



Ontario
Energy
Board

Compliance Report



April 2022 – March 2023



TABLE OF CONTENTS



Introduction	2
Executive Summary	3
Compliance Approach	5
Overview of OEB Compliance and Enforcement Processes	7
The Year at a Glance	8
Statistics on Complaints and Compliance Reviews	9
Statistics on Inspections	11
Select Compliance Review and Inspection Summaries	12
Cases Resulting from Consumer Complaints	13
Cases Resulting from Applications by Regulated Entities or OEB Decisions and Orders	15
Cases Resulting from Self-Reported Instances of Non-Compliance by Regulated Entities	16
Compliance Cases identified by OEB Staff	18
Information and Guidance to Industry	19
Providing Information to Consumers and Customer Service Issues Raised	21
Raising Awareness of the OEB's Compliance and Enforcement Activities	22
Appendix – Year over Year Statistics	27

INTRODUCTION

The Ontario Energy Board's (OEB) Compliance Report demonstrates how the OEB, as the independent regulator of Ontario's electricity and natural gas sectors, has been fulfilling its mandate to protect consumer interests and deliver public value during the fiscal period April 1, 2022, to March 30, 2023.

The report provides an overview of activities undertaken by the OEB to ensure regulated entities' compliance with legal and regulatory requirements and includes related statistical data. The report also highlights select cases that best illustrate how the OEB has addressed compliance issues during this period.

This report is an important tool used by the OEB to inform stakeholders and the public of our consumer protection activities and to foster a culture of compliance among regulated entities. It also demonstrates transparency and supports the OEB's vision of being recognized as a trusted regulator by the public it serves, the representatives to whom it is accountable, and the regulated community.

EXECUTIVE SUMMARY

The Ontario Energy Board's (OEB) Compliance Report showcases our most recent compliance and enforcement activities, and in doing so demonstrates a culture of compliance that we are building with those we regulate within the energy sector. To this end, our progress over the past year was particularly evident through the self-reporting and quick correction of compliance issues by various entities. This type of response is essential if we are to protect the interest of consumers collectively and collaboratively.

Aligned with the Auditor General of Ontario's "*Value-for Money Audit - Ontario Energy Board: Electricity Oversight and Consumer Protection*" report (November 2022), our 5-year Strategic Plan and our 2022-2026 Business Plan, we are committed to improving the transparency and performance monitoring of our compliance and enforcement activities. As we develop these performance metrics to measure the efficiency of compliance activities, we recognize that assessing and understanding the complaints and issues we receive provides us with better, clearer data.

From our compliance process to the year at a glance, statistics on complaints and compliance reviews and inspections, we highlight a number of key activities throughout this report, including:

- **1,200** complaints received from consumers
- **525** consumer complaints escalated for detailed review and analysis where initial screening identified potential non-compliance issues
- **53** compliance reviews started, many of which were initiated due to a consumer complaint
- **32** inspections completed, resulting in:
 - **\$483,250** in administrative penalties paid under Assurances of Voluntary Compliance
 - **\$10,296,862** returned directly to affected consumers
 - **\$43,578** in additional utility funds contributed to the Low-income Energy Assistance Program (LEAP) which provides emergency funding for low-income consumers.

None of the above amounts were recoverable from utility ratepayers.

Also featured in this report, are the number of tactics we used to raise awareness of the OEB's compliance and enforcement activities, including the issuance of **seven** industry bulletins and letters, **six** new releases, and **three** consumer alerts throughout the fiscal year.

As Ontario's independent regulator of the electricity and natural gas sectors, one of our jobs is to establish and enforce the rules that regulated electricity and natural gas companies follow to protect consumers and ensure the energy sector operates in a way that is fair, transparent, and accountable. Our goal is to promote a sustainable and efficient energy sector, for today and tomorrow, and our compliance and enforcement work is integral to this effort.

COMPLIANCE APPROACH

As the independent regulator of the energy sector, the OEB oversees the conduct and operations of a number of energy sector participants, including those that generate, transmit, distribute and retail energy across the province, and protects the interests of millions of electricity and natural gas consumers. Through independent adjudication and prudent regulation, the OEB makes decisions and rules that ensure consumers are receiving the right level of service at the right rate, and the energy sector remains reliable and sustainable. In addition, most energy sector participants require an OEB licence to carry out their regulated business activities.

It is also the OEB's role to ensure that regulated entities comply with legal and regulatory requirements that are set out in relevant legislation and in OEB licences, codes, rules and orders (referred to collectively as "enforceable provisions"). We carry out this role in a number of ways including:

Providing Information to the Public and Addressing Complaints: We provide consumers with the information they need to better understand the rules that protect them, their energy choices, and changes that may affect them. We also address consumer complaints against regulated entities to ensure that appropriate resolutions are reached. The OEB may initiate a compliance review if the initial review of a complaint identifies potential issues requiring further analysis.

Providing Regulatory Guidance: We foster improved compliance in the sector by providing guidance to regulated entities about compliance with legal and regulatory requirements. We review and respond to enquiries (Industry Relations Enquiries (IREs)) from energy sector participants to help them understand what is required and expected of them. We also provide guidance to regulated entities through bulletins and letters in relation to issues of broader interest or with broader implications or where there are new legal or regulatory requirements. The OEB may also initiate a compliance review or a policy review, as appropriate, based on issues identified in various ways, including through IREs.

Conducting Compliance Reviews: We conduct compliance reviews both proactively and as a result of consumer complaints or IREs to assess regulated companies' compliance with legal and regulatory requirements. The process involves a review and assessment of issues based on information available to OEB staff and/or provided by the involved parties. Compliance reviews may conclude in any of the following ways:

- **No further action:** No further action will be taken if the review does not reveal any compliance issues.
- **Informal resolution:** Issues are resolved by assisting regulated entities in understanding their legal and regulatory obligations and how to comply with them. This may include informal mediation, or the regulated entity agreeing to take voluntary remedial measures. In some cases, it may involve OEB staff issuing a warning or issuing an interpretive bulletin.
- **Policy review:** A recommendation for a policy review to clarify an existing policy or develop a new policy relating to applicable legal or regulatory requirements.
- **Inspection:** A recommendation that an inspection be conducted.

