

GIVING CONSUMERS A STRONGER VOICE



A CONSUMERS' GUIDE TO THE ENERGY RATE-SETTING PROCESS

We're empowering the very people who pay the bills to have a stronger and more meaningful voice in the OEB's rate review process.

INSIDE:

- 1.** How your utility's delivery rates are set and the OEB's processes
- 2.** Ways you can get involved and be heard
- 3.** Where to learn more

HOW DELIVERY RATES ARE SET

→ The Ontario Energy Board is responsible for setting the rates utilities are allowed to collect from customers for delivering electricity and natural gas to your homes and businesses. This is done through a court-like process where utilities outline their costs and make their case. Consumers and interest groups can present evidence, ask questions and raise concerns to the OEB.

Consumers are directly affected by our utility rate decisions. It's your right to have a say. That's why we are making it **EASIER FOR YOU TO GET INVOLVED** before our decisions are made.



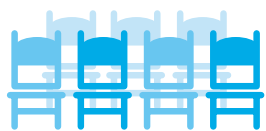
STEP 1

Utilities apply to the OEB to change their delivery rates. For larger cases consumers are advised of the application through newspaper and web advertisements, social media and bill inserts. The notice outlines what the utility is asking for and how consumers can have a say.



STEP 2

The OEB receives input and information from OEB staff as well as individual customers, organizations representing consumers and public interest groups. This input comes through questions, written or verbal comments and participation at an OEB community meeting or hearing.



STEP 3

The OEB reviews the utility's application through a public process called a hearing. The goal is to determine what utility costs are reasonable, give the utility a fair rate of return and encourage the utility to be more efficient and keep improving.



STEP 4

The OEB makes a decision taking into account the interests of consumers and aligns that with the need to maintain a viable energy sector. Rarely are the larger rate applications approved in full. The OEB will write a decision and make it available on our website.

GETTING INVOLVED

BE HEARD. HAVE YOUR SAY.



TALK TO YOUR UTILITY

In preparing its rate application, a utility must first inform its customers about what the utility is asking the OEB to approve, the costs and the new rate it plans to charge.

The utility must then show the OEB that it has considered customer needs, preferences and expectations in their application.

Contact your utility to find out how to:

- Participate in a survey
- Attend a meeting about its rate application
- Email or talk to someone about its rate application.

See your hydro or gas bill for your utility's contact information.



ATTEND AN OEB COMMUNITY MEETING

The OEB may visit your community when your utility has filed a rate application.

- Attend an informal meeting in your community
- Learn more about what your utility is asking for
- OEB staff will be available to answer questions about the OEB's decision-making process
- Your utility's staff will be there to answer questions about their application
- Visit our website for OEB community meeting schedules, presentations and the summary report provided to the OEB decision-makers.



SEND OEB A LETTER

All letters of comment are reviewed by the decision-makers in the case.

Letters can be submitted:

- At an OEB community meeting
- Via email to: Registrar@OEB.ca
- By regular mail (post) at:

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
Toronto, Ontario
M4P 1E4



BECOME AN INTERVENOR

Anyone who may be impacted by the outcome of an OEB hearing may become an intervenor. Intervenors actively participate in hearings, often on behalf of groups like low-income consumers, school boards, environmental groups and business customers. They submit evidence, arguments or written questions and cross-examine witnesses at hearings

To learn more about becoming an intervenor, visit our website or contact the OEB.



LISTEN IN ON A HEARING

Visit the OEB website and check the regulatory calendar for scheduled hearing days. Then just follow the instructions.



FOLLOW A PROCEEDING

You can sign up to receive documents issued by the OEB in a particular rate application. Please visit the OEB website to find out how or email Registrar@OEB.ca and ask to follow an OEB proceeding.



ATTEND A LOCAL OEB HEARING

For some cases, the OEB will hold all or some of the hearing within the community that the utility serves. This way, customers can participate closer to home.

Find out about an upcoming rate hearing:

- See our newspaper notice
- Receive email updates
- Follow us on Twitter
- Contact the OEB office
- Visit our website.

LEARN MORE.



HELPFUL INFORMATION

Visit our website for:

- Schedules of OEB community meetings and OEB hearings
- Your utility's rate application and summary
- Details about the OEB's hearing process and how to get involved.



CONTACT THE OEB

Contact the OEB for general information about us and utility rate applications. If you have detailed questions about a specific rate case we will put you in touch with an expert who can:

- Help you decide if, when and how to get involved in a rate case
- Guide you through the hearing processes, and
- Point you to other helpful information.

Hours: 8:30 a.m. – 5 p.m., Monday to Friday

In Toronto: 416-314-2455

Toll Free: 1-877-632-2727

TTY: 1-844-621-9977

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
Toronto, Ontario, Canada
M4P 1E4

ConsumerRelations@OEB.ca

[@OntEnergyBoard](https://twitter.com/OntEnergyBoard)

OEB.ca/Consumers

ABOUT THE OEB

The OEB is an independent and impartial public agency. We make decisions that serve the public interest. Our goal is to promote a financially viable and efficient energy sector that provides you with reliable energy services at a reasonable cost.

- We make our processes transparent and open to public involvement.
- We set rules for energy companies and enforce them.
- We license energy companies (e.g. electricity utilities, transmitters and generators, and energy retailers).
- We work with energy companies and consumers to facilitate the resolution of complaints.
- We set a number of rates, including the rates your utility charges for the delivery of your electricity and of your natural gas.



ONTARIO
ENERGY
BOARD