

Attachment B (Part 1)

to

Notice of Amendments to Codes and a Rule

March 14, 2019

EB-2017-0183

**Amendments to the
Standard Supply Service Code (SSSC)**

Note: The text of the amendments is set out in italics below, for ease of identification only.

1. Effective March 14, 2019, section 1.2.1 of the SSSC is amended by replacing the definition of “business day” with the following:

“business day” means any day other than a Saturday or a holiday;

and by adding the following definition immediately after the definition of “first term commencement date”

“holiday” means a holiday described in section 88 of the Legislation Act, 2006, S.O. 2006, c. 21, Sched. F as well as the August Civic Holiday;

2. Effective March 1, 2020, section 2.6.2 of the SSSC is replaced with the following:

2.6.2 A distributor shall offer to all non-seasonal residential customers and general service < 50kW customers receiving standard supply an equal monthly payment plan option.

The above equal monthly payment plan option shall meet the following minimum requirements:

(a) *a distributor may only refuse to provide an equal monthly payment plan option to a non-seasonal residential customer that is in arrears on payment to the distributor for electricity charges, as defined in the Distribution System Code, and that has not entered into an arrears payment agreement with the distributor;*

(b) *a distributor may only refuse to provide an equal monthly payment plan option to a general service < 50kW customer that:*

i) *has fewer than 12 months’ billing history;*

ii) *is in arrears on payment to the distributor for electricity charges, as defined in the Distribution System Code, or whose participation in the equal monthly payment plan in the past 12 months was cancelled due to non-payment; or*

iii) *has a consumption pattern that is not sufficiently predictable to be estimated on an annual basis with any reasonable degree of accuracy;*

(c) *a distributor shall communicate the availability of an equal monthly payment plan to eligible customers at least twice in each 12 month period through the customer's preferred method of communication, if known, or otherwise by mail or any other means determined to be appropriate by the distributor;*

(d) *a distributor shall offer to a residential customer requesting an equal monthly payment plan a pre-authorized automatic monthly payment option whereby amounts due each month are automatically withdrawn from the customer's account with a financial institution;*

(e) *a distributor may cancel the equal monthly payment plan if the customer misses more than one monthly payment under the equal monthly payment plan within an equal payment year;*

(f) *subject to paragraph 2.6.2(g), the equal monthly payment plan shall provide for annual reconciliation of the plan as follows:*

i) *while a customer may join an equal monthly payment plan at any time during the calendar year, the distributor is only required to reconcile all of its equal monthly payment plans once during the calendar year and not on the 12th month anniversary since each individual customer joined the plan;*

ii) *in the first year of an equal monthly payment plan and where the customer has been on the plan for less than 12 months, the customer may receive a reconciliation earlier than the 12th month anniversary, as a result of subparagraph i);*

iii) *while a distributor is only required to reconcile equal monthly payment plans on an annual basis, a distributor shall review its equal monthly payment plans quarterly or semi-annually and adjust the equal monthly payment amounts in the event of material changes in a customer's electricity consumption or a customer's electricity charges as defined in section 2.6.2A(a);*

iv) *despite subparagraph iii), a distributor may adjust the equal monthly payment amounts at any time in the event of material changes in a customer's electricity consumption or a customer's electricity charges as defined in section 2.6.2A(a) or for any other reason with the customer's consent;*

v) *where the annual reconciliation demonstrates that funds are owing to the customer in an amount that is less than the customer's average monthly billing amount, the distributor shall credit the amount to the customer's account;*

vi) *where the annual reconciliation demonstrates that funds are owing to the customer in an amount that is equal to or exceeds the customer's average monthly billing amount, the distributor shall credit the amount to the customer's account and advise the customer that the customer may contact the distributor within 10 days of the date of the bill to request a refund of the overpayment by cheque instead and the distributor shall make payment within 11 days of the customer's request;*

vii) *where the annual reconciliation demonstrates that funds are owing by the customer in an amount that is less than the customer's average monthly billing amount, the distributor may collect the full amount owed by a corresponding charge on the bill issued to the customer in the 12th month of the equal monthly payment plan; and*

viii) *where the annual reconciliation demonstrates that funds are owing by the customer in an amount that is equal to or exceeds the customer's average monthly billing, the distributor shall roll over the balance due to the following year's equal monthly payment plan and recover the balance over the first 11 months of the following year's equal monthly billing plan; and*