Conducting Inspections: Inspections are a formal process for assessing regulated companies' compliance with legal and regulatory requirements. The OEB conducts inspections as a result of complaints, compliance reviews, issues identified through reporting by regulated companies, and decisions of the OEB on applications made by utilities. OEB inspectors can require regulated entities to provide documents, records or information. Similar to compliance reviews, an inspection may result in no further action where there is no compliance issue or a form of informal resolution where the company agrees to make changes to its practices. Other possible outcomes include:

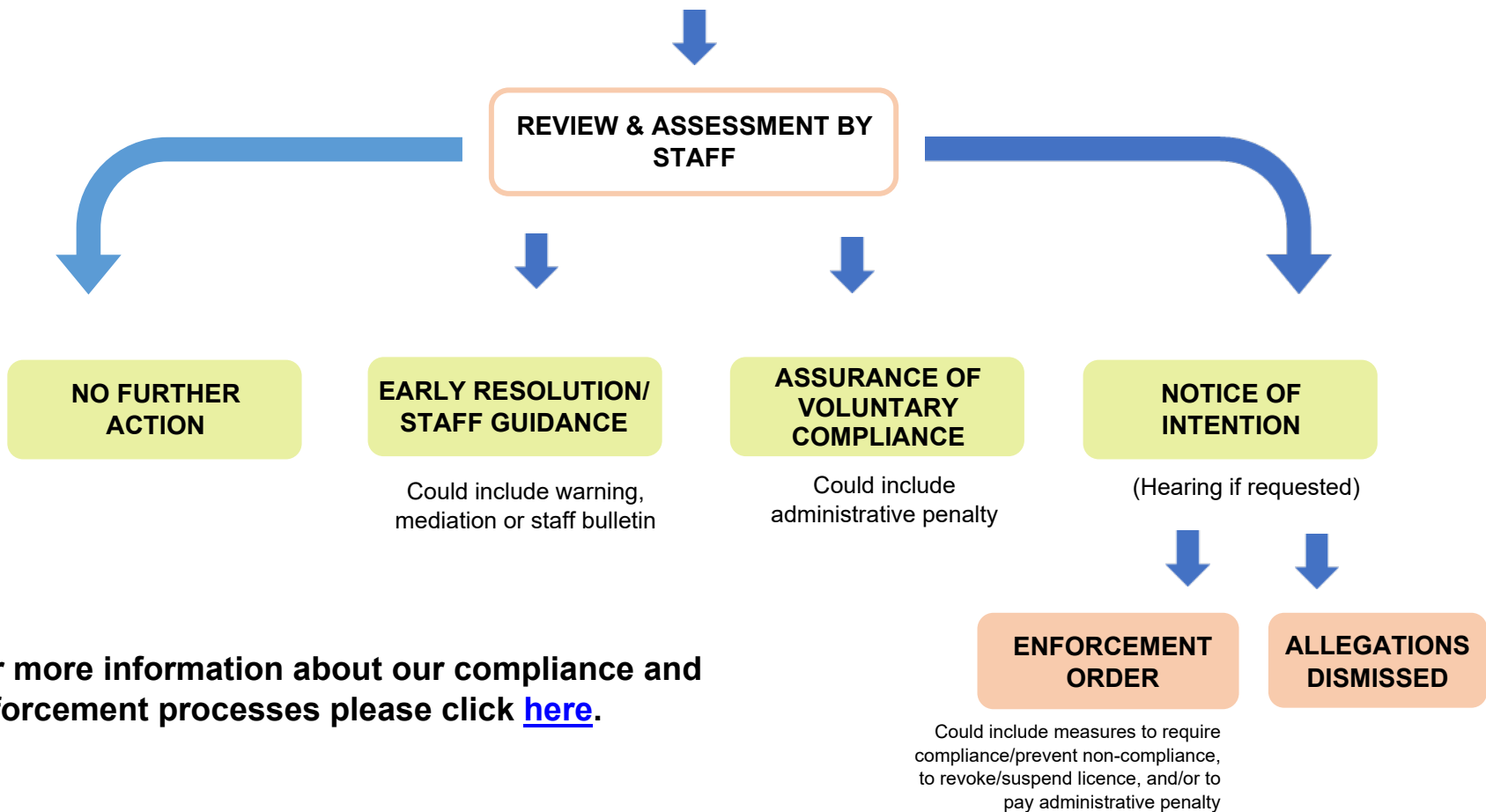
- **Assurance of Voluntary Compliance:** A regulated entity may give the OEB a written Assurance of Voluntary Compliance and, once accepted by the OEB, it has the same force and effect as an OEB order. The assurance may include a commitment by the regulated entity to pay an administrative penalty.
- **Recommendation for Enforcement:** Enforcement actions could result in an OEB order that imposes an administrative penalty, requires that remedial action be taken and/or suspends or revokes a licence.

Self-reported Non-compliance: The OEB encourages regulated entities to consistently review their business practices with a view to ensuring their compliance with legal and regulatory requirements, and to report to the OEB any possible instances of non-compliance with those requirements. Self-reported non-compliance will have a greater likelihood of being resolved quickly and a self-report will be considered a mitigating factor by the OEB when assessing the appropriateness of an administrative penalty.

OVERVIEW OF OEB COMPLIANCE AND ENFORCEMENT PROCESSES



COMPLIANCE REVIEW AND/OR INSPECTION



For more information about our compliance and enforcement processes please click [here](#).

THE YEAR AT A GLANCE (See Appendix for prior year statistics)

1,200 consumer complaints were received.

525 consumer complaints were escalated for detailed review and analysis where initial screening identified potential non-compliance issues.

53 compliance reviews were started, many of which were initiated due to a consumer complaint.

65 compliance reviews were completed.

37 inspections and **26** enforcement cases were started, most of which were initiated following an initial self-report by a the regulated entity.

32 inspections were completed and **26** enforcement actions that followed inspections resulted in:

- \$10,296,862 returned directly to affected consumers
- \$483,250 in administrative penalties paid under Assurances of Voluntary Compliance
- \$43,578 in additional utility funds contributed to the Low-income Energy Assistance Program which provides emergency funding for low-income consumers.

None of the above amounts were recoverable from utility ratepayers.

350 enquiries were received from industry participants (i.e., IREs).

