



Ontario  
Energy  
Board

# Compliance Report



April 2021 – March 2022



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# INTRODUCTION

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The Ontario Energy Board's (OEB) Compliance Report (April 2021 – March 2022) demonstrates how the OEB, as an independent regulator for the energy sector, has been fulfilling its mandate to protect consumer interest and deliver public value during the period of April 2021 to March 2022.

The report provides an overview of the activities undertaken by the OEB to ensure regulated entities compliance with their legal and regulatory requirements and includes related statistical data. The report also highlights select cases that best illustrate how the OEB has addressed compliance issues over the course of the fiscal year.

This report is an important tool for the OEB to inform stakeholders and the public of our consumer protection activities and to foster a culture of compliance among regulated entities. It also demonstrates transparency and supports the OEB's vision of being recognized as a trusted regulator by the public it serves, the representatives to whom it is accountable, and the regulated community.

# COMPLIANCE APPROACH

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As the independent regulator for the energy sector, the OEB protects the interests of millions of electricity and natural gas consumers and oversees the conduct and operations of a number of energy sector participants including those that generate, transmit, distribute, and retail energy across the province. Through independent adjudication and prudent regulation, the OEB makes decisions and rules that ensure consumers are receiving the right level of service at the right rate, and the energy sector remains reliable and sustainable. In addition, most energy sector participants require an OEB licence to carry out their business activities. It is also the OEB's role to ensure that regulated entities meet legal and regulatory requirements that are set out in relevant legislation, OEB licences, codes, rules and orders. We carry out this role in a number of ways including:

**Providing Information to the Public and Addressing Complaints:** We provide consumers with the information they need to better understand the rules that protect them, their energy choices, and changes that may impact them. We also address consumer complaints against regulated entities to ensure that appropriate resolutions are reached. The OEB may initiate a compliance review if the initial review of a complaint identifies potential issues requiring further analysis.

This report also provides information about the OEB's efforts to raise public awareness about consumer issues including various scams that target utility bills; one of the most common consumer enquiries received by the OEB's Public Information Officers over the past fiscal year. Scammers use social media, polished websites and even the OEB's logo or name to trick consumers and give the appearance of credibility to their nefarious activities. The OEB is taking steps to warn consumers about energy scams through Consumer Alerts and protection tips provided via social media channels and a new dedicated web page [oeb.ca/scams](http://oeb.ca/scams). Earlier this year, we worked with the Ontario Ministry of Energy to inform multicultural consumers of the issue in their preferred language. All of these materials are made available to utility communicators for their customer information channels.

**Providing Regulatory Guidance:** We foster improved compliance in the sector by providing guidance to regulated entities about legal and regulatory requirements. We review and respond to enquiries (Industry Relations Enquiries (IRES)) from energy sector participants to help them understand what is required and expected of them. We also provide guidance to regulated entities through bulletins and letters in relation to issues with broader implications and where there

are new regulatory requirements. The OEB may also initiate a compliance review or a policy review, as appropriate, based on issues identified through IREs.

**Conducting Compliance Reviews:** We conduct compliance reviews both proactively and as a result of consumer complaints or IREs to assess regulated companies' compliance with legal and regulatory requirements. The process involves a review and assessment of issues based on information available to OEB staff and/or provided by the involved parties. Compliance reviews may conclude in any of the following ways:

