEB issued **one** bulletin and **three** letters:

	<p><b>July 28, 2023</b> <u>Letter</u></p>	<p>The OEB issued a letter responding to Hydro One’s proposed fixed percentage approach to cost allocation in relation to designated broadband projects, given its potential broader interest to the sector.</p>
	<p><b>Aug. 1, 2023</b> <u>Letter</u></p>	<p>The OEB issued a letter that extends the compliance date to January 1, 2024, for distributors to offer net metered customers on the Regulated Price Plan (RPP) the choice between Tiered, Time-of-Use (TOU), and the new Ultra-low Overnight (ULO) pricing option.</p>
	<p><b>Aug. 24, 2023</b> <u>Bulletin</u></p>	<p>The OEB issued a Bulletin providing guidance to distributors regarding the basic connection for residential customers. The Bulletin also reminds distributors of their obligations under the DSC in relation to residential subdivision connections and service upgrades.</p>
	<p><b>Sept. 18, 2023</b> <u>Letter</u></p>	<p>The OEB issued guidance to electricity and natural gas distributors related to the terms and conditions between distributors and the third parties that customers may authorize to access their data via Green Button.</p>

## KEY AREAS OF INDUSTRY RELATIONS ENQUIRIES

- Licensing questions
- Disconnections
- Net metering
- Billing
- Global Adjustment
- Reporting and record-keeping requirements (RRR)
- Rates
- Connection
- Rebate/assistance
- USMP
- Retailer

**485**  
IREs  
Received

# PROVIDING INFORMATION TO CONSUMERS AND CUSTOMER SERVICE ISSUES RAISED

In addition to responding to complaints received from consumers, OEB staff also respond to general enquiries from members of the public requesting information about the energy sector or expressing concern with an OEB decision. Where a consumer raises a customer service issue regarding their regulated energy company, where there are no prescribed rules, OEB staff will forward these Customer Service Issues (CSIs) to the company to ensure they are aware of the issue and respond to the consumer.

## Key Areas of Consumer Enquiry (9,578 Enquiries)

- Distributor and USMP billing practices
- Assistance programs: LEAP, and Ontario Electricity Support Program (OESP)
- Electricity rates
- Customer choice between TOU and Tiered electricity prices
- Targeted scams involving low-income support programs by unregulated entities and Canada Greener Homes Grant
- Retailers' contract renewal documents, as well as renewal and cancellation processes
- Disconnection of service for non-payment and the winter ban on disconnections
- Increases to electricity delivery charges
- Activities and services that are not regulated by the OEB such as propane services, municipal water charges, furnaces, and water heaters
- Estimated billing concerns due to Enbridge Gas Inc.'s irregular meter reading
- Trailer park/campground customer inquiries

## Key CSIs Referred to Energy Companies (326 Enquiries)

- Billing errors due to estimated billing
- Bill presentation
- Meter reading
- Concerns about outages
- Customer service matters (hold times, no response to consumer communication, etc.)

# RAISING AWARENESS

## Being Transparent with the Use of Administrative Penalties

Where an AVC is accepted due to non-compliance, the OEB may order the payment of an administrative monetary penalty. In this fiscal year, the OEB used these penalties toward the following initiatives:

- **The Innovation Sandbox Challenge** – The OEB selected six projects to receive one-time total funding of \$1.5 million to support innovation in the energy sector.
- **The OEB’s Consumer Panel** – Administered in partnership with Ipsos Canada is also known as the OEB Power Panel. Made up of 2,000 residential and 200 small business consumers across Ontario, it provides an opportunity for the OEB to discuss issues, and gather ideas and feedback on the solutions and tools we are developing.

## Informing Consumers Through Social Media

The OEB has a mandate to inform and protect its consumers, and we use our social media channels and website to share important compliance information.

- July 6, 2023 – First post on LinkedIn and X featuring a social media series on key statistics from the Compliance Report.
- July 13, 2023 – Post on LinkedIn and X building awareness of energy scams focusing on door-to-door solicitation, featuring “At the Door” radio spots.
- July 27, 2023 – Subsequent post on OEB’s Compliance Report social media series featuring penalties returned to affected consumers in the 2022-2023 fiscal year.
- August 16, 2023 – Subsequent post on OEB’s Compliance Report social media series on building a culture of compliance.
- September 1, 2023 – Final post on OEB’s Compliance Report social media series on customer service-related enquiries.
- October 6, 2023 – Post on LinkedIn and X on the OEB’s Public Information Centre relating to Customer Service Week.
- February 13, 2024 – Post on LinkedIn and X featuring an energy scam alert.
- March 15, 2024 – Post on LinkedIn and X on Fraud Prevention Month.



