

**Ontario Energy
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**Commission de l'énergie
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BY WEB POSTING

August 5, 2014

Dear Members of the Smart Grid Advisory Committee,

Re: Recommendations of the Smart Grid Advisory Committee pertaining to the provision of access to real-time data for low-volume customers

I would like to thank the members of the Smart Grid Advisory Committee (the “Advisory Committee”) and the Data Access Working Group for providing the Board with their thoughtful insights in relation to enabling access to real-time consumption data for low-volume customers.

In its report the Advisory Committee provided an overview of the methods of accessing real-time consumption data that are currently available to Ontarians and discussed the value that such access can yield. This information will assist the Board as it works toward providing customers with greater control over their electricity consumption and costs.

Customer engagement and control (including access to information and energy literacy) are key priorities of the Board. The Board recognizes that providing customers with greater control over their electricity usage is an evolutionary process and enabling access to real-time data is one step of many. Current initiatives, such as the Board’s review of distributors’ billing practices and performance, are the first step on the road to enabling customer control. Given the Board’s current priorities, and consistent with the Advisory Committee’s suggested approach, the evolution of this market will continue to be monitored as work in this area progresses.

I request that the Advisory Committee continue to monitor this issue and provide updates to the Board, via Board staff, as may be needed. This will assist the Board in facilitating greater customer control and specifically, access to real-time data, in the short, medium and long term.

Any questions relating to this letter should be directed to Rachel Anderson at rachel.anderson@ontarioenergyboard.ca or at 416-544-5150. The Board’s toll-free number is 1-888-632-6273.

Yours truly,



Rosemarie Leclair
Chair & Chief Executive Officer

Cc: Rachel Anderson
Strategic Policy
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