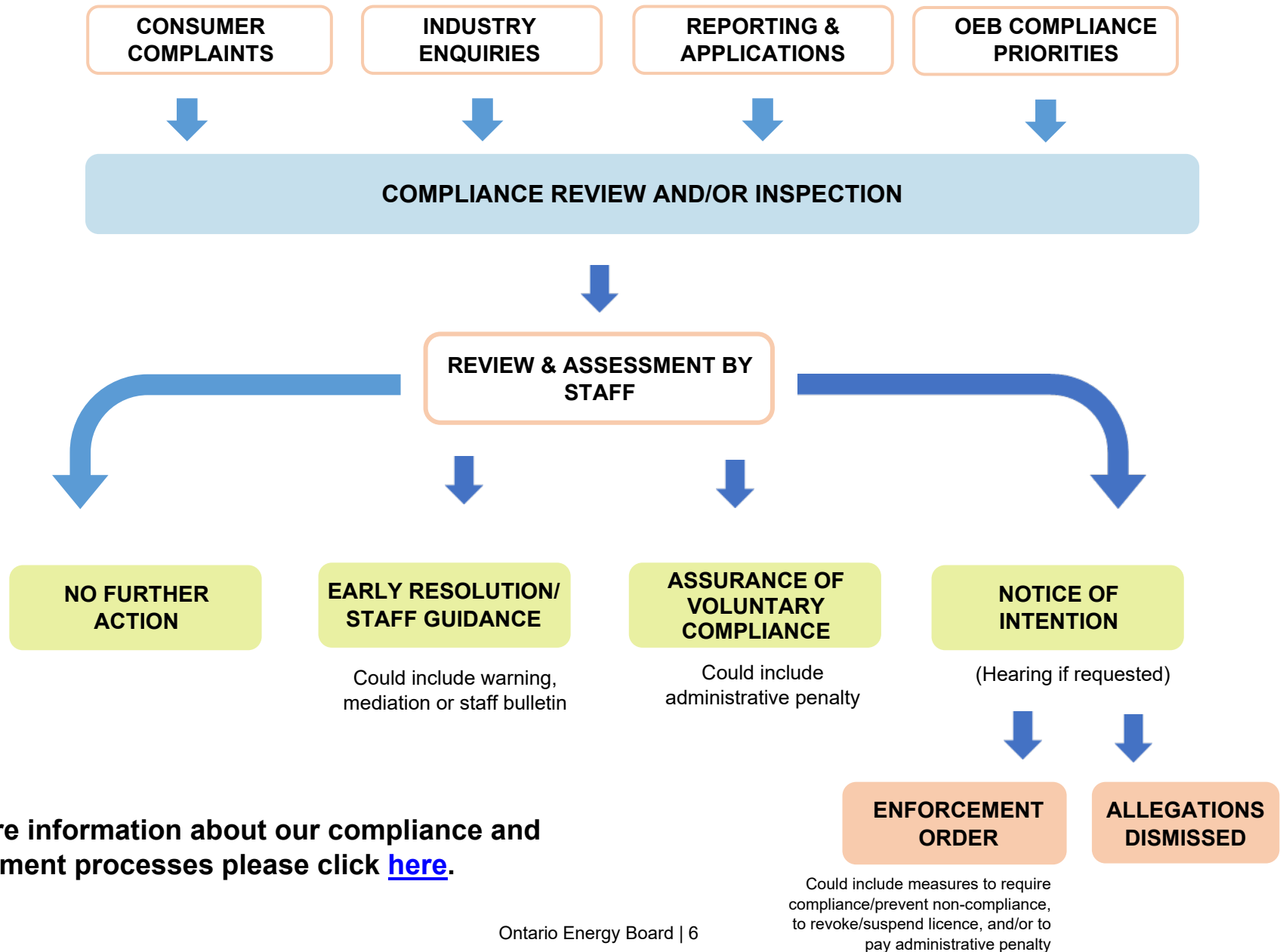
- **No further action:** No further action will be taken if the review does not reveal any compliance issues.
- **Informal resolution:** Issues are resolved by assisting regulated entities in understanding their legal/regulatory obligations and compliance requirements. This may include informal mediation, or other voluntary measures. In some cases, it may involve OEB staff issuing a warning or publishing an interpretive bulletin.
- **Policy review:** A recommendation for a policy review to clarify an existing policy or develop a new policy relating to applicable regulatory requirements.
- **Inspection:** A recommendation that an inspection be conducted.

**Conducting Inspections:** Inspections are a formal process for assessing regulated companies' compliance with legal and regulatory requirements. The OEB conducts inspections as a result of complaints, compliance reviews, issues identified through reporting by regulated companies and decisions of the OEB in relation to applications by utilities. OEB inspectors can require regulated entities to provide documents, records or information. Similar to compliance reviews, an inspection may result in no further action where there is no compliance issue or a form of informal resolution where the company agrees to make changes to its practices. Other possible outcomes include:

- **Assurance of Voluntary Compliance:** A regulated entity may give the OEB a written assurance of voluntary compliance and, once accepted by the OEB, it will have the same force and effect as an OEB order. The assurance may include a commitment by the regulated entity to pay an administrative penalty.
- **Recommendation for Enforcement:** Enforcement actions could result in an OEB order that imposes an administrative penalty and/or other sanctions including licence revocation or suspension.

**Self-Reported Non-Compliance:** The OEB encourages regulated entities to consistently review their business practices with a view to ensuring their compliance with legal and regulatory obligations, and to report to the OEB any possible instances of non-compliance with those obligations. Self-reported non-compliance will have a greater likelihood of being resolved quickly and a self-report will be considered a mitigating factor by the OEB when assessing the appropriateness of an administrative penalty.

## OVERVIEW OF OEB COMPLIANCE AND ENFORCEMENT PROCESSES



For more information about our compliance and enforcement processes please click [here](#).

# THE YEAR AT A GLANCE

**995** consumer complaints were received.

**491** consumer complaints were escalated for detailed review and analysis where initial screening identified potential non-compliance issues.

**54** compliance reviews were started, most of which were initiated due to a consumer complaint.

**47** compliance reviews were completed.

- \$5,695 returned directly to affected consumers

**34** inspections were started, half of which were initiated further to information reviewed following a consumer complaint.

**40** inspections were completed, resulting in:

- \$235,200 in administrative penalties paid under Assurances of Voluntary Compliance
- \$1,123,610 returned directly to affected consumers
- \$85,000 in additional utility funds paid into utilities' Low-income Energy Assistance Program - Emergency Financial Assistance (LEAP EFA) funding for low-income consumers facing disconnection or already disconnected

None of the above amounts were recoverable from utility ratepayers.