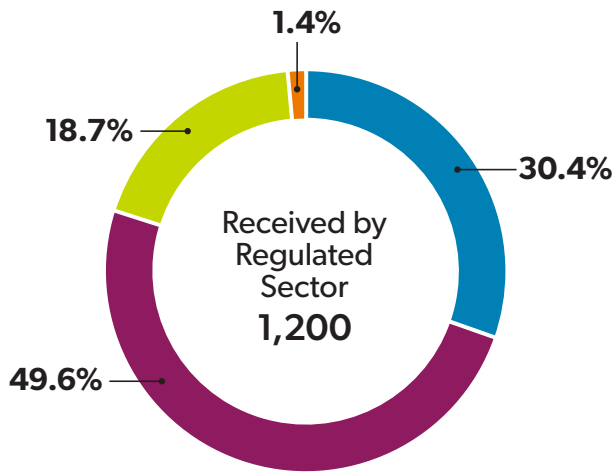
# APPENDIX



# YEAR-OVER-YEAR STATISTICS

## Consumer Complaints

### April 2022 - March 2023



**525**

**Escalated**  
for  
additional  
review



**533**

**Review**  
completed

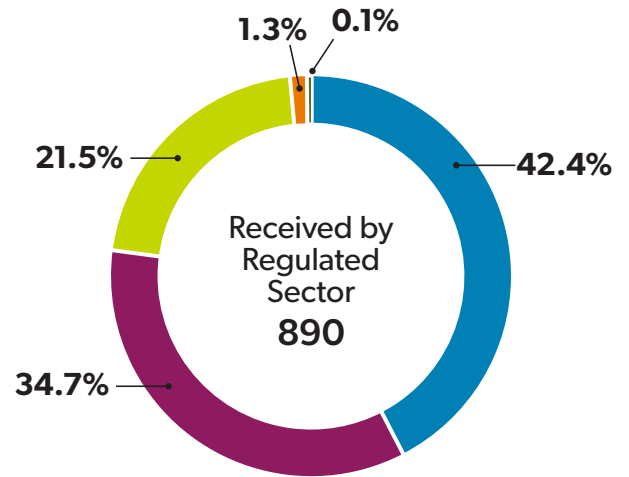
**72%**

Did not  
identify  
potential  
non-compliance

**28%**

Potential  
non-compliance  
escalated for  
additional  
analysis

### April 2023 - March 2024



**515**

**Escalated**  
for  
additional  
review



**516**

**Review**  
completed

**64%**

Did not  
identify  
potential  
non-compliance

**38%**

Potential  
non-compliance  
escalated for  
additional  
analysis

■ Electricity Distributor  
■ Gas Distributors

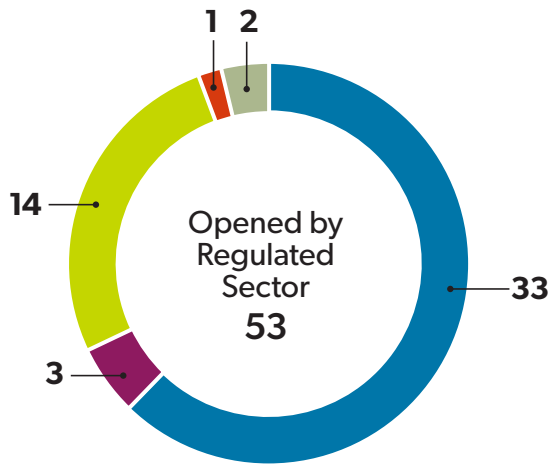
■ Unit Sub-Meter Providers  
■ Energy Retailers

