

ONTARIO ENERGY BOARD

ENERGY AT A GLANCE

2025 REPORT



Ontario
Energy
Board

ENERGY AT A GLANCE

PROVIDING CONSUMER VALUE¹

Electricity distribution customers:

5,509,558

Electricity residential and small business customers:

5,458,466

Natural gas distribution customers:

3,933,972

Natural gas residential and small business customers:

3,909,537

Sector Oversight

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

57² Distributors	11 Transmitters	427³ Generators	2 Agencies: Independent Electricity System Operator and Smart Metering Entity	148 Wholesalers	66 Retailers	27 Unit sub-meter providers	27 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

\$5,058,850

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

Number of OEB hearings and consultations where intervenors participated: **61**

Compliance & Enforcement

65 compliance cases with **23** inspections opened and **20** inspections completed. **16** enforcement actions leading to **\$191,200** administrative penalties and **\$65,896** in contributions to the Low-income Energy Assistance program (LEAP).

Consumer Contacts

7,589

Total interactions

6,282

Enquiries

Complaints about regulated entities: **776**

Top issues:

LEAP, targeted scams, billing errors, disconnection process, Ontario Electricity Support Program (OESP)

Assistance for Low-income Energy Customers

LEAP assisted **20,768⁴** customers with **\$10.9 million⁵** in emergency funding to help with their natural gas and electricity bills.

OESP assisted an average of **252,000** households a month with almost **\$175.9 million** in on-bill credits towards electricity bills over the year.

¹ Source: 2024 Reporting and Record-keeping Requirements data, filed by electricity and natural gas distributors on April 30, 2025, for the period ending December 31, 2024.

² There are 59 licensed electricity distributors, of which 57 are rate regulated by the OEB.

³ This total includes Feed-in Tariff and Standard Offer Program licenses.

⁴ As of calendar year ending December 31, 2024.

⁵ Ibid.

ENERGY AT A GLANCE

RELIABLE AND SUSTAINABLE ENERGY

Infrastructure

Electricity distribution system – total assets:

\$35,235,956,304⁶

\$3.2 billion⁸

invested in the electricity grid

5,396 km⁹

of reported new distribution wires and other facilities

434 km

of electricity transmission lines approved for construction

Natural gas distribution system – total assets:

\$29,359,467,903⁷

\$287 million

invested in the hydrocarbon pipelines grid and associated facilities

66.2 km¹⁰

of new and replacement natural gas pipelines approved for construction:

- 13 km in the Township of Uxbridge
- 22 km in the Township of Admaston/Bromley, North Algona, Wilberforce and Bonnechere Valley (including Eganville)
- 12 km in the Municipality of West Grey
- 1.6 km in the City of Toronto
- 17.6 km in the City of Ottawa

MANAGING COSTS

Average residential monthly electricity bill: **\$134.57¹¹**

Rate increases of **0.6%**, on average, for **40** electricity distributors that filed annual applications for inflationary increases.

About **\$26.9 million** in avoided rate increases achieved from our review of **15 major rate applications** filed by electricity distributors.

Average residential monthly natural gas bill: **\$105.02**

Number of rate decisions and total decisions:

Number of rate decisions issued: **99**

Total decisions: **299**

OEB operating expenses increased as a result of additional resources needed to deliver on our mandate which, when coupled with the Minister of Energy and Mines' Letter of Direction, involved taking on additional deliverables. This increase also includes annual inflation, development of a new OESP platform and OESP advertising campaign to improve customer awareness.

The OEB's annual cost per customer in 2024-2025 was \$7.94, up \$1.02 as a result of an increase in OEB operating expenses by 15.8%, which was slightly offset by an increase of 0.9% in both natural gas and electricity customers. Out of the \$7.94 cost, \$1.03 represents OESP cost.

⁶ The 2024 Reporting and Record Keeping Requirements (RRR) data, filed by electricity and natural gas distributors on April 30, 2025, has undergone the annual RRR data validation process and is now final. However, new data revision requests could still alter the numbers for the period ending December 31, 2024.

⁷ Ibid.

⁸ Ibid.

⁹ The significant increase on new wires (compared to last year) were mainly due to the inclusion of secondary circuit lines for Hydro Ottawa and Enova.

¹⁰ The projects include Community Expansion Projects, partly funded under provincial Natural Gas Expansion Program.

¹¹ The calculation for the average residential monthly electricity bill uses Time-of-Use (TOU) pricing for the typical residential consumer and does not factor in applicable taxes or the Ontario Electricity Rebate.



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