(g) *where a customer leaves the equal monthly payment plan for any reason, the distributor shall conduct a reconciliation and shall include any funds owing by or to the customer as a charge or credit on the next regularly scheduled bill issued to the customer.*

3. Effective March 1, 2020, section 2.6.2A of the SSSC is replaced with the following:

2.6.2A For the purposes of section 2.6.2:

(a) *A customer's average monthly billing amount shall be calculated by taking the aggregate of the total electricity charges billed to the customer*

in the preceding 12 months, and dividing that value by 12. If the customer has been receiving service from the distributor for less than 12 months, the customer's average monthly billing amount shall be based on a reasonable estimate made by the distributor. For the purposes of this section, "electricity charges" has the same meaning as in section 2.6.6.3 of the Distribution System Code.

(b) Despite paragraph (a), the distributor may adjust the average monthly billing amount calculated under that paragraph upward or downward if, in the distributor's reasonable opinion (based on, for example, a Board-approved rate change, or an estimate provided by the consumer), the amount calculated is likely to be materially different than the consumer's actual average monthly billing amount over the next 12 months.

(c) The equalized monthly payment amount shall include all "electricity charges" as defined in section 2.6.6.3 of the Distribution System Code.

4. Effective March 1, 2020, sections 2.6.2B and 2.6.2C of the SSSC are revoked.

Attachment B (Part 2)

to

Notice of Amendments to Codes and a Rule

March 14, 2019

EB-2017-0183

**Amendments to the
Standard Supply Service Code (SSSC)**

**Comparison Version of Final Amendments to the SSSC relative to the December 2018
Proposed Amendments
(for information purposes only)**

Note: The text of the amendments is set out in italics below, for ease of identification only.

1. Effective March 14, 2019, section 1.2.1 of the SSSC is amended by replacing the definition of “business day” with the following:

“business day” means any day other than a Saturday or a holiday;

and by adding the following definition immediately after the definition of “first term commencement date”

“holiday” means a holiday described in section 88 of the Legislation Act, 2006, S.O. 2006, c. 21, Sched. F as well as the August Civic Holiday;

~~1.2.~~ Effective March 1, 2020, section 2.6.2 of the SSSC is replaced with the following:

2.6.2 A distributor shall offer to all non-seasonal residential customers and general service < 50kW customers receiving standard supply an equal monthly ~~billing~~payment plan option.

The above equal monthly ~~billing~~payment plan option shall meet the following minimum requirements:

(a) *a distributor may only refuse to provide an equal monthly ~~billing~~payment plan option to a non-seasonal residential customer that is in arrears on payment to the distributor for electricity charges, as defined in the Distribution System Code, and that has not entered into an arrears payment agreement with the distributor;*

(b) a distributor may only refuse to provide an equal monthly billing payment plan option to a general service < 50kW customer that:

- i) has fewer than 12 months' billing history;
- ii) is in arrears on payment to the distributor for electricity charges, as defined in the Distribution System Code, or whose participation in the equal monthly billing payment plan in the past 12 months was cancelled due to non-payment; or
- iii) has a consumption pattern that is not sufficiently predictable to be estimated on an annual basis with any reasonable degree of accuracy;

(c) a distributor shall communicate the availability of an~~offer an~~ equal monthly billing payment plan to eligible customers at least twice in each 12 month period through the customer's preferred method of communication, if known, or otherwise by mail or any other means determined to be appropriate by the distributor;

