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BY EMAIL AND WEB POSTING

March 13, 2025

To: All Licensed Electricity Distributors
All Participants in Consultation Process EB-2019-0207
All Other Interested Parties

**RE: Implementation of the Distribution System Code requirements for the
OEB's Electric Vehicle Charging Connection Procedures**

On February 16th, 2024, the Ontario Energy Board (OEB) issued a [Notice of Amendments to the Distribution System Code](#) (DSC) implementing changes to the DSC regarding the connection of electric vehicle supply equipment (EVSE). The OEB also issued the [Electric Vehicle Charging Connection Procedures](#) (EVCCP), a standardized and streamlined process document for connecting non-residential EV charging infrastructure that required modifications or additions to an electricity distributor's distribution system.

The EVSE-related DSC amendments came into force on **May 27, 2024**. As a result of a compliance review, OEB staff determined that several distributors have not yet implemented the new DSC requirements.

OEB staff is reminding all licensed electricity distributors that section 6.1.6.1 of the DSC requires a distributor to include in its Conditions of Service (CoS) an appendix, setting out any additional requirements related to the connection of EVSE that are not specified in the DSC or the EVCCP. The new appendix must be in the form of Appendix 1 of the EVCCP. That Appendix sets out the minimum information a distributor shall include in the new appendix to its CoS.

Distributors are also reminded of their ongoing obligation under section 6.1.1 of the DSC to provide an Offer to Connect (OTC) to customers within 60 calendar days of receiving a written connection request, unless there is necessary information required

from the load customer before the OTC can be made. The EVCCP provides further requirements related to the OTC.

OEB staff has also received several complaints about delays in connecting EVSEs, and through compliance reviews, have identified concerns with distributors' EVSE connection processes. As a result, OEB staff is reminding distributors of their obligation to ensure timely connections, as outlined in the [OEB staff Bulletin](#) issued on November 5, 2024.

OEB staff expects all distributors to have updated their CoS documents to meet the requirements of section 6.1.6.1 by no later than **March 31, 2025**. Failure to make the necessary changes may lead to OEB staff taking compliance action.

Yours truly,

Brian Hewson
Vice President, Consumer Protection & Industry Performance