



**Ontario Energy Board**  
**Commission de l'énergie de l'Ontario**

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**DECISION AND ORDER ON COST  
AWARDS**

**EB-2017-0183**

**Review of Customer Service Rules for Electricity and Gas**

**By Delegation, Before: Brian Hewson**

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**May 18, 2018**

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## Introduction

On May 16, 2017, the Ontario Energy Board (OEB) initiated a review of its customer service rules (Rules) for electricity distributors, rate-regulated natural gas distributors and unit sub-meter providers.

As part of its work on the Rules review, OEB staff held meetings with a number of consumer representative and industry stakeholders in March 2018. Cost claims filed with the OEB in relation to participation in those meetings are determined below.

## Background

By [letter](#) dated February 21, 2018, the OEB invited a number of consumer representative and industry stakeholders to meetings with OEB staff to discuss staff's findings and preliminary proposals for changes to the Rules based on the OEB's completed research and engagement activities. The letter stated that the OEB determined the invited consumer representative stakeholders to be eligible for cost awards and that any costs awarded would be recovered from rate-regulated licensed electricity distributors and rate-regulated gas distributors based on customer numbers.

The following consumer representative stakeholders participated in the meetings with OEB staff: Low Income Energy Network (LIEN), Ontario Chamber of Commerce, Six Nations of the Grand River Territory, United Way Bruce Grey and Vulnerable Energy Consumers Coalition (VECC) (collectively, the eligible participants).

On April 3, 2018, the OEB issued a letter setting out the process for determining cost awards to the eligible participants.

The OEB received cost claims from LIEN, Six Nations of the Grand River Territory, United Way Bruce Grey and VECC. On April 24, 2018, Enbridge Gas Distribution Inc. filed a letter stating that the OEB should allow costs recoverable up to the maximum eligible amounts.

## OEB Findings

The OEB has reviewed the cost claims filed by LIEN, Six Nations of the Grand River Territory, United Way Bruce Grey and VECC to ensure they were compliant with the OEB's *Practice Direction on Cost Awards*.

The OEB notes that the cost claim filed by VECC exceeds the maximum number of hours set out in the OEB's April 3, 2018 letter. VECC claimed a total of 15.90 hours. The OEB will not award costs in excess of the 8-hour maximum and has therefore reduced VECC's claim to the stipulated maximum of 8 hours.<sup>1</sup> The total cost award for VECC is therefore \$958.85 including HST. The OEB further notes that the cost claim of LIEN requires a reduction of \$272.18 as the claims for taxi gratuities and overnight accommodation exceed the amounts allowed under the *Practice Direction on Cost Awards*. Similarly, the cost claim of Six Nations of the Grand River Territory requires a reduction of \$63.06 as the claim for overnight accommodation exceeds the amounts allowed under the practice direction and the claim for meals is not recoverable under the practice direction.

The OEB finds that the claim of United Way Bruce Grey and the adjusted claims of LIEN, Six Nations of the Grand River Territory and VECC are reasonable.

The OEB approves cost awards for the eligible participants as follows:

• Low Income Energy Network	\$3,882.79
• Six Nations of the Grand River Territory	\$368.03
• United Way Bruce Grey	\$374.34
• Vulnerable Energy Consumers Coalition	\$958.85

### Process for Paying the Cost Awards

The amount payable by each licensed electricity distributor and natural gas distributor in relation to costs awarded to each eligible participant is listed in Schedule A to this Decision and Order. However, the amounts will not be paid directly by the utility to the participant.

The OEB will use the process set out in section 12 of the *Practice Direction* to implement the payment of the cost awards. Therefore, the OEB will act as a clearing house for all payments of cost awards relating to this consultation process. Invoices will be issued to licensed electricity distributors and natural gas distributors at the same time as the invoices for cost assessments are made under section 26 of the *Ontario Energy Board Act, 1998* (the Act). The practice of the OEB is to issue to each licensed electricity distributor and gas distributor one invoice that covers all cost awards payable

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<sup>1</sup> 0.5 hours for Ben Segel-Brown and 7.5 hours for Jennifer Chow.

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by the licensed electricity distributor and natural gas distributor for the relevant period. As a result, the invoice may cover cost awards payable in relation to a number of consultations, including this one.

**IT IS ORDERED THAT:**

1. Each licensed electricity distributor and natural gas distributor listed in Schedule A to this Decision and Order shall pay the amounts set out in Schedule A in relation to the costs awarded to each eligible participant.
2. Each licensed electricity distributor and natural gas distributor listed in Schedule A to this Decision and Order shall pay the OEB's costs of, and incidental to, this consultation.
3. The payments referred to in paragraph 1 shall be made to the OEB in accordance with the invoice issued to each licensed electricity distributor and natural gas distributor, and shall be due at the same time as cost assessments under section 26 of the Act are due.

