

## GAS MARKETER & ELECTRICITY RETAILER REPORTING AND RECORD KEEPING REQUIREMENTS

### Frequently Asked Questions

Issued: April 2011

The following are general responses to Frequently Asked Questions by gas marketers and electricity retailers in relation to the Reporting and Record Keeping Requirements (RRR) dated May 1, 2010 for Gas Marketers and the Electricity RRR dated May 1, 2010. The responses have been prepared by Board Staff and are in no way binding on the Board.

#### **General**

1. How do we electronically submit information required under the Board's Reporting and Record Keeping Requirements (RRR)?

**Answer:** To submit information electronically required under the RRR, you will need to become a registered user for on-line filing by completing a RRR New User Application Form, which can be found on the Board's e-Filing Services page.

2. What information is required to be reported?

**Answer:** The information required to be reported can be found in sections 2.1.1 and 2.1.2 of the Gas Marketer RRR dated May 1, 2010 for gas marketers, and in sections 4.1.1 and 4.1.2 of the Electricity RRR dated May 1, 2010 for electricity retailers.

3. How often are we required to report?

**Answer:** Reporting is required on a quarterly basis, by the last day of the second month following the period end (i.e. for the quarter beginning on January 1<sup>st</sup> and ending on March 31<sup>st</sup>, reporting would be due on May 31<sup>st</sup>). The due dates for each quarter are as follows:

Quarter	Period	Reporting Due Date
Q1	January 1 to March 31	Last day of May
Q2	April 1 to June 30	Last day of August
Q3	July 1 to September 30	Last day of November
Q4	October 1 to December 31	Last day of February

4. What do we do if we are unable to meet the due date for reporting?

**Answer:** If you require an extension for reporting, you can submit your request to [IndustryRelations@ontarioenergyboard.ca](mailto:IndustryRelations@ontarioenergyboard.ca). Please include a brief explanation on why you require an extension.

5. If we have no information to report for the quarter, are we still required to report?

**Answer:** Yes, reporting is still required regardless of whether an electricity retailer or gas marketer has no information to report. Where the number or total is zero, enter a zero (do not leave the section blank).

**Gas Marketer 2.1.1 & Electricity 4.1.1**

6. How do you define customer numbers as at the end of the reporting quarter as required in section 2.1.1 of the Gas Marketer RRR and section 4.1.1 of the Electricity RRR?

**Answer:** Section 2.1.1 (a) of the Gas Marketer RRR and section 4.1.1 (a) of the Electricity RRR requires reporting of the total number of customers successfully enrolled (accepted by a distributor for flow). This is meant to include all contracts that were either 1) flowing on the last day of the quarter or 2) accepted for flow as on the last day of the quarter.

These two categories of customers are further defined as follows:

- I. Flowing on the last day of the quarter: This includes all contracts which are flowing on the last day of the quarter, regardless of whether they will cease to flow on a date after the last day of the quarter due to previously identified issues related to reaffirmation/verification, cancellation, renewal or expiry.
- II. Accepted for flow on the last day of the quarter: This refers to new customers who are not flowing on the last day of the quarter, but are fully accepted for flow both by the distributor and the retailer with an effective date subsequent to the last day of the quarter.

7. Are we expected to keep on record information on lost or dropped customers although this information is not part of the RRR?

**Answer:** Board staff may have questions related to the data submitted through the RRR. The gas marketer and electricity retailer must maintain records to be able to respond to questions and substantiate all of the data submitted.

**Gas Marketer 2.1.2 & Electricity 4.1.2**

8. How do you define “number of new enrolments” required in section 2.1.2 (b) of the Gas Marketer RRR and 4.1.2 (b) of the Electricity RRR?

**Answer:** Section 2.1.2 (b) of the Gas Marketer RRR and section 4.1.2 (b) of the Electricity RRR requires reporting of new enrolments (accepted by a distributor for flow). This is meant to include all contracts that were not reported at the end of the previous quarter, but are eligible to be reported as part of the total customer count under section 2.1.1 and section 4.1.1 as described in the answer to question 6.

9. How do you define “number of contract renewals” required in section 2.1.2 (c) of the Gas Marketer RRR and section 4.1.2 (c) of the Electricity RRR?

**Answer:** These are contracts where 1) the expiry date falls within the reporting quarter and 2) the contracts have been successfully renewed by the retailer and will continue to flow.

10. How do you define “consumer complaints” required in section 2.1.2 (e) of the Gas Marketer RRR and section 4.1.2 (e) of the Electricity RRR? Do these “consumer complaints” refer to the ones received through the OEB portal?

**Answer:** The consumer complaints required to be reported refer to all complaints received by the gas marketer and electricity retailer.

11. Section 4.1.2 of the Electricity RRR requires the electricity retailer to provide market monitoring information pertaining to low volume consumers, but section 4.1.2 (f) requests details on whether the retail offer was for low volume or high volume consumers. Please clarify.

**Answer:** Section 4.1.2 (f) of the Electricity RRR has been changed effective April 21, 2011. Electricity retailers are now required to report retail offers for low volume consumers only.

12. How do you define “retail offers available to consumers during the quarter” required in section 2.1.2 (f) of the Gas Marketer RRR and section 4.1.2 (f) of the Electricity RRR? Does this include customized offers made to specific customers?

**Answer:** This section asks for retail offers publicly available to low volume consumers. It does not include customized offers made to individual customers.

13. Section 2.1.2 (f) of the Gas Marketer RRR and section 4.1.2 (f) of the Electricity RRR requires reporting of retail offers available to customers during the quarter, including contract length and pricing details. If a retail offer has a variable component, how would we report this information?

**Answer:** If a retail offer has a variable component, enter zero in the relevant field(s), and enter the details of the offer in the comments section for that offer.

## **GAS MARKETER & ELECTRICITY RETAILER REPORTING AND RECORD KEEPING REQUIREMENTS**

### **Additional Information**

#### **Links**

E-Filing Services:

<https://www.oeb.ca/industry/tools-resources-and-links/filing-systems>

RRR New User Application Form:

<https://www.oeb.ca/oeb/ Documents/e-Filing/Electronic User Form.pdf>

Natural Gas Reporting and Record Keeping Requirements - Gas Marketer Licence Requirements:

[http://www.ontarioenergyboard.ca/OEB/ Documents/Regulatory/RRR\\_Gas\\_Marketer\\_licence\\_requirements.pdf](http://www.ontarioenergyboard.ca/OEB/ Documents/Regulatory/RRR_Gas_Marketer_licence_requirements.pdf)

Electricity Reporting and Record Keeping Requirements:

[http://www.ontarioenergyboard.ca/OEB/ Documents/Regulatory/RRR\\_Electricity.pdf](http://www.ontarioenergyboard.ca/OEB/ Documents/Regulatory/RRR_Electricity.pdf)

#### **Contact**

For RRR enquiries, please contact [IndustryRelations@ontarioenergyboard.ca](mailto:IndustryRelations@ontarioenergyboard.ca)

For technical assistance (e.g., problem with passwords) please contact [it.help@ontarioenergyboard.ca](mailto:it.help@ontarioenergyboard.ca)