(d) a distributor shall offer to a residential customer requesting an equal monthly billing payment plan a pre-authorized automatic monthly payment option whereby amounts due each month are automatically withdrawn from the customer's account with a financial institution;

(e) a distributor may cancel the equal monthly billing payment plan if the customer misses more than one monthly payment under the equal monthly billing payment plan within an equal billing payment year;

(f) subject to paragraph 2.6.2(g), the equal monthly billing payment plan shall provide for annual reconciliation of the plan as follows:

- i) while a customer may join an equal monthly billing payment plan at any time during the calendar year, the distributor is only required to reconcile all of its equal monthly billing payment plans once during the calendar year and not on the 12th month anniversary since each individual customer joined the plan;
- ii) in the first year of an equal monthly billing payment plan and where the customer has been on the plan for less than 12 months, the customer may receive a reconciliation earlier than the 12th month anniversary, as a result of subparagraph i);
- iii) while a distributor is only required to reconcile equal monthly billing payment plans on an annual basis, a distributor shall review

its equal monthly *billing payment* plans quarterly or semi-annually and adjust the equal monthly *billing payment* amounts in the event of material changes in a customer's electricity consumption or a customer's electricity charges as defined in section 2.6.2A(a);

iv) despite subparagraph iii), a distributor may adjust the equal monthly *billing payment* amounts at any time in the event of *material extraordinary* changes in a customer's electricity consumption or a customer's electricity charges as defined in section 2.6.2A(a) or for any other reason with the customer's consent;

v) where the annual reconciliation demonstrates that funds are owing to the customer in an amount that is less than the customer's average monthly billing amount, the distributor shall credit the amount to the customer's account;

vi) where the annual reconciliation demonstrates that funds are owing to the customer in an amount that is equal to or exceeds the customer's average monthly billing amount, the distributor shall credit the amount to the customer's account and advise the customer that the customer may contact the distributor within 10 days of the date of the bill to request a refund of the overpayment by cheque instead and the distributor shall make payment within 11 days of the customer's request;

vii) where the annual reconciliation demonstrates that funds are owing by the customer in an amount that is less than the customer's average monthly billing amount, the distributor may collect the full amount owed by a corresponding charge on the bill issued to the customer in the 12th month of the equal monthly *billing payment* plan; and

viii) where the annual reconciliation demonstrates that funds are owing by the customer in an amount that is equal to or exceeds the customer's average monthly billing, the distributor shall roll over the balance due to the following year's equal monthly *billing payment* plan and recover the balance over the first 11 months of the following year's equal monthly billing plan; and

(g) where a customer leaves the equal monthly *billing payment* plan for any reason, the distributor shall conduct a reconciliation and shall include any funds owing by or to the customer as a charge or credit on the next regularly scheduled bill issued to the customer.

2.3. Effective March 1, 2020, Ssection 2.6.2A of the SSSC is replaced with the following:

2.6.2A For the purposes of section 2.6.2:

(a) A customer's average monthly billing amount shall be calculated by taking the aggregate of the total electricity charges billed to the customer in the preceding 12 months, and dividing that value by 12. If the customer has been receiving service from the distributor for less than 12 months, the customer's average monthly billing amount shall be based on a reasonable estimate made by the distributor. For the purposes of this section, "electricity charges" has the same meaning as in section 2.6.6.3 of the Distribution System Code.

(b) Despite paragraph (a), the distributor may adjust the average monthly billing amount calculated under that paragraph upward or downward if, in the distributor's reasonable opinion (based on, for example, a Board-approved rate change, or an estimate provided by the consumer), the amount calculated is likely to be materially different than the consumer's actual average monthly billing amount over the next 12 months.

(c) The equalized monthly ~~billing~~ payment amount shall include all "electricity charges" as defined in section 2.6.6.3 of the Distribution System Code.

~~3.4.~~ Effective March 1, 2020, Ssections 2.6.2B and 2.6.2C of the SSSC are revoked.