

**Ontario Energy
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**Commission de l'énergie
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VIA E-MAIL AND WEB POSTING

April 3, 2018

To: Invited Stakeholders

CC: All Licensed Unit Sub-Meter Providers

**Re: Regulation of Unit Sub-Meter Providers:
OEB File No.: EB-2017-0371**

On October 26, 2017, the Ontario Ministry of Energy announced in the 2017 Long-Term Energy Plan (LTEP) that planned to enhance consumer protection by giving the Ontario Energy Board (OEB) increased regulatory authority over Unit Sub-Meter Providers (USMPs). The LTEP explained that increased OEB oversight will ensure that consumers served by USMPs can benefit from:

- Clarity about what goes into the prices they are charged;
- Practices regarding disconnections; and,
- Access to the OEB's processes to resolve issues regarding the quality of service USMPs provide to their customers.

Amendments to section 78 of the *Ontario Energy Board Act, 1998* came into force on April 1, 2018. These amendments prohibit a USMP from charging for unit sub-metering except in accordance with an order of the OEB. On March 15, 2018, the OEB issued an Interim Order authorizing USMPs to continue charging their customers per their contracts for sub-metering services until the OEB has completed the consultation and approved charges for USMPs.

The OEB has begun a consultation to establish the OEB's method(s) for regulating USMPs charges (EB-2017-0371). In order to ensure it heard from customers of USMPs the OEB launched a survey in March 2018 to gather input from individual unit sub-metered customers.

As part of its work on this initiative, the OEB is inviting selected stakeholders to meetings with OEB staff. The aim of these meetings will be to learn about stakeholders' experiences with USMPs, services provided and the fees they charge. As well, OEB staff will be interested in any initial insight regarding the appropriate process to set USMP charges in a manner that protects the interests of consumers while also providing for a viable USMP industry.

Stakeholder Meetings

OEB staff will hold 1 day meetings with each of the groups mentioned below. These meetings will be held **the week of April 16, 2018**.

Specifics about these meetings (date, location and agenda) will be provided to the invited stakeholders once they respond to this invitation.

Invited Stakeholders

The following stakeholders are invited to participate in the stakeholders meetings:

Group #1 – Unit Sub-Metered Customers:

- Advocacy Centre for Tenants Ontario
- Condo Owners Association of Toronto
- Consumers Council of Canada
- Federation of Metro Tenants Associations
- Vulnerable Energy Consumers Coalition
- Condo Board Representatives

Group #2 – Property Owners/Managers & Developers:

- Building Owners and Managers Association of the Greater Toronto Area
- Federation of Rental-Housing Providers of Ontario
- Greater Toronto Apartment Association
- London Property Management Association
- Building Owners and Property Managers

Invited stakeholders interested in participating in the meeting(s) should indicate their intent no later than **April 11, 2018** by sending an e-mail to USMP@oeb.ca

The e-mail must include OEB File number **EB-2017-0371**, your name, address, telephone number, and your e-mail address.

Cost Awards

The OEB wants to ensure that it has heard from customers of USMPs (both building owners and individual unit customers) and has determined that it will award costs to those invited to participate in this initiative. Specifically, the following parties are deemed to be eligible for costs:

- Advocacy Centre for Tenants Ontario
- Building Owners and Managers Association of the Greater Toronto Area
- Condo Owners Association of Toronto
- Consumers Council of Canada
- Federation of Metro Tenants Associations
- Federation of Rental-Housing Providers of Ontario
- Greater Toronto Apartment Association
- London Property Management Association
- Vulnerable Energy Consumers Coalition

Cost awards will be available under section 30 of the *Ontario Energy Board Act, 1998*, in relation to participation in the stakeholder meeting **up to a maximum of 8 hours** for one representative per organization. Please note that employees of an invited organization are not eligible for cost awards. The invited stakeholders should refer to the OEB's [Practice Direction on Cost Awards](#) for information about eligibility and the types of costs that may be claimed. Costs awarded will be recovered from all licensed USMPs based on customer numbers.

If you have questions about these meetings, please e-mail USMP@oeb.ca The OEB's toll free number is 1-888-632-6273.

Yours Truly,

Original signed by:

Brian Hewson
Vice President, Consumer Protection and Industry Performance