**449** enquiries were received from industry participants (i.e., IREs).

**Six** compliance-related guidance documents were issued to regulated entities, including interpretive bulletins.

**6,981** requests for information and customer service-related enquiries were received from consumers.

**Six** press releases and **three** consumer alerts were issued.

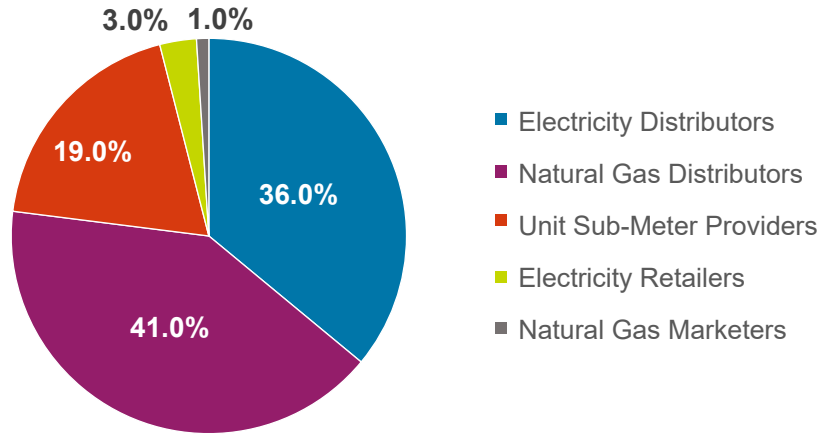
## Compared to last year:

- Consumer complaints increased by 32%
- Compliance reviews opened increased by 26% and closed increased by 52%
- Inspections opened increased by 42% while closed decreased by 15%
- Industry and consumer enquiries decreased by 44% and 31% respectively

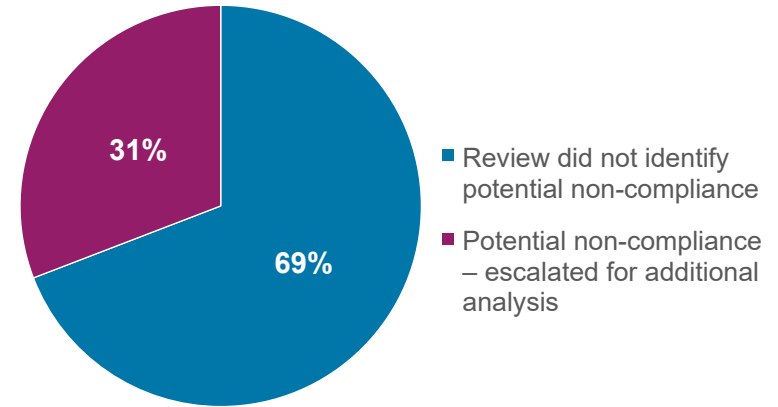


# STATISTICS ON COMPLAINTS AND COMPLIANCE REVIEWS

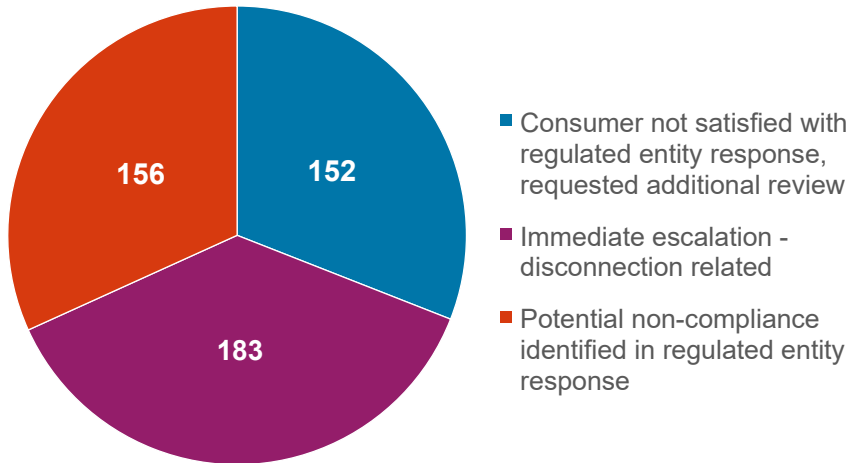
## Consumer Complaints Received (995) – By Regulated Sector



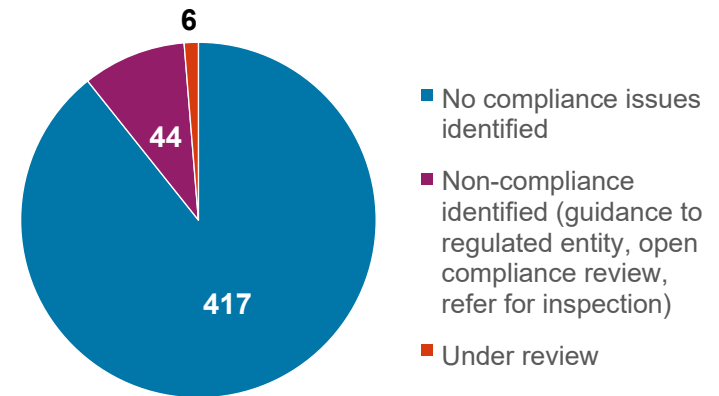
## Review of Regulated Entity Responses to Consumer Complaints



## Escalated Complaints (491)

