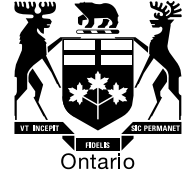


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BY E-MAIL AND WEB POSTING

May 8, 2015

**To: All Electricity Distributors
All Participants in EB-2014-0198**

**Re: Notice of Hearing for Cost Awards
Customer Billing Practices and Performance
Board File No.: EB-2014-0198**

Background

On June 27, 2014, the Ontario Energy Board (the OEB) initiated a policy review of electricity and natural gas distributors' customer billing practices and performance.

On September 18, 2014, the OEB issued a Draft Report of the Board on Electricity and Natural Gas Distributors' Residential Customer Billing Practices and Performance (the Draft Report). In the letter accompanying the Draft Report, the OEB indicated that cost awards would be available to eligible persons under section 30 of the *Ontario Energy Board Act, 1998* (the Act) in relation to comments on the Draft Report to a maximum of 10 hours and that any costs awarded would be recovered from all licensed electricity distributors. On February 5, 2015, the OEB issued a Notice of Proposal to Amend a Code that contained proposed amendments to the Distribution System Code (the DSC) (altogether, the Notice). In the Notice, the OEB indicated that cost awards would also be available to eligible persons for comments on the proposed amendments to the DSC to a maximum of 8 hours.

Based on the requests received, the OEB determined that the Consumers Council of Canada (CCC) and London Property Management Association (LPMA) are eligible for an award of costs in relation to this consultation.

On April 21, 2015, the OEB received a late cost award eligibility request from the Vulnerable Energy Consumers Coalition (VECC). VECC was a participant in this consultation and filed comments in relation to both the Draft Report and Notice. To expedite the process for the filing of cost claims, the OEB will provide electricity distributors an opportunity to object to VECC's late cost award eligibility request in conjunction with the filing of the other cost claims that are expected to be submitted.

Notice of Hearing

The OEB is initiating this hearing on its own motion in order to determine the cost awards that will be made in accordance with section 30 of the Act in relation to the consultation process on the OEB's policy review of customer billing practices and performance.

The OEB intends to proceed by way of written hearing unless a party can satisfy the OEB that there is a good reason for not holding a written hearing. If a party wants to object to a written hearing, the objection must be received by the OEB no later than **7 days** after the date of this notice.

Assuming that the OEB does not receive any objections to a written hearing, the hearing will follow the process set out below.

1. Eligible persons and VECC shall submit their cost claims by **May 22, 2015**. The cost claim must be filed with the OEB and one copy is to be served on each licensed electricity distributor. The cost claims must be completed in accordance with section 10 of the OEB's *Practice Direction on Cost Awards*. The cost claims must be completed in accordance with section 10 of the OEB's *Practice Direction on Cost Awards*. As contemplated in the *Practice Direction*, the cost claim form has been customized for this consultation. Eligible participants must use the customized form that is attached as Attachment A to this notice.
2. Licensed electricity distributors will have until **May 29, 2015** to object to any aspect of the costs claimed and to VECC's late cost award eligibility request. The objection must be filed with the OEB and one copy must be served on VECC or the eligible person against whose claim the objection is being made.
3. VECC or an eligible person whose cost claim was objected to will have until **June 5, 2015** to make a reply submission as to why its eligibility or cost claim should be allowed. A copy of the reply submission must be filed with the OEB and one copy is to be served on the objecting distributor.

4. The OEB will then issue its decision on cost awards. The OEB's costs may also be addressed in the cost awards decision.

Service of cost claims, objections and reply submissions on other parties may be effected by courier, registered mail, facsimile or e-mail.

All submissions in this hearing (i.e., cost claims, objections, or replies) will form part of the public record. Copies of the submissions will be available for inspection at the OEB's office and the submissions may be published on the OEB's website.

Parties must file two paper copies and one electronic copy of their filings with the OEB Secretary by **4:45 pm** on the required dates. The OEB requests that parties make every effort to provide electronic copies of their filings in searchable / unrestricted Adobe Acrobat (PDF) format, and to submit their filings through the OEB's web portal at <https://www.pes.ontarioenergyboard.ca/eservice/>. A user ID is required to submit documents through the OEB's web portal. If you do not have a user ID, please visit the "e-filings services" webpage on the OEB's website at www.ontarioenergyboard.ca, and fill out a user ID password request. Additionally, interested parties are requested to follow the document naming conventions and document submission standards outlined in the document entitled "RESS Document Preparation – A Quick Guide" also found on the e-filing services webpage. If the OEB's web portal is not available, electronic copies of filings may be filed by e-mail at boardsec@ontarioenergyboard.ca. Those that do not have internet access should provide a CD containing their filing in PDF format.

All filings must quote file number **EB-2014-0198** and include your name, address telephone number and, where available, your e-mail address and fax number.

If you do not file a letter objecting to a written hearing or do not participate in the hearing by filing written materials in accordance with this Notice, the OEB may proceed without your participation and you will not be entitled to further notice in this proceeding.

Yours truly,

Original Signed By

Kirsten Walli
Board Secretary

Attachment

Attachment "A"

Form for Cost Claim

Ontario Energy Board
COST CLAIM FOR CONSULTATIONS
Statement of Fees Being Claimed



File # EB- 2014-0198

Process Customer Billing Practices

Party _____

HST Rate: _____

Individual Whose Fees are Being Claimed	Hourly rate	Written Comments on the Draft Report of the Board	Written Comments on the Notice of Proposal	Subtotal	HST	Total
		Eligible Participant	Eligible Participant			
		<i>Up to 10 hours</i>	<i>Up to 8 hours</i>	\$0.00	\$0.00	\$0.00
				\$0.00	\$0.00	\$0.00
				\$0.00	\$0.00	\$0.00
				\$0.00	\$0.00	\$0.00
				\$0.00	\$0.00	\$0.00
Totals:				\$0.00	\$0.00	\$0.00
				Total legal/consultant fees:		\$0.00