

ONTARIO ENERGY BOARD

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# ENERGY AT A GLANCE

2023 - 2024



Ontario  
Energy  
Board

# ENERGY AT A GLANCE

## PROVIDING CONSUMER VALUE

Electricity distribution customers:

**5,461,297**

Electricity residential and small business customers:

**5,410,461**

Natural gas distribution customers:

**3,900,992**

Natural gas residential and small business customers:

**3,877,803**

## Sector Oversight

In the electricity sector, the Ontario Energy Board (OEB) licensed:

<b>57</b> Distributors	<b>8<sup>1</sup></b> Transmitters	<b>429<sup>1</sup></b> Generators	<b>2</b> Agencies: Independent Electricity System Operator and Smart Metering Entity	<b>146</b> Wholesalers	<b>70</b> Retailers	<b>24</b> Unit sub-meter providers	<b>19</b> Electricity storage providers
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In the natural gas sector, the OEB rate regulated or licensed:

<b>2</b> Distributors	<b>23</b> Marketers
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## Consumer Participation

**\$3,308,256**

Amount provided to intervenor groups to fund their participation including consumer groups, manufacturers, farmers, landowners and Indigenous communities

Number of OEB hearings and consultations where intervenors participated: **47**

## Compliance & Enforcement

**42** compliance reviews and **35** inspections were closed, with **18** enforcement actions leading to **\$189,500** in administrative penalties and **\$208,083** in total funds contributed to Low-income Energy Assistance Program (LEAP).

## Consumer Contacts

**6,952**

Total interactions

**5,453**

Enquiries

Complaints about regulated entities: **895**

**Top issues:**

LEAP, targeted scams, utility billing rates, utility billing errors, Ontario Electricity Support Program (OESP)

## Assistance for Low-income Energy Customers

LEAP assisted **16,464<sup>2</sup>** customers with **\$8,000,000<sup>2</sup>** in emergency funding to help with their natural gas and electricity bills

OESP assisted an average of **230,672** households a month with almost **\$157,100,000** in monthly on-bill credits over the year

# ENERGY AT A GLANCE

## RELIABLE AND SUSTAINABLE ENERGY

### Infrastructure

Electricity distribution system – total assets:

**\$32,994,578,643<sup>3</sup>**

**\$3.1 billion<sup>3</sup>**

invested in the electricity grid

**1,428 km**

of new distribution wires and other facilities

**21 km**

of electricity transmission lines approved for construction

Natural gas distribution system – total assets:

**\$28,656,773,587<sup>3</sup>**

**\$38.9 million**

invested in the hydrocarbon pipelines grid and associated facilities

**45 km<sup>4</sup>**

of new and replacement natural gas pipelines approved for construction:

- 17.3 km in the township of Tyendinaga, Hastings County
- 8.4 km in the township of Selwin, County of Peterborough
- 4 km in the town of Huntsville, District of Muskoka
- 15.3 km in the township of Warwick, Municipality of Brooke-Alvinston

## MANAGING COSTS

Average residential monthly electricity bill: **\$140.25<sup>5</sup>**

Rate increases of **1.51%**, on average, for **46** electricity distributors that filed annual applications for inflationary increases.

Over **\$6 million** in avoided rate increases achieved from our review of **7 major rate applications** filed by electricity distributors.

Average residential monthly natural gas bill: **\$105.45**

Number of rate decisions and total decisions:

Number of rate decisions issued: **83**

Total decisions: **288**

For 2023-2024, the OEB's annual cost per customer was **\$6.92**, up **\$0.96** due to a 17.3% increase in OEB operating expenses.

Additional resources were also required to deliver on core adjudicative work and deliverables attributed to ministerial Letters of Direction.

The increase also includes annual inflation, development of a new OESP platform and an OESP advertising campaign to improve customers' awareness.

The total cost increase to consumers was slightly offset by increases of 1.2% in natural gas customers and 1.2% in electricity customers.

<sup>1</sup> Source - This total includes Feed-in Tariff and Standard Offer Program licences. As per the list online at: [www.oeb.ca/industry/licensed-companies-and-licensing-information](http://www.oeb.ca/industry/licensed-companies-and-licensing-information), there are 9 issued Electricity Transmitter licences, of which 8 were rate-regulated transmitters as of March 31, 2024.

<sup>2</sup> As of calendar year ending December 31, 2023.

<sup>3</sup>Source - The 2023 Reporting and Record Keeping Requirements (RRR) data, filed by electricity and natural gas distributors on April 30, 2024, has undergone the annual RRR data validation process and is now final. However, new data revision requests could still alter the numbers for the period ending December 31, 2023.

<sup>4</sup> Community Expansion Projects, partly funded under provincial Natural Gas Expansion Program.

<sup>5</sup> The calculation for the average residential monthly electricity bill uses Time-of-Use (TOU) pricing for the typical residential consumer and does not factor in applicable taxes or the Ontario Electricity Rebate.



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