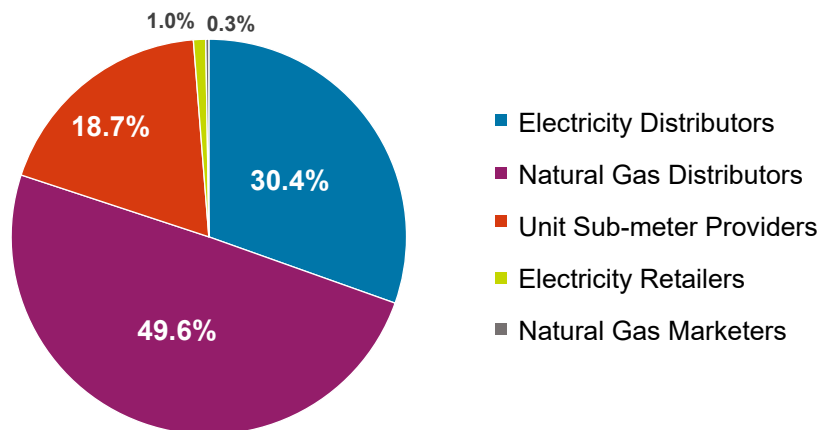
7 compliance-related guidance documents were issued to regulated entities, including interpretive bulletins.

5,606 requests for information and customer service-related enquiries were received from consumers.

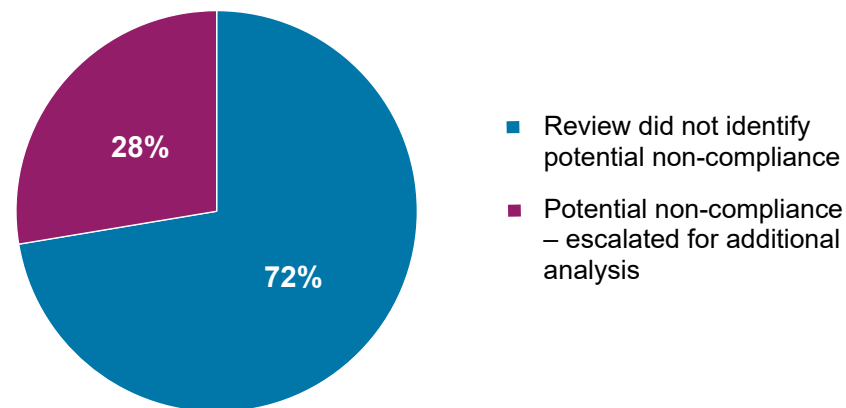
6 news releases and **3** consumer alerts were issued.

STATISTICS ON COMPLAINTS AND COMPLIANCE REVIEWS

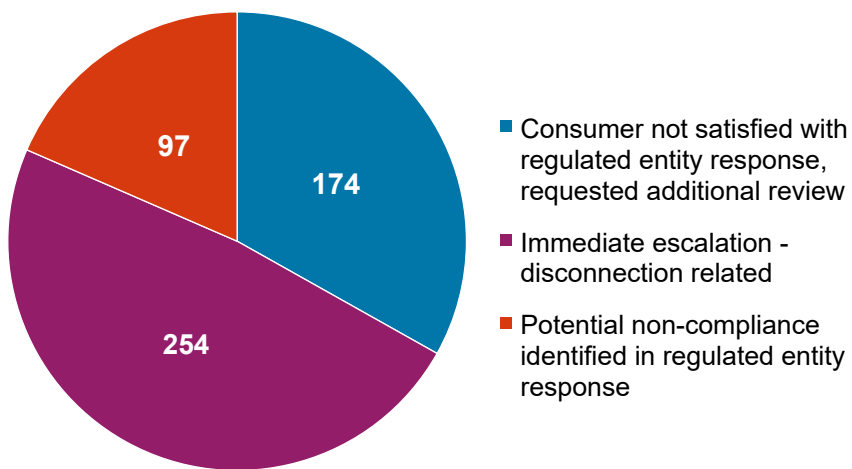
Consumer Complaints Received (1,200) – By Regulated Sector



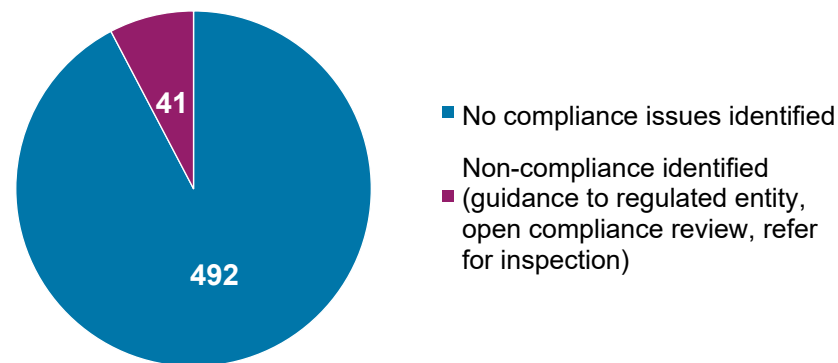
Review of Regulated Entity Responses to Consumer Complaints



Escalated Complaints (525)

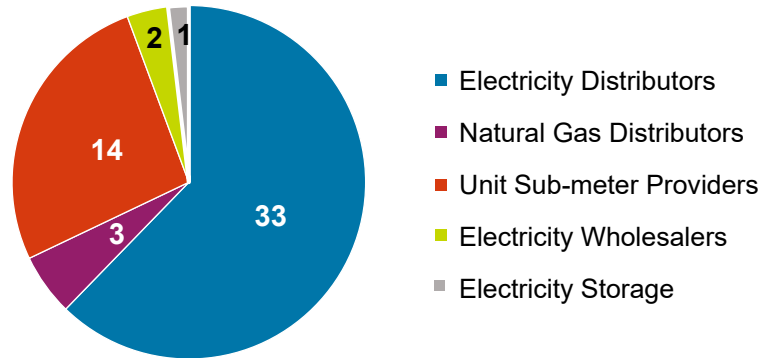


Escalated Complaints – Conclusions (533*)



* The 533 shown under “Escalated Complaints – Conclusions” is not a subset of the number escalated and may include files escalated in a prior period.

