



.....  
**PROTECTING  
ONTARIO'S ENERGY  
CONSUMERS**

**“We are succeeding in our efforts to building a culture of compliance. Regulated entities continue to self-report and quickly correct compliance issues – a collective effort which ultimately protects all consumers.”**

- Harneet Panesar,  
Chief Operating Officer

The Ontario Energy Board (OEB) is delivering value to Ontarians by holding energy companies accountable for the services that they deliver, and establishing a culture of compliance where they understand and abide by the rules they must meet. This Mid-Year Compliance Report demonstrates our compliance efforts in the first two fiscal quarters for 2024.

As the independent energy sector regulator, we protect consumers and provide confidence to the sector.

### **Fostering a culture of compliance with the goal of protecting consumers**

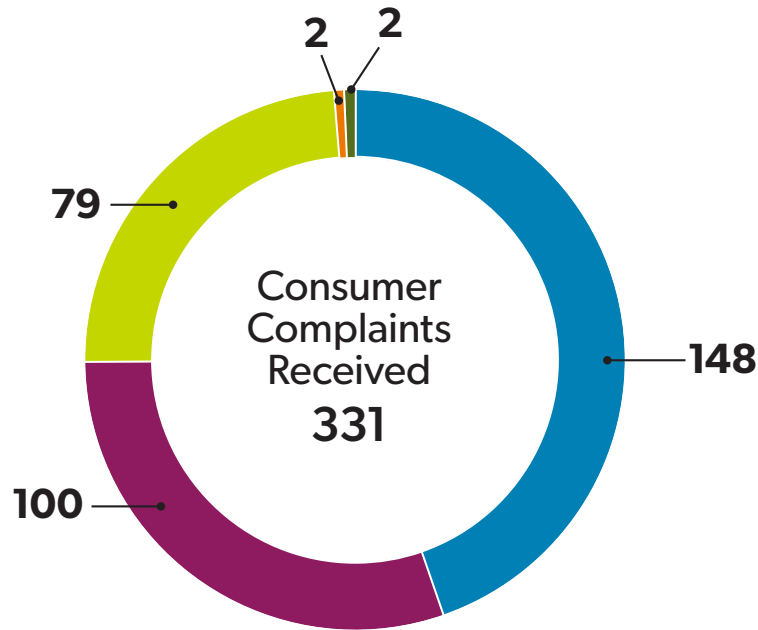
A culture of compliance continues to grow across the energy sector. This progress is most evident in the self-reporting and quick correction of compliance issues by various entities. This response is essential and demonstrates our shared desire to protect consumers.

### **OEB regulation and compliance at a glance:**

- 1** We issue rules and codes that energy companies must follow.  
.....
- 2** Consumer complaints, industry enquiries, utility reporting and OEB compliance priorities trigger our compliance and enforcement process.  
.....
- 3** We closely monitor energy companies and investigate when we think they may have broken the rules.  
.....
- 4** If we find that an energy company has broken the rules, there are a range of actions we can take, such as requiring the company to pay a penalty, ensure compliance, and credit consumers who have been harmed.

# MID-YEAR REPORT IN NUMBERS

## Statistics on Consumer Complaints



### Escalated Complaints - Results\*

**161**

**152**

No compliance issues identified

**9**

Non-compliance identified

(resulting in guidance to a regulated entity, referring for inspection, or opening a compliance review)

