



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

BY EMAIL AND WEB POSTING

March 21, 2023

**To: All Licensed Electricity Distributors
All Other Interested Parties**

**Re: Implementing the Process for Enabling Customers to Opt Into the Ultra-Low Overnight (ULO) Price Plan: Communication Materials and Reporting Requirement.
Ontario Energy Board File No. EB-2022-0160**

This letter provides information about communication materials that distributors can use to assist with the implementation of ULO as well as a new reporting requirement for distributors.

On December 14, 2022, the Ontario Energy Board (OEB) issued a notice (Notice) advising of the adoption of final amendments to the Standard Supply Service Code (SSSC). These amendments, which came into force on January 1, 2023, enable electricity consumers on the Regulated Price Plan (RPP) to elect to be charged on the basis of a new optional ultra-low overnight (ULO) price plan.

Communications Materials

In its Notice, the OEB recognized the importance of having access to information that will assist consumers in understanding and assessing their pricing options. More specifically, the Notice stated that by the spring of 2023, the OEB would update its Customer Choice materials, last produced in 2020, and template election form to reflect the new ULO price option. These updated materials would then be provided to distributors for their use in helping customers make informed decisions about their energy use. As a reminder, Customer Choice enabled RPP consumers with smart meters to switch from standard Time-of-Use (TOU) pricing to Tiered pricing. Customer Choice now includes the ability to opt into ULO.

Further to its Notice, the following updated materials are now available for download, in English and French here: [RPP Customer Choice Materials](#)

- Template election form, and

- RPP graphics which now illustrate the new ULO price plan as well as the TOU and Tiered price plans.

Of note, the OEB values effective and meaningful stakeholder engagement as being a necessary enabler of trust. Accordingly, revised RPP graphics were selected, in part, based on important feedback received from both industry and consumer stakeholders. Surveyed and tested specifically against TOU, a majority of participants correctly answered every question and visually preferred the linear chart vs. cyclical clock designs.

Meanwhile, the following updated and/or new materials, tools and resources will be made available by the OEB once ULO prices are announced:

- Bill calculator that incorporates the ULO price plan
- Dedicated Customer Choice webpage for consumers (oeb.ca/choice)
- Q/As for distributor websites and call centres, and
- Persona videos (including ULO) explaining customer choice.

Distributor Reporting Requirement

Given that distributors may implement the ULO option any time after May 1, 2023, and must have it implemented by November 1, 2023, the OEB is introducing a reporting requirement to monitor distributor implementation, as it did when Customer Choice was implemented in 2020. Further to standard condition 14.1 in each distributor's licence, the OEB is requiring that no later than five business days after a licensed, rate-regulated electricity distributor begins allowing eligible RPP consumers to elect to switch to the ULO price plan, the distributor shall notify the OEB in writing of the date on which it did so. For greater certainty, if a distributor allows consumers to elect to switch on April 12, 2023, in order for consumers to be billed on ULO starting May 1, 2023, the notification would be due on April 19, 2023. If a distributor waits until October 13, 2023, to begin offering its eligible customers the option to enrol in ULO, the last day permitted under the ULO transitional provisions of the SSSC (section 3.4B), the notification would be due October 20, 2023.

This confirmation should be provided by email to Registrar@oeb.ca with the subject line "ULO Implementation (EB-2022-0160): (Licensee Name)".

Any enquiries relating to this letter should be directed to the OEB's Industry Relations Enquiry email at IndustryRelations@oeb.ca.

Yours truly,

Brian Hewson
Vice President, Consumer Protection & Industry Performance