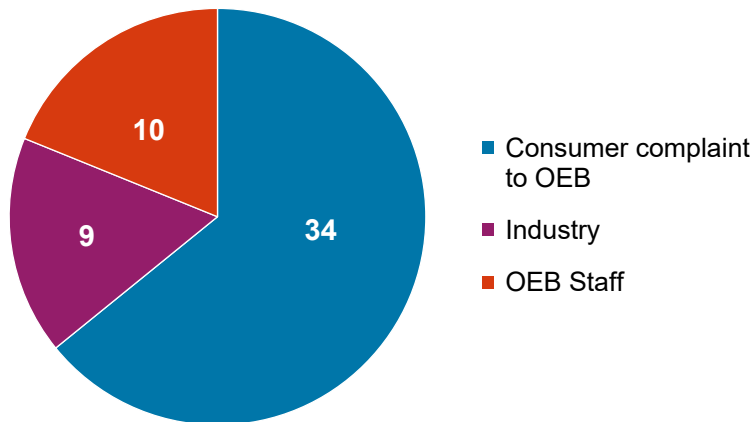
Compliance Reviews Opened (53) – By Regulated Sector



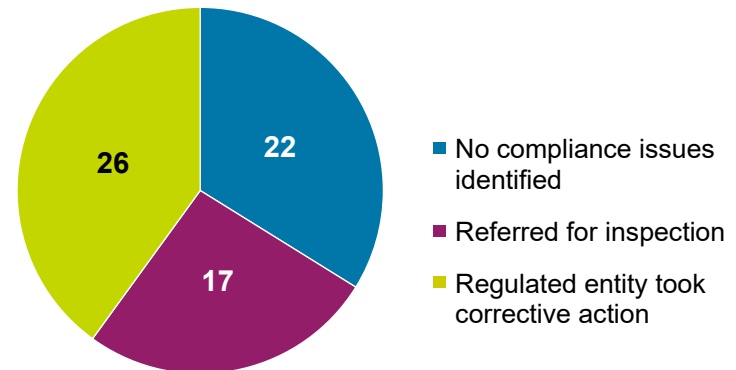
Select examples of compliance reviews opened:

- Utility disconnection for non-payment notices and related processes
- Operating without a required licence
- Customer unable to access their unverified meter data
- Reliability and quality of electrical service to a community
- Unit Sub-meter Provider customers not able to access Ontario Electricity Support Program (OESP)

Source of Compliance Reviews



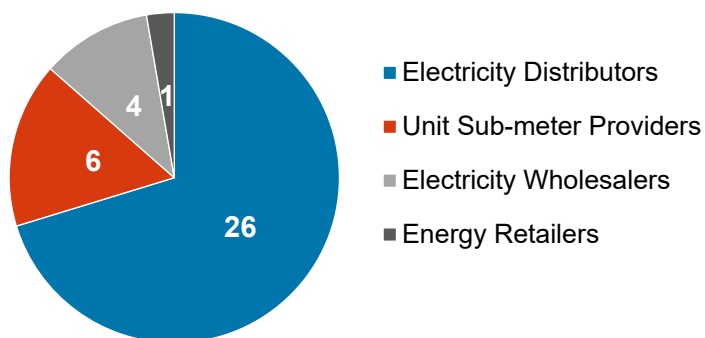
Compliance Reviews Closed (65*)



* The 65 shown under “Compliance Reviews Closed” is not a subset of the number opened and may include files opened in a prior period. Compliance reviews that remained open at the end of the period are not reflected.

STATISTICS ON INSPECTIONS

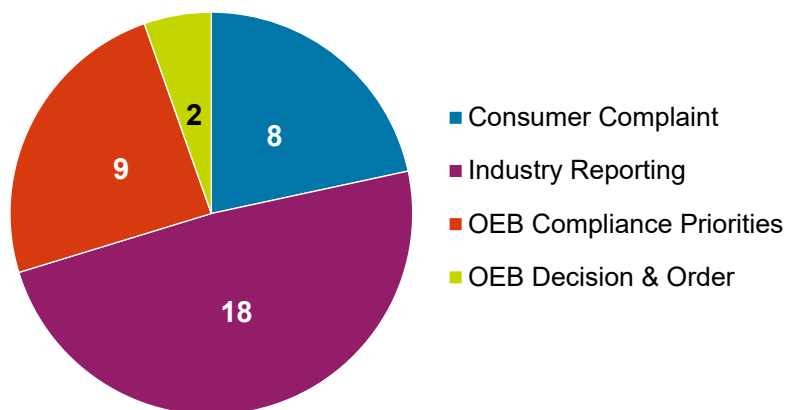
Inspections Opened (37) – By Regulated Sector



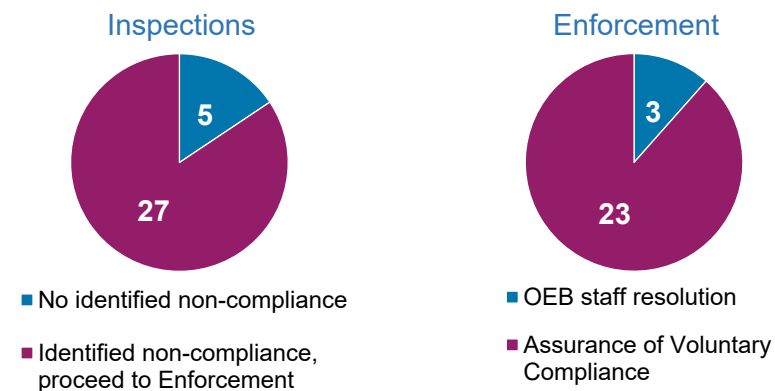
Select examples of compliance inspections undertaken:

- Operating in the wholesale electricity market without a licence
- Operating in the retail market without a licence
- Errors in billing fixed charges to customers
- Errors in billing OESP and Ontario Electricity Rebate (OER) to customers

Source of Inspections



Inspection Cases Closed (32) and Enforcement Actions Closed (26)



- **\$10,296,862** returned to consumers directly
- **\$483,250** in administrative penalties paid under Assurances of Voluntary Compliance
- **\$43,578** additional funds to Low-income Energy Assistance Program

SELECT COMPLIANCE REVIEW & INSPECTION SUMMARIES

During the 2022-2023 fiscal year, OEB staff initiated **53** compliance reviews, **37** inspections and **26** enforcement actions (collectively “Compliance Cases”) and concluded **65**, **32**, and **26** respectively. Summaries of select Compliance Cases that concluded between October 1, 2022, and March 31, 2023, are provided below to demonstrate the variety and range of issues that the OEB reviews and investigates and to illustrate the ways in which we do so. Regulated entity names are not disclosed where Compliance Cases were resolved informally.