**DATED** at Toronto May 18, 2018

**ONTARIO ENERGY BOARD**

*Original Signed By*

Brian Hewson  
Vice President, Consumer Protection & Industry Performance

**Schedule A**

**OEB's Decision and Order on Cost Awards**

**EB-2017-0183**

<b>Gas Distributor</b>	<b>Low-Income Energy Network</b>	<b>Six Nations of the Grand River Development Corporation</b>	<b>United Way of Bruce Grey</b>	<b>Vulnerable Energy Consumers Coalition</b>	<b>Total</b>
Enbridge Gas Distribution	703.50	66.70	67.80	173.75	\$ 1,011.75
Union Gas	473.75	44.90	45.67	116.99	\$ 681.31
Natural Resource Gas	2.82	0.27	0.27	0.70	\$ 4.06

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<b>Gas Distributor Total</b>	<b>\$ 1,180.07</b>	<b>\$ 111.87</b>	<b>\$ 113.74</b>	<b>\$ 291.44</b>	<b>\$ 1,697.12</b>
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<b>Electricity Distributor</b>	<b>Low-Income Energy Network</b>	<b>Six Nations of the Grand River Development Corporation</b>	<b>United Way of Bruce Grey</b>	<b>Vulnerable Energy Consumers Coalition</b>	<b>Total</b>
Algoma Power Inc.	6.21	0.59	0.60	1.53	\$ 8.93
Alectra Utilities Corporation	509.87	48.33	49.16	125.91	\$ 733.27
Atikokan Hydro Inc.	0.88	0.08	0.08	0.22	\$ 1.26
Attawapiskat Power Corporation	0.25	0.02	0.02	0.06	\$ 0.35
Bluewater Power Distribution Corporation	19.28	1.83	1.86	4.76	\$ 27.73
Brantford Power Inc.	20.81	1.97	2.01	5.14	\$ 29.93

<b>Electricity Distributor</b>	<b>Low-Income Energy Network</b>	<b>Six Nations of the Grand River Development Corporation</b>	<b>United Way of Bruce Grey</b>	<b>Vulnerable Energy Consumers Coalition</b>	<b>Total</b>
Burlington Hydro Inc.	35.45	3.36	3.42	8.75	\$ 50.98
Canadian Niagara Power Inc.	15.28	1.45	1.47	3.77	\$ 21.97
Centre Wellington Hydro Ltd.	3.60	0.34	0.35	0.89	\$ 5.18
Chapleau Public Utilities Corporation	0.66	0.06	0.06	0.16	\$ 0.94
Collus PowerStream Corp.	8.85	0.84	0.85	2.18	\$ 12.72
Cooperative Hydro Embrun Inc.	1.10	0.10	0.11	0.27	\$ 1.58
Cornwall Street Railway Light and Power Company Limited	13.04	1.24	1.26	3.22	\$ 18.76
E.L.K. Energy Inc.	6.37	0.60	0.61	1.57	\$ 9.15
Energy+ Inc.	33.69	3.19	3.25	8.32	\$ 48.45
Entegrus Powerlines Inc.	21.64	2.05	2.09	5.34	\$ 31.12
Enwin Utilities Ltd.	46.43	4.40	4.48	11.47	\$ 66.78
Erie Thames Powerlines Corporation	9.81	0.93	0.95	2.42	\$ 14.11
Espanola Regional Hydro Distribution Corporation	1.75	0.17	0.17	0.43	\$ 2.52
Essex Powerlines Corporation	15.41	1.46	1.49	3.80	\$ 22.16
Festival Hydro Inc.	10.95	1.04	1.06	2.70	\$ 15.75
Fort Albany Power Corporation	0.15	0.01	0.01	0.04	\$ 0.21
Fort Frances Power Corporation	1.99	0.19	0.19	0.49	\$ 2.86
Greater Sudbury Hydro Inc.	25.16	2.38	2.43	6.21	\$ 36.18
Grimsby Power Incorporated	5.92	0.56	0.57	1.46	\$ 8.51

