

Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
27th Floor
Toronto ON M4P 1E4
Telephone: 416-481-1967
Facsimile: 416-440-7656
Toll free: 1-888-632-6273

Commission de l'énergie de l'Ontario
C.P. 2319
2300, rue Yonge
27^e étage
Toronto ON M4P 1E4
Téléphone: 416-481-1967
Télécopieur: 416-440-7656
Numéro sans frais: 1-888-632-6273



March 20, 2014

NOTICE OF PROPOSAL TO AMEND A CODE

PROPOSED AMENDMENTS TO THE DISTRIBUTION SYSTEM CODE REGARDING MINIMUM REQUIREMENTS THAT DISTRIBUTORS MUST INCLUDE IN THEIR CONDITIONS OF SERVICE IN RELATION TO UNMETERED LOADS

BOARD FILE NO.: EB-2012-0383

**TO: All Licensed Electricity Distributors
All Participants in Consultation Process EB-2012-0383
All Other Interested Parties**

The Ontario Energy Board (the "Board") is giving notice under section 70.2 of the *Ontario Energy Board Act, 1998* (the "Act") of proposed amendments to the Distribution System Code (the "DSC").

A. Background

On December 19, 2013, the Board issued its [Report of the Board: Review of the Board's Cost Allocation Policy for Unmetered Loads](#) (the "Report"). On page 5 of the Report, the Board stated that:

[D]istributors' Conditions of Service should set out in reasonable detail how unmetered load customers are to file updated data with their distributors and what evidence is necessary for distributors to validate updates to the data.

The Board will, through a separate code amendment process, amend the DSC to require distributors to include certain information in their Conditions of Service in relation to unmetered load customers. The proposed code amendments will likely reflect the Elenchus recommendations.

Section 2.4.6 of the DSC currently requires a distributor to include, at a minimum, a description of a number of items denoted in a bulleted list as part of the distributor's Conditions of Service.

B. Proposed Amendments to the DSC

The Board proposes to add a bullet point to the list already contained in section 2.4.6 of the DSC. The new bullet point will deal with the minimum requirements that distributors must include in their Conditions of Service in relation to unmetered loads. Please see Attachment A for the complete wording of the new bullet point.

A distributor's Conditions of Service will be expected to include, at a minimum, the following four items in relation to unmetered loads:

- a) the rights and obligations of unmetered load customers and the distributor in relation to each other;
- b) the process by which unmetered load customers are to file updated data and what evidence is necessary to validate the data;
- c) the process by which unmetered load customer billing updates will take place; and
- d) communication and engagement with unmetered load customers in relation to the preparation of cost allocation studies, load profile studies or other rate-related materials which may materially affect unmetered load customers.

The [Elenchus Report](#), issued May 17, 2013, provides more details on the items listed above.

C. Anticipated Costs and Benefits

There may be some incremental costs associated with updating the distributors' Conditions of Service. Costs are expected to be largely administrative and captured within ongoing operations of the distributor.

The main benefit of the proposed code amendments is improved channels of communication between the distributor and unmetered load customers. This is in keeping with the customer focus expectations expressed by the Board in the *Renewed Regulatory Framework for Electricity*.

D. Coming into Force

The Board proposes that the proposed amendments to the DSC as set out in Attachment A come into force January 1, 2015.

E. Cost Awards

The Board will be granting cost awards, to a maximum of 3 hours, to eligible persons approved in the EB-2012-0383 consultation.

F. Invitation to Comment

All interested parties are invited to submit written comments on the proposed amendments to the DSC as set out in Attachment A by **April 7, 2014**.

G. Filing Instructions

Three (3) paper copies of each filing must be provided, and should be sent to:

Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, Suite 2700
Toronto Ontario M4P 1E4

The Board requests that interested parties make every effort to provide electronic copies of their filings in searchable/unrestricted Adobe Acrobat (PDF) format, and to submit their filings through the Board's web portal at <https://www.pes.ontarioenergyboard.ca/eservice/>. A user ID is required to submit documents through the Board's web portal. If you do not have a user ID, please visit the "e-filings services" webpage on the Board's website at www.ontarioenergyboard.ca, and fill out a user ID password request. Additionally, interested parties are requested to follow the document naming conventions and document submission standards outlined in the document entitled "RESS Document Preparation – A Quick Guide" also found on the e-filing services webpage. If the Board's web portal is not available, electronic copies of filings may be filed by e-mail at boardsec@ontarioenergyboard.ca.

Those that do not have internet access should provide a CD containing their filing in PDF format.

Filings to the Board must be received by the Board Secretary by **4:45 p.m.** on the required date. They must quote file number **EB-2012-0383** and include your name, address, telephone number and, where available, your e-mail address and fax number.

If the written comment is from a private citizen (i.e., not a lawyer representing a client, not a consultant representing a client or organization, not an individual in an organization that represents the interests of consumers or other groups, and not an individual from a regulated entity), before making the written comment available for

viewing at the Board's offices or placing the written comment on the Board's website, the Board will remove any personal (i.e., not business) contact information from the written comment (i.e., the address, fax number, phone number, and e-mail address of the individual). However, the name of the individual and the content of the written comment will be available for viewing at the Board's offices and will be placed on the Board's website.

This Notice, including the proposed amendments to the DSC set out in Attachment A, and all written comments received by the Board in response to this Notice, will be available for public viewing on the Board's web site at www.ontarioenergyboard.ca and at the office of the Board during normal business hours.

If you have any questions regarding the proposed amendments to the DSC described in this Notice, please contact Vincent Cooney at vincent.cooney@ontarioenergyboard.ca or at 416-440-8143. The Board's toll free number is 1-888-632-6273.

DATED at Toronto, March 20, 2014

ONTARIO ENERGY BOARD

Original signed by

Kirsten Walli
Board Secretary

Attachments: Attachment A—Proposed Amendments to the DSC

Attachment A

Proposed Amendments to the DSC

1. The following will be inserted at the end of section 1.7 of the DSC:

The amendments to section 2.4.6 regarding unmetered load customers come into force on January 1, 2015.

2. The following will be inserted at the end of section 2.4.6 of the DSC:

- The following items in relation to unmetered load customers:
 - the rights and obligations an unmetered load customer has with respect to the distributor and the rights and obligations a distributor has with respect to an unmetered load customer;
 - the process an unmetered load customer must use to file its updated data with its distributor and what evidence is necessary for the distributor to validate the data;
 - the process the distributor will use to update the bills for an unmetered load customer; and
 - the process the distributor will use to communicate and engage with unmetered load customers in relation to the preparation of cost allocation studies, load profile studies or other rate-related materials that may materially impact unmetered load customers.