The Compliance Cases are organized as follows:

- Compliance Cases resulting from consumer complaints
- Compliance Cases resulting from applications by regulated entities or OEB decisions and orders
- Compliance Cases resulting from self-reported instances of non-compliance by regulated entities
- Compliance Cases resulting from issues identified by OEB staff

This report also includes summaries of certain cases that were reported in our [2022 Mid-Year Report](#) to provide updates or to reinforce awareness of important compliance matters.

COMPLIANCE CASES RESULTING FROM CONSUMER COMPLAINTS

Disconnection Practices

As a result of consumer complaints, OEB staff completed **30** compliance reviews relating to the customer disconnection practices of electricity and natural gas distributors, as well as unit sub-meter providers. The complaints generally related to the notice of disconnection forms used by the regulated entities in cases of customer non-payment.

Loss of electricity or natural gas service is one of the most serious and disruptive consequences a consumer may face. Utilities must follow a step-by-step process mandated by the OEB before disconnecting a residential or small business customer for non-payment, including minimum notice periods. The OEB continues to place a high level of importance on ensuring that, where a consumer is facing disconnection or has been disconnected for non-payment, the utility or unit sub-meter provider has followed the OEB's established disconnection rules.

The results of OEB's review of disconnection-related issues this past year show improvements in utilities' understanding and application of the OEB's enhanced customer service rules relating to disconnection which in turn supports our goal of building a strong culture of compliance.

Of the 30 cases:

- **14** resulted in no further action being taken, as there were no compliance issues identified.
- **12** were resolved informally, with the OEB providing clarification and guidance to the regulated entities and the regulated entities taking appropriate voluntary measures.
- **4** resulted in formal inspections.

Outcome: Cases concluded informally resulted in a total of \$4,615 in reconnection fees being refunded, waived and/or not billed to customers.

Disconnection Practices – Electricity Distributor

As a result of consumer complaints, OEB staff undertook an inspection of EPCOR Electricity Distribution Ontario Inc. (“EPCOR”), an electricity distributor. The complaints related to EPCOR not adhering to the timelines provided in the OEB’s Distribution System Code (DSC) for disconnecting customers because of non-payment. Through the inspection, the OEB found that 2,200 disconnection notices sent between August 1, 2020 to September 1, 2021 did not comply with all the requirements of the DSC. Of the customers who received the non-compliant disconnection notices, 103 were disconnected.

The DSC requires an electricity distributor to provide a minimum of 14 days’ notice to a customer prior to disconnection and to identify in the disconnection notice the earliest and latest dates on which disconnection may occur. The disconnection notices issued by EPCOR did not provide proper notice as required by these rules. EPCOR confirmed that the issue of the unintentional miscalculation of days that led to the non-compliant disconnection notices had been rectified, and that any reconnection fees had been refunded to the customers that paid them. EPCOR also assured the OEB that it has taken all reasonable steps to ensure that the staff involved in the disconnection process are now properly informed of the OEB’s regulatory requirements and will receive on-going training to support compliance.

Outcome: The matter was resolved following the acceptance of an Assurance of Voluntary Compliance from EPCOR in which it agreed to provide a bill credit of \$50 to each of the 103 customers that had been improperly disconnected. EPCOR also agreed to pay an administrative monetary penalty of \$18,000 and to make a payment of \$3,000 to the social agency that runs the Low-income Energy Assistance Program in EPCOR’s service area.

COMPLIANCE CASES RESULTING FROM APPLICATIONS BY REGULATED ENTITIES OR OEB DECISIONS AND ORDERS

Operating without a Licence



Through the licence application process, the OEB identified that five entities had undertaken activities without an OEB licence contrary to the requirements of the *Ontario Energy Board Act, 1998* (OEBA). The OEBA requires that most entities in the electricity sector must hold an OEB-issued licence. A licence is an important customer protection tool, and licences also require market participants to adhere to the rules of the market.

Algoma Steel Inc. (generation), Compass Minerals Canada Corp. (wholesale market), Dyno Nobel Nitrogen Inc. (wholesale market), Weyerhaeuser Company Limited (wholesale market) and Trilliant Networks (Canada) Inc. (unit sub-meter provider) were found to have been operating without the necessary OEB licence. In each instance, the matter was resolved following the OEB's acceptance of an AVC from the non-complying entity, under which each entity committed to taking appropriate measures to comply with the requirement to be licensed.

Outcome: The OEB accepted an Assurance of Voluntary Compliance from each entity, and a total of \$81,500 was paid in administrative penalties.

COMPLIANCE CASES RESULTING FROM SELF-REPORTED INSTANCES OF NON-COMPLIANCE BY REGULATED ENTITIES

Regulatory Accounting – Self Report in Rate Application



Waterloo North Hydro Inc. reported through filings in its rate proceeding that it required certain adjustments related to its accounting for electricity commodity costs for the period 2015 to 2020.

OEB staff conducted an inspection of Enova Power (the OEB-licensed electricity distributor that continues the operations of Kitchener-Wilmot Inc. and Waterloo North Hydro Inc. since their amalgamation in the fall of 2022), relating to its commodity variance accounts and compliance with legislation relating to settlement of electricity commodity costs. Through our inspection it was found that Waterloo North did not comply with applicable enforceable provisions under the *Electricity Act, 1998* and related regulations regarding the settlement of commodity costs. The inspection identified issues with the accuracy and completeness of Waterloo North’s regulatory accounting and settlement processes for electricity costs.

Specifically, the inspection found that from 2015 to 2020, Waterloo North did not accurately track and settle with the Independent Electricity System Operator (IESO) for the costs of electricity consumed by its customers as well as for Global Adjustment costs. As a result, Waterloo North had been over-charging its customers about \$1.6 million and under-remitting about \$3.3 million to the IESO.

Outcome: The OEB accepted an Assurance of Voluntary Compliance under which Enova Power agreed to make a settlement payment of \$3,486,655 to the IESO and pay an administrative penalty of \$3,000. The OEB required Enova to return \$1,604,378 to affected customers as part of the proceeding to set Enova’s 2023 rates.

