

ONTARIO ENERGY BOARD

ENERGY AT A GLANCE

2022 - 2023



Ontario
Energy
Board

Ontario

ENERGY AT A GLANCE

PROVIDING CONSUMER VALUE

Electricity distribution customers:

5,408,706

Natural gas distribution customers:

3,851,809

Residential and small business customers:

5,358,026

Residential and small business customers:

3,829,002

Sector Oversight

In the electricity sector, the Ontario Energy Board (OEB) rate regulated or licensed:

61¹ Distributors	8² Transmitters	430 Generators	2 Agencies: Independent Electricity System Operator and Smart Metering Entity	143 Wholesalers	71 Retailers	25 Unit sub-meter providers	20 Electricity storage providers
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In the natural gas sector, the OEB rate regulated or licensed:

2 Distributors	23 Marketers
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Consumer Participation

\$4,745,097

Amount provided to intervenor groups to fund their participation including consumer groups, manufacturers, farmers, landowners and Indigenous communities

Compliance and Enforcement

Number of OEB hearings and consultations where intervenors participated: **53**

65 compliance reviews and **32** inspections completed, with **26** enforcement actions leading to **\$483,250** in administrative penalties

Consumer Contacts

6,861
Total interactions

4,323
Enquiries

Complaints about regulated entities: **1,201**

Top issues: LEAP, targeted scams, utility billing rates, utility billing errors, OESP

Assistance for Low-income Energy Customers

LEAP assisted **18,066³** customers with **\$13,012,107⁴** in emergency funding to help with their natural gas and electricity bills

OESP assisted an average of **229,272** households a month with almost **\$156,660,961** in monthly on-bill credits over the year

ENERGY AT A GLANCE

RELIABLE AND SUSTAINABLE ENERGY

Infrastructure

Electricity distribution system – total assets:

\$31,052,378,914⁵

\$2.5 billion

invested in the electricity grid

2,600 km

of new distribution wires and other facilities

49 km

of electricity transmission lines approved for construction

Natural gas distribution system – total assets:

\$29,638,707,935⁵

\$278.2 million⁶

invested in the hydrocarbon pipelines grid and associated facilities

28.63 km⁶

of new and replacement natural gas pipelines approved for construction:

- 0.35 km in the City of Toronto
- 0.48 km in the Town of Milton
- 20 km in Township of Dawn-Euphemia and St. Clair Township
- 7.8 km in the Community of Haldimand Shores, Township of Alnwick/Haldimand

MANAGING COSTS

Average residential monthly electricity bill: **\$124.81⁷**

Rate increases of **3.19%**, on average, for **48** electricity distributors that filed annual applications for inflationary increases.

\$2.4 million in avoided rate increases achieved from our review of six major rate applications filed by electricity distributors⁸.

Average residential monthly natural gas bill: **\$117.84**

Number of rate decisions and total decisions

Number of rate decisions issued: **89**

Total decisions: **264**

The OEB's cost per customer annually was **\$5.96**, up **\$0.50**, due to an increase in the OEB's operating expenses by 10.2%. This increase was slightly offset by the addition of new natural gas customers (1.1%) and new electricity customers (0.7%).

¹ Source - www.oeb.ca/industry/licensed-companies-and-licensing-information, there are 61 licensed electricity distributors.

² Source - www.oeb.ca/industry/licensed-companies-and-licensing-information, there are eight licensed electricity transmitters.

³ As at fiscal year end March 31, 2023.

⁴ As of calendar year ending December 31, 2022.

⁵ 2022 Reporting and Record Keeping Requirements (RRR) data as filed by electricity and natural gas distributors on May 2, 2023. The data underwent the annual RRR data validations process and is final.

⁶ In 2022/2023 the OEB approved four pipeline projects. One of the projects was the Sun-Canadian pipeline project. As Sun-Canadian is not a rate-regulated entity, the cost of this project was not included as ratepayers bear none of the cost.

⁷ The calculation for the average residential monthly electricity bill uses Time-of-Use (TOU) pricing for the typical residential consumer including the Ontario Electricity Rebate.

⁸ These values exclude the combined application by Hydro One Networks Inc. for electricity transmission and distribution rates and other charges for the period from January 1, 2023 to December 31, 2027.



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