■ Electricity Storage  
■ Electricity Wholesaler

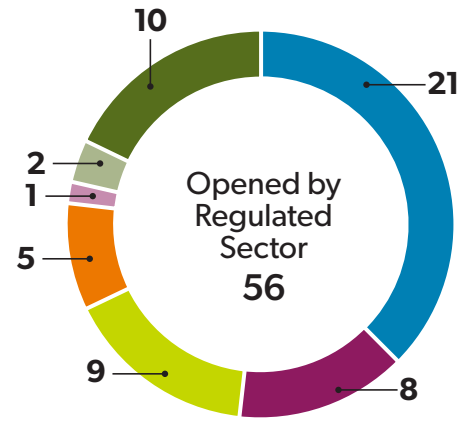
■ Electricity Generator  
■ Other

# Compliance Reviews

## April 2022 - March 2023



## April 2023 - March 2024



Consumer Complaint

**34**

OEB Staff

**10**

Industry

**9**

Other

**0**



**20**

Consumer Complaint

**21**

OEB Staff

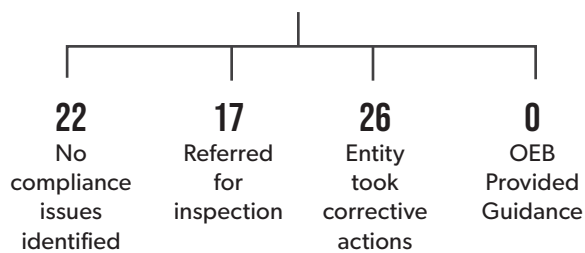
**4**

Industry

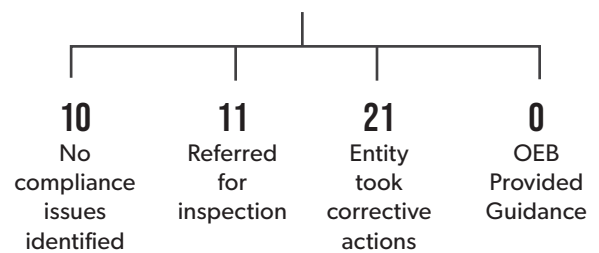
**11**

Other

**65** Compliance Reviews Closed



**42** Compliance Reviews Closed



Electricity Distributor  
Gas Distributors

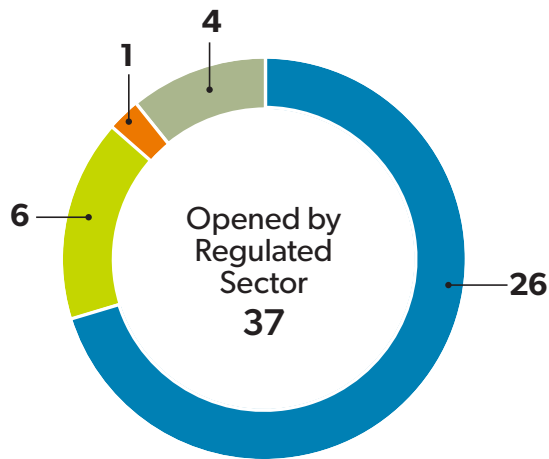
Unit Sub-Meter Providers  
Energy Retailers

Electricity Storage  
Electricity Wholesaler

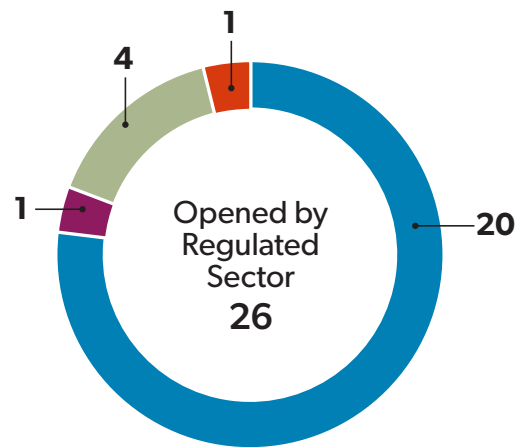
Electricity Generator  
Other

# Inspections Opened

## April 2022 - March 2023



## April 2023 - March 2024



**32**  
Inspections Completed

**5** No identified non-compliance  
**27** Identified non-compliance, proceed to Enforcement

**26**  
Enforcement Completed

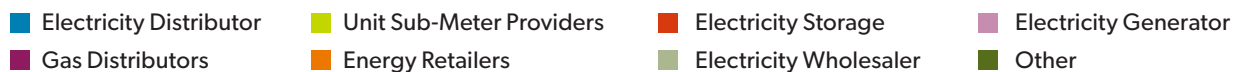
**3** Resolved without Assurance of Voluntary Compliance  
**23** Assurance of Voluntary Compliance

**35**  
Inspections Completed

**5** No identified non-compliance  
**30** Identified non-compliance, proceed to Enforcement

**19**  
Enforcement Completed

**1** Resolved without Assurance of Voluntary Compliance  
**18** Assurance of Voluntary Compliance



## Information and Guidance to the Industry

2022 - 2023

**350**

Enquiries received from industry participants

**7**

Information and guidance letters/bulletins issued

2023 - 2024

**485**

Enquiries received from industry participants

**4**

Information and guidance letters/bulletins issued

## Information to Consumers

2022 - 2023

**5,606**

Requests for information and customer service-related enquiries

**9**

Press releases and consumer alerts issued

2023 - 2024

**5,284**

Requests for information and customer service-related enquiries

**10**

Press releases and consumer alert issued

## Contact us:



[www.oeb.ca](http://www.oeb.ca)



1-877-632-2727  
416-314-2455



2300 Yonge Street, 27th floor  
P.O. Box 2319  
Toronto, ON M4P 1E4