Overcharging Customers



In the mid-year report, we identified the issue of non-compliance by two electricity distributors (Halton Hills Hydro Inc. and Chapleau Public Utilities Corporation) with the requirement to bill customers in accordance with their tariff of rates and charges approved by the OEB under section 78 of the *OEBA*. By the end of the 2022-2023 fiscal year, we had accepted 12 other AVCs in addition to these two AVCs reported at mid-year: ERTH Power Corporation, Oshawa PUC Networks Inc., Orangeville Hydro Limited, Oakville Hydro Electricity Distribution Inc., Elexicon Energy Inc., Tillsonburg Hydro Inc., Wasaga Distribution Inc., Essex Powerlines Corporation, Alectra Utilities Corporation, North Bay Hydro Distribution Limited, Newmarket-Tay Power Distribution Ltd, and Kingston Hydro Corporation.

Electricity distributors are required to bill customers based on their tariff of rates and charges approved by the OEB. All licensed electricity distributors must be rigorous in applying OEB-approved billing amounts for their customers. Billing accuracy is foundational to customer trust. These distributors had been incorrectly prorating their OEB-approved fixed monthly charges into daily charges, which resulted in customers being overcharged. Their billing systems translated these monthly charges into a daily charge for application to customers' bills. In the translation from monthly to daily charge, the daily charge was calculated based on there being 30 days in every month (or 360 days in a year) but customers were billed for 365 days a year. Upon discovery of the issue, the distributors put measures in place to prevent further overcharging.

Under each of the AVCs, the distributor paid an administrative penalty and either committed to providing current customers with a refund through a one-time bill credit or provided a contribution to the Low-income Energy Assistance Program (LEAP) where it was not practical to provide bill credits. LEAP contributions assist customers who are in need in their service territory.

Outcome: The OEB accepted 14 AVCs under which distributors paid a total of \$120,000 in administrative penalties and collectively refunded approximately \$9.6M to more than 610,000 customers.

COMPLIANCE CASES IDENTIFIED BY OEB STAFF

Failure to Report 2021 RRR Information



As a result of OEB staff's review of data reported by regulated entities under the Electricity Reporting and Record Keeping Requirements (RRR), we identified that four licensed unit sub-meter providers (USMP) failed to report relevant information to the OEB as required by the RRR.

USMPs are required to comply with the RRR as a condition of their unit sub-metering licence. The RRR sets the minimum reporting and record keeping requirements with which electricity licensees must comply, and reported results are an important repository of financial and non-financial data that the OEB needs to fulfil its mandate.

A compliance review was initiated for each of the four licensees. In three cases, the issues were resolved informally with the three licensees providing all relevant data. One case is still under review.

Outcome: Three cases resolved informally, and one case is still under review.

Improper Disbursement of Surplus LEAP Funds

As a result of an IRE, OEB staff undertook a compliance review of an electricity distributor's disbursement of surplus funds under the Low-income Energy Assistance Program (LEAP) to social agencies running LEAP in the service area of other electricity distributors.

LEAP is funded by ratepayers through each licensed electricity distributor's rates. Distributors and social agencies may also raise money from private donations to supplement LEAP funding. The OEB's OESP & LEAP Manual (Manual) requires that the funds provided by a particular distributor for LEAP must be used only for that distributor's customers or for customers of unit sub-meter providers operating within that distributor's service area.

Outcome: The issue was resolved informally. The distributor was reminded of its obligations and the requirements set out in the Manual.

INFORMATION AND GUIDANCE TO INDUSTRY

The OEB frequently provides guidance to the industry on compliance with legal and regulatory requirements. This guidance may take different forms, from staff responses to individual industry participants inquiries (Industry Relations Enquiries (IREs)) to broader staff guidance through letters and interpretive staff bulletins to the industry. OEB staff provided guidance to regulated entities about legal and regulatory requirements through issuance of **four** bulletins and **three** letters.

Key Areas of IREs (350 IRE's Received)

- Licensing Questions – requirements and processes relating to obtaining, renewing or amending a licence
- Ontario Electricity Rebate – eligibility, retroactivity and other issues
- Net Metering – eligibility, Time-of-Use billing for net-metered customers, bill calculation, and other issues
- Distributed Energy Resources Connections Review questions
- OEB Reporting and Record Keeping Requirements – information to be reported and associated timelines
- Industrial Conservation Initiative – load aggregation, eligibility, and facility ownership change
- Global Adjustment
- Low-income Energy Assistance Program (LEAP) eligibility criteria
- Winter Disconnection Rules – ban on disconnection of service for non-payment during the winter period
- Price Comparison/website questions from energy retailers

Guidance to the Industry

- Feb 27-23**
[Letter](#)
Letter issued by OEB staff indicating that through the end of 2023, the OEB will provide ongoing flexibility in relation to eligibility criteria for the Low-income Energy Assistance Program – Emergency Financial Assistance (LEAP EFA).
- Feb 9-23**
[Letter](#)
OEB staff issued a letter providing guidance to electricity distributors on project cost apportionment to support the timely implementation of designated broadband projects.
- Jan 17-23**
[Bulletin](#)
[Update letter](#)
Bulletin that sets out staff’s view that electricity distributors must charge customers on the Regulated Price Plan based on the customer’s choice of price plans – that is, Time-of-Use or Tiered pricing – even if the customer is net metered.
- Apr 19-23**
- Dec 22-22**
[Letter](#)
OEB staff issued a letter reminding licensed electricity distributors that under the Distribution System Code (DSC), they have discretion, on a case-by-case basis, to extend the customer connection horizon that is used in distribution system expansions.
- Dec 19-22**
[Bulletin](#)
Bulletin that provides guidance to electricity distributors and the Independent Electricity System Operator on the administration of the rules in the Global Adjustment regulation (O. Reg. 429/04) that allow Class A consumers to remain in the Industrial Conservation Initiative where their average monthly demand for electricity drops below the applicable eligibility threshold after participation in an eligible conservation initiative.
- Sep 29-22**
[Bulletin](#)
Bulletin that clarifies that a local community may choose an alternative solution to the optimal (i.e., most cost effective) solution identified to meet a need determined through a distribution planning or regional planning process, based on local preference. It also provides guidance in relation to how cost responsibility should be addressed in such cases.
- Sep 29-22**
[Bulletin](#)
Bulletin that clarifies the circumstances under which regulated electricity transmitters should allocate costs associated with network facility upgrades to a generator or load customer connecting to the transmission system. *This Bulletin updated Compliance Bulletin 200606, issued on September 11, 2006.*

PROVIDING INFORMATION TO CONSUMERS AND CUSTOMER SERVICE ISSUES RAISED

In addition to responding to complaints received from consumers, OEB staff also responds to general enquiries from members of the public requesting information about the energy sector or expressing concern with an OEB decision. Where a consumer raises a customer service issue regarding their regulated energy company where there are no prescribed rules, OEB staff will forward these Customer Service Issues (CSI) to the company to ensure they are aware of the issue and respond to the consumer.