<b>Electricity Distributor</b>	<b>Low-Income Energy Network</b>	<b>Six Nations of the Grand River Development Corporation</b>	<b>United Way of Bruce Grey</b>	<b>Vulnerable Energy Consumers Coalition</b>	<b>Total</b>
Guelph Hydro Electric Systems Inc.	28.59	2.71	2.76	7.06	\$ 41.12
Halton Hills Hydro Inc.	11.63	1.10	1.12	2.87	\$ 16.72
Hydro Hawkesbury Inc.	2.93	0.28	0.28	0.72	\$ 4.21
Hearst Power Distribution Company Limited	1.44	0.14	0.14	0.36	\$ 2.08
Hydro 2000 Inc.	0.67	0.06	0.06	0.17	\$ 0.96
Hydro One Networks Inc.	687.81	65.19	66.31	169.85	\$ 989.16
Hydro One Remote Communities Inc.	1.89	0.18	0.18	0.47	\$ 2.72
Hydro Ottawa Limited	172.28	16.33	16.61	42.55	\$ 247.77
Innpower Corporation	8.58	0.81	0.83	2.12	\$ 12.34
Kashechewan Power Corporation	0.20	0.02	0.02	0.05	\$ 0.29
Kenora Hydro Electric Corporation Ltd.	2.96	0.28	0.29	0.73	\$ 4.26
Kingston Hydro Corporation	14.61	1.38	1.41	3.61	\$ 21.01
Kitchener-Wilmot Hydro Inc.	49.24	4.67	4.75	12.16	\$ 70.82
Lakefront Utilities Inc.	5.38	0.51	0.52	1.33	\$ 7.74
Lakeland Power Distribution Ltd.	7.10	0.67	0.68	1.75	\$ 10.20
London Hydro Inc.	81.94	7.77	7.90	20.24	\$ 117.85
Midland Power Utility Corporation	3.79	0.36	0.37	0.94	\$ 5.46
Milton Hydro Distribution Inc.	19.12	1.81	1.84	4.72	\$ 27.49
Newmarket-Tay Power Distribution Ltd.	18.71	1.77	1.80	4.62	\$ 26.90

<b>Electricity Distributor</b>	<b>Low-Income Energy Network</b>	<b>Six Nations of the Grand River Development Corporation</b>	<b>United Way of Bruce Grey</b>	<b>Vulnerable Energy Consumers Coalition</b>	<b>Total</b>
Niagara Peninsula Energy Inc.	28.06	2.66	2.71	6.93	\$ 40.36
Niagara-on-the-lake Hydro Inc.	4.77	0.45	0.46	1.18	\$ 6.86
North Bay Hydro Distribution Limited	12.78	1.21	1.23	3.16	\$ 18.38
Northern Ontario Wires Inc.	3.22	0.31	0.31	0.79	\$ 4.63
Oakville Hydro Electricity Distribution Inc.	35.96	3.41	3.47	8.88	\$ 51.72
Orangeville Hydro Limited	6.30	0.60	0.61	1.56	\$ 9.07
Orillia Power Distribution Corporation	7.16	0.68	0.69	1.77	\$ 10.30
Oshawa PUC Networks Inc.	29.71	2.82	2.86	7.34	\$ 42.73
Ottawa River Power Corporation	5.80	0.55	0.56	1.43	\$ 8.34
Peterborough Distribution Incorporated	19.32	1.83	1.86	4.77	\$ 27.78
PUC Distribution Inc.	17.80	1.69	1.72	4.40	\$ 25.61
Renfrew Hydro Inc.	2.27	0.22	0.22	0.56	\$ 3.27
Rideau St. Lawrence Distribution Inc.	3.12	0.30	0.30	0.77	\$ 4.49
St. Thomas Energy Inc.	9.09	0.86	0.88	2.24	\$ 13.07
Sioux Lookout Hydro Inc.	1.48	0.14	0.14	0.37	\$ 2.13
Thunder Bay Hydro Electricity Distribution Inc.	26.94	2.55	2.60	6.65	\$ 38.74
Tillsonburg Hydro Inc.	3.74	0.35	0.36	0.92	\$ 5.37
Toronto Hydro-Electric System Limited	401.65	38.07	38.72	99.19	\$ 577.63



<b>Electricity Distributor</b>	<b>Low-Income Energy Network</b>	<b>Six Nations of the Grand River Development Corporation</b>	<b>United Way of Bruce Grey</b>	<b>Vulnerable Energy Consumers Coalition</b>	<b>Total</b>
Veridian Connections Inc.	63.06	5.98	6.08	15.57	\$ 90.69
Wasaga Distribution Inc.	7.01	0.66	0.68	1.73	\$ 10.08
Waterloo North Hydro Inc.	29.50	2.80	2.84	7.28	\$ 42.42
Welland Hydro-Electric System Corp.	12.06	1.14	1.16	2.98	\$ 17.34
Wellington North Power Inc.	1.99	0.19	0.19	0.49	\$ 2.86
West Coast Huron Energy Inc.	2.03	0.19	0.20	0.50	\$ 2.92
Westario Power Inc.	12.23	1.16	1.18	3.02	\$ 17.59
Whitby Hydro Electric Corporation	22.25	2.11	2.15	5.50	\$ 32.01
<b>Electricity Distribution Total</b>	<b>\$ 2,702.72</b>	<b>\$ 256.16</b>	<b>\$ 260.60</b>	<b>\$ 667.41</b>	<b>\$ 3,886.89</b>
<b>Total</b>	<b>\$ 3,882.79</b>	<b>\$ 368.03</b>	<b>\$ 374.34</b>	<b>\$ 958.85</b>	<b>\$ 5,584.01</b>