

ASSURANCE OF VOLUNTARY COMPLIANCE

**Pursuant to s. 112.7 of the
*Ontario Energy Board Act, 1998***

**Wyse Meter Solutions Inc.
Licence No. ES-2024-0213**

**OEB File No. EB-2026-0111
July 21, 2026**

I. INTRODUCTION AND SUMMARY

Ontario Energy Board (OEB) staff conducted an inspection of Wyse Meter Solutions Inc. (Wyse) which focused on Wyse's compliance with the Unit Sub-Metering Code (USMC) in relation to disconnection notices that it issued to consumers during the period between April 24, 2024, and November 14, 2024. Following the inspection, OEB staff identified, and Wyse confirmed instances of non-compliance with various of its consumer disconnection obligations under the USMC.

In resolution of the contravention, Wyse provided this Assurance of Voluntary Compliance to the OEB under section 112.7 of the *Ontario Energy Board Act, 1998* (OEB Act).

II. STATEMENT OF FACTS

Wyse is a unit sub-meter provider and operates under OEB licence, ES-2024-0213.

In the process of reviewing a complaint received by the OEB from a Wyse customer, OEB staff identified breaches of enforceable provisions by the licensee relating to the disconnection notices that it used during the period between April 24, 2024, and November 14, 2024.

By letter addressed to Wyse, dated March 31, 2025, the OEB indicated that it identified additional areas requiring clarification to assess Wyse's compliance with the USMC and USMP license in order to determine if enforcement action would be necessary. The OEB's letter outlined the information Wyse must provide to address the identified areas of non-compliance.

In response to OEB's letter, Wyse undertook a detailed review of its disconnection practices, including each of the disconnection notices that it sent during the period between April 24, 2024, and November 14, 2024, and confirmed the following to OEB staff:

- i. Wyse issued 49,484 disconnection notices during the said period, 49,481 were not fully compliant with the USMC for one, or more, of the following reasons:
 - The notice did not comply with section 4.2.6(b) of the USMC, in that it failed to provide consumers with the required minimum 14 days' notice prior to the

earliest date upon which the consumer was advised that disconnection may occur. During this period, 49,481 consumers were given only 11 to 13 days' notice.

- The notice did not comply with section 4.2.5A(b) of the USMC in that it failed to accurately advise consumers of accurate earliest and latest dates upon which their disconnection may occur. 3 disconnection notices were sent to residential consumers with disconnection windows that exceeded the 14-day maximum, extending to 16 days.
 - The 3 disconnection notices issued by Wyse did not comply with section 4.2.5F of the USMC, which requires that the expiry of a disconnection notice occurs 14 days after the last day of the minimum notice period set out in section 4.2.6 creating a maximum 14-day disconnection window following the minimum period.
 - The notice did not comply with section 4.2.5A(i) and (j) of the USMC, in that it failed to explicitly state that the Board-prescribed arrears management program may be available to all residential consumers, and it did not clearly reference the arrears management program, expanded consumer service provisions, and Emergency Financial Assistance as required for eligible low income customers. The use of terms such as “alternatively” also created a misleading impression that these programs were mutually exclusive, even though eligible low income customers may qualify for both LEAP and the arrears management program, and the OESP is available to all eligible low income customers.
- ii. Between April 24, 2024, and November 14, 2024, Wyse disconnected the electricity service of 1,302 consumers and applied approximately \$167,790 in reconnection fees from 799 of these consumers. 86 customers were disconnected before the minimum notice period lapsed, contrary to section 4.2.6 (b) of the USMC.

III. ASSURANCE

Wyse assures the OEB that it understands and takes seriously its obligations under the USMC relating to consumer disconnections. Wyse has completed an internal review, identified the root cause of the noncompliance, and corrected the systemic error by adjusting the disconnection timeline in its billing system. Wyse has verified in a testing environment that the corrected Issue Dates and Disconnection Window Start and End dates comply with the USMC and the guidance provided as of the date of execution of this AVC. Wyse has also implemented operational changes to ensure that future disconnection notices contain clear and accurate information, meet all required timelines, and are supported by enhanced record retention processes.

Wyse will deliver a letter to each customer that was disconnected with a non-compliant disconnection notice between April 24, 2024, and November 14, 2024. The letter will be in the form and manner approved by OEB staff. The letter will advise these customers of:

- (a) the nature of Wyse's non-compliance with its regulatory obligations,
- (b) Wyse's provision of this Assurance of Voluntary Compliance to the OEB, and
- (c) Wyse's obligation thereunder to make a payment to the appropriate LEAP Program agency where refunds cannot be issued for certain closed or inactive customer accounts.
- (d) With respect to the thirteen hundred and two (1,302) customers who had their electricity service disconnected upon receiving a non-compliant disconnection notice, the letter will also advise each of these customers that they will receive a credit of \$50 on the first bill following their receipt of the letter. In addition, Wyse has agreed to refund all the reconnection fees that it applied to the affected customers who were disconnected and subsequently reconnected.

Wyse has also agreed to revise the language in its Disconnection Notices to ensure that all references to assistance available to all residential and eligible low-income customers are clear, accurate, and fully compliant with sections 4.2.5A(i) and (j) of the USMC.

Wyse assured the OEB that it will implement all of the above-mentioned measures to remedy the identified non-compliance, no later than 45 days following the date of this AVC.

Wyse will not recover the costs related to this Assurance of Voluntary Compliance from its customers.

IV. ADMINISTRATIVE MONETARY PENALTY

Wyse agrees to pay an administrative monetary penalty to the OEB in the amount of \$20,000. Payment will be made by cheque or electronically, together with notice sent to the OEB Registrar, within two weeks of Wyse being given notice of the acceptance of this Assurance of Voluntary Compliance by the OEB.

V. CONSUMER RIGHTS

Nothing in the Assurance of Voluntary Compliance affects any rights a consumer may have under any applicable laws.

VI. FAILURE TO COMPLY

This Assurance of Voluntary Compliance has the same force and effect as an order of the OEB pursuant to section 112.7(2) of the OEB Act and any failure to comply with its terms shall be deemed to be a breach of an order of the OEB.

VII. EXECUTION OF ASSURANCE

I have the authority to bind Wyse Meter Solutions Inc. to the terms set out in this Assurance of Voluntary Compliance.

Name: Nathan Lev
Title: Vice-President, Regulatory Affairs
Company: Wyse Meter Solutions Inc.
Signature: 

Dated this 21st day of July, 2026