Key Areas of Consumer Enquiry (5,606 Enquiries)

- Utility billing questions for electricity and gas
- LEAP and OESP
- Targeted scams by unregulated company involving low-income support programs
- Questions regarding disconnection of service and the winter ban on disconnection for non-payment
- Concerns with increases in natural gas prices
- Unregulated entities or activities (e.g., propane companies, municipal water charges, furnaces, water heaters)

Key CSIs Referred to Energy Companies – (59)

- Estimated billing concerns
- Concerns regarding the process for gas meter exchanges – timing, issues with contractor, need for visit to turn a service back on
- Frequency of planned and unplanned outages
- Unresolved customer service matters, telephone hold times, unable to contact utility

RAISING AWARENESS OF THE OEB'S COMPLIANCE AND ENFORCEMENT ACTIVITIES

The OEB issued **six** news releases to promote broad awareness of its compliance activities. A feature on the Mid-Year Compliance Report was posted November 30, 2022 on the OEB's website.

News Releases and Related Media Coverage Arising from the OEB's Compliance Activities

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Kingston Hydro Corporation](#) 2023-02-15
 - Kingston Hydro to contribute to low income fund after overcharging customers - [YKG News](#) 2023-02-16
- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Newmarket-Tay Power Distribution Ltd.](#) 2023-02-13
- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Enova Power Corporation](#) 2023-02-06
- [Ontario Energy Board accepts Assurance of Voluntary Compliance from North Bay Hydro Distribution Limited](#) 2023-02-01
 - North Bay Hydro overcharges its owner, the City of North Bay - [Bay Today](#) 2023-02-02
- [Ontario Energy Board accepts Assurance of Voluntary Compliance from XOOM Energy ONT, ULC](#) 2023-02-01
 - Ontario Energy Board accepts Assurance of Voluntary Compliance from XOOM Energy ONT, ULC - [Cision](#): 26 pick-ups, 764 release views and hits, 128 engagement activities
- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Alectra Utilities Corporation](#) 2023-01-30
 - Alectra to issue credit to Guelph-area customers over billing error - [Global](#) 2023-01-31
 - Alectra Utilities to issue one-time bill credit for overcharges - [Guelph Today](#) 2023-01-31
 - OEB web page views: 19

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Essex Powerlines Corporation](#) 2022-12-21
 - Essex Powerlines to reimburse customers for overbilling - [Windsor Star](#) 2022-12-22
 - Essex Powerlines customers are getting a small rebate on their bills. Here's why - [CBC](#) 2022-12-21
 - Overcharging leads to rebate for Essex powerlines customers - [CKLW](#) 2022-12-21
 - OEB web page views: 22

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Wasaga Distribution Inc.](#) 2022-12-14

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Tillsonburg Hydro Inc.](#) 2022-12-07

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Elexicon Energy Inc.](#) 2022-12-06
 - Elexicon and Oshawa Power customers to get a refund for overbilling - [Durham Region.com](#) 2022-12-12
 - Elexicon Energy to issue credits after overbilling customers \$2.44 million - [Napanee Online](#) 2022-12-09
 - Ontario energy company to issue more than \$2.6M in customer credits after billing error - [CTV](#) 2022-12-06
 - Oshawa PUC customers to get credit after the utility accidentally over-charged - [Durham Radio News](#) 2022-11-30
 - OEB web page views: 19

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Oakville Hydro Electricity Distribution Inc.](#) 2022-12-05

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Orangeville Hydro Limited](#) 2022-12-02
 - Ontario Energy Board accepts Assurance of Voluntary Compliance from Orangeville Hydro - [Orangeville Citizen](#) 2022-12-08
 - Ontario Energy Board accepts Assurance of Voluntary Compliance from Orangeville Hydro - [Orangeville Banner](#) 2022-12-09

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Oshawa PUC Networks Inc.](#) 2022-11-29
 - Elexicon and Oshawa Power customers to get a refund for overbilling - [Durham Region.com](#) 2022-12-10
 - Oshawa PUC customers to get credit after the utility accidentally over-charged - [Durham Radio News](#) 2022-11-30
 - OEB web pageviews: 23

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from ERTH Power Corporation](#) 2022-11-17
 - Billing system error results in ERTH credit to West Perth customers - [Mitchell Advocate](#) 2022-11-23
 - ERTH to refund \$550,000 in billing error overcharges - [Aylmer Express](#) 2022-11-30

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Enbridge Gas Inc.](#) 2022-09-15
 - Ontario Energy Board accepts Assurance of Voluntary Compliance from Enbridge Gas Inc. - [Cision](#) 2022-09-15
964 views; 74 click throughs; 21 pick-ups
 - Ontario Energy Board accepts Assurance of Voluntary Compliance from Enbridge Gas Inc. - [Yahoo Finance](#) 2022-09-15
 - Natural Gas: Enbridge fined for overcharging customers - [The Saxon](#) 2022-10-09
 - OEB web page views: 892 views

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Halton Hills Hydro Inc.](#) 2022-09-12
 - Halton Hills Hydro customers were being overcharged for the past 4 years - [Toronto Star](#) 2022-09-14
 - Halton Hills Hydro customers were being overcharged for the past 4 years - [Independent Free Press](#) 2022-09-14
 - Halton Hills Hydro customers will get a credit on their November hydro bill - [Inside Halton](#) 2022-09-23
 - Halton Hills Hydro customers will get a credit on their November hydro bill - [Independent Free Press](#) 2022-09-23

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from EPCOR Electricity Distribution Ontario Inc.](#) 2022-08-22
 - EPCOR gets \$18K penalty for improper disconnections - [Collingwood Today](#) 2022-08-24
 - Area power utility fined \$18K for improper disconnections - [Barrie Today](#) 2022-08-25
 - Area power utility fined \$18K for improper disconnections - [Midland Today](#) 2022-08-25

- [Ontario Energy Board accepts Assurance of Voluntary Compliance from Chapleau Public Utilities Corporation](#) 2022-08-18
 - Chapleau billing error will be corrected - [Timmins Daily Press](#) 2022-08-19
 - Chapleau billing error will be corrected - [North Bay Nugget](#) 2022-08-19

Consumer Alerts Issued

We continue to update consumers about energy scams on a variety of platforms.