■ Electricity Distributors

■ Natural Gas Distributors

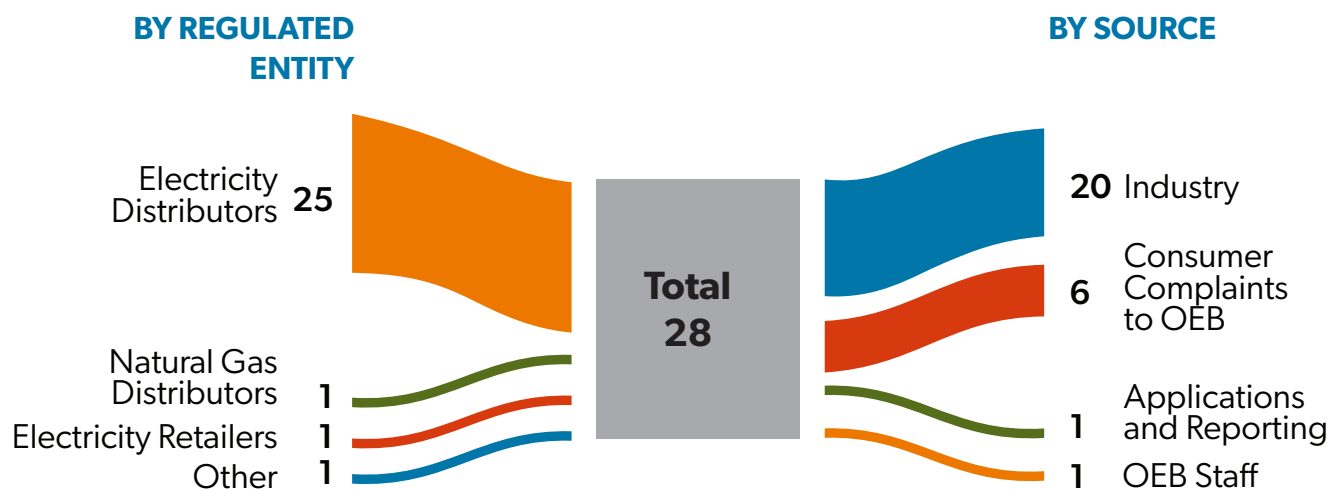
■ Unit Sub-Meter Providers

■ Electricity Retailers

■ Natural Gas Marketers

\* The 161 shown under "Escalated Complaints - Results" may include escalated complaints received from prior periods.

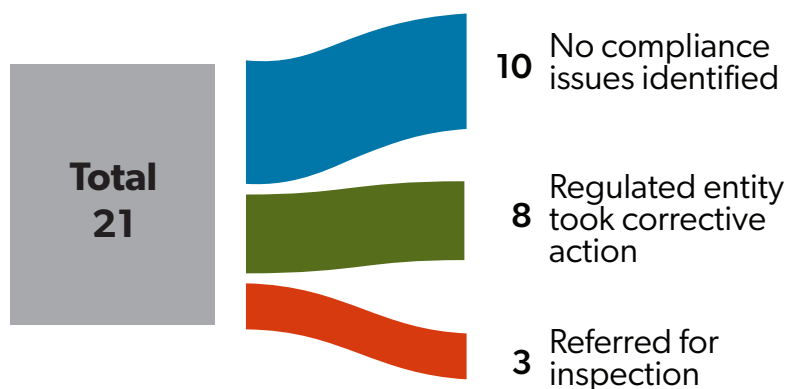
## Statistics on Compliance Reviews



### Select examples of compliance reviews opened:

- Green Button implementation
- Utility notices and processes related to disconnection for non-payment
- Metering and billing procedures
- Failing to meet reporting requirements under various codes and reporting obligations
- Failing to meet licensing requirements

## Compliance Reviews Closed



Note: The 21 shown under "Compliance Reviews Closed" may include files opened in a prior period. Compliance reviews that remained open at the end of the period are not reflected in this graphic.

## Statistics on Inspections



### Select examples of inspections opened:

- Operating in the wholesale electricity market without a licence
- Errors in billing fixed charges to customers
- Errors in deferral and variance accounts and the settlement process for commodity costs
- Distributors and USMPs disconnection for non-payment notices and related processes



**Inspection  
Cases  
Closed**

**8**

- 4** No identified non-compliance
- 4** Identified non-compliance, proceed to enforcement\*



**Enforcement\*  
Cases  
Closed**

**13**

### Assurances of Voluntary Compliance

**\$96,200**

in administrative penalties paid under Assurances of Voluntary Compliance

**\$65,896**

Added to Low-income Energy Assistance Program Emergency Financial Assistance (LEAP EFA)

**\$3,525**

refunded directly to customers

None of the above amounts were recoverable from utility ratepayers.

\* Enforcement refers to both informal or formal enforcement as identified on our website.

**Read about the OEB's  
Compliance and Enforcement  
Process [here](#).**

## **Renew Your Licence**

Energy sector participants are reminded that prescribed activities require an OEB licence. We continue to find entities operating without one.

## **GREEN BUTTON**    **HELPING CUSTOMERS MAKE INFORMED ENERGY DECISIONS**

Green Button is a standardized data format that gives residential and business energy customers an option to easily access and securely transfer their energy usage data.

The OEB has undertaken a number of compliance reviews related to implementation of Green Button by distributors. OEB's compliance work in this area relates to the distributor's role in the registration of and provision of service to companies that want to offer services to customers leveraging Green Button data.

Specifically, the reviews focused on compliance with the legal requirements that were the subject of [OEB Guidance](#) to the sector in September 2023. While progress has been made, the OEB expects to continue its monitoring and compliance work.

---

**Have a complaint  
about an energy  
company?**



**We're here to help.**