From November to December 2022, the OEB, in collaboration with electricity and natural gas distributors and the Ministry of Energy, executed a multi-channel campaign to help consumers recognize and avoid scams. Through Google, digital advertising appeared in 187,276 locations.

The OEB ran a concurrent radio campaign on 70+ different stations that covered southern Ontario and stretched as far north as Thunder Bay, with an estimated reach of 2.2 million listeners.

The OEB's Public Information Centre had seen an increase in the number of calls related to scams in 2022 and we dedicated a number of Consumer Alerts to the topic as did distributors which resulted in a number of website posts and news media articles:

- The [End of Disconnection Ban](#) web feature 2022-04-18
- [What's new](#): The OEB has issued a letter raising awareness of fraudulent email being circulated to entities we regulate. The sender of the email was seeking financial information. 2022-04-05
- If you get an email saying 'Newmarket Power Alert,' it's a scam - [Newmarket Today](#) 2022-08-26
- Scam targets Newmarket Power customers with threat to disconnect - [Newmarket Today](#) 2022-08-12
- GrandBridge Energy warns about scams - [Cambridge Today](#) 2022-07-19
- Officials warn of Ontario Energy Board-related scams - [My Muskoka Now](#) 2022-07-19
- Officials warn of Ontario Energy Board-related scams - [Moose FM](#) 2022-07-19
- CTV's Pat Foran [Consumer Alert](#) featured the OEB's Chief Operating Officer, Harneet Panesar on anti-scam protection 2022-12-08

Please note: Article links were active at the time of this report's publication.

Social Media:

- October 7, 2022 – Post on LinkedIn/Twitter about the OEB’s Public Information Officers in relation to Customer Service Week, called out scam concerns in LinkedIn post.
- January 5, 2023 – Post on LinkedIn/Twitter highlight sector-coordinated energy scams awareness campaign; creative repurposed radio ads created for the scams campaign.
- March 7, 2023 – Post on LinkedIn/Twitter about Fraud Prevention Month calling out energy scams and how consumers can better protect themselves; creative repurposed radio ads created for the scams campaign.
- We have logged 231 interactions where OEB staff provided information and guidance to consumers about scams.
- There is also anecdotal evidence that the nature of the calls regarding scams have changed. In the past, consumers called the OEB to find out if something was a scam or to report they suspected they had fallen victim to a scam. Recently, consumers have been calling the OEB to report scams.

Appendix

ED: Electricity Distributor EG: Electricity Generator
 ER: Energy Retailer ES: Electricity Storage
 EW: Electricity Wholesaler GD: Gas Distributor
 USMP: Unit Sub-meter Provider

YEAR OVER YEAR STATISTICS

Consumer Complaints

	Apr 2021-Mar 2022					Apr 2022-Mar 2023				
Complaints received	995					1200				
Complaints by regulated sector	ED 36%	GD 41%	USMP 19%	ER 4%	Other 0	ED 30.4%	GD 49.6%	USMP 18.7%	ER 1.3%	Other 0
Complaints escalated for additional review	491					525				
Escalated complaints review completed	467					533				
Complaints review conclusions	Did not identify potential non-compliance 69%		Potential non-compliance escalated for additional analysis 31%			Did not identify potential non-compliance 72%		Potential non-compliance escalated for additional analysis 28%		

Compliance Reviews

	Apr 2021-Mar 2022						Apr 2022-Mar 2023					
Compliance reviews opened	54						53					
Compliance reviews opened by regulated sector	ED 39	GD 8	USMP 5	ER 0	EG/ES 0	EW 2	ED 33	GD 3	USMP 14	ER 0	EG/ES 1	EW 2
Source of compliance reviews	Consumer Complaint 44		Industry 2	OEB Staff 9		Other 0	Consumer Complaint 34		Industry 9	OEB Staff 10		Other 0
Compliance reviews closed	47						65					
Conclusion of compliance reviews	No compliance issues identified 21		Referred for inspection 10	Entity took corrective actions 15		OEB Provided Guidance 1	No compliance issues identified 22		Referred for inspection 17	Entity took corrective actions 26		

	Apr 2021-Mar 2022						Apr 2022-Mar 2023					
Inspections opened	34						37					
Inspections opened by regulated sector	ED	GD	USMP	ER	EG	EW	ED	GD	USMP	ER	EG	EW
	13	3	9	8	1	0	26	0	6	1	0	4
Source of inspections	Consumer Complaint	Industry Reporting	OEB Compliance Priorities	OEB Decision & Order	Stakeholder Enquiries		Consumer Complaint	Industry Reporting	OEB Compliance Priorities	OEB Decision & Order		
	17	1	8	2	6		8	18	9	2		
Inspections Completed	40						32					
Outcome of Inspections	No identified non-compliance		OEB staff resolution		Identified non-compliance, proceed to Enforcement		No identified non-compliance		Identified non-compliance, proceed to Enforcement			
	8		1		16		5		27			
Enforcement Cases Completed	15						26					
Outcome of Enforcement Cases	OEB staff resolution			Assurance of Voluntary Compliance			OEB staff resolution			Assurance of Voluntary Compliance		
	3			12			3			23		

Information and Guidance to the Industry

	2021/2022	2022/2023
Enquiries received from industry participants	449	350
Information and guidance letters/bulletins issued	6	7

Information to Consumers

	2021/2022	2022/2023
Requests for information and customer service-related enquiries	6981	5606
News releases and consumer alerts issued	9	9



Ontario
Energy
Board



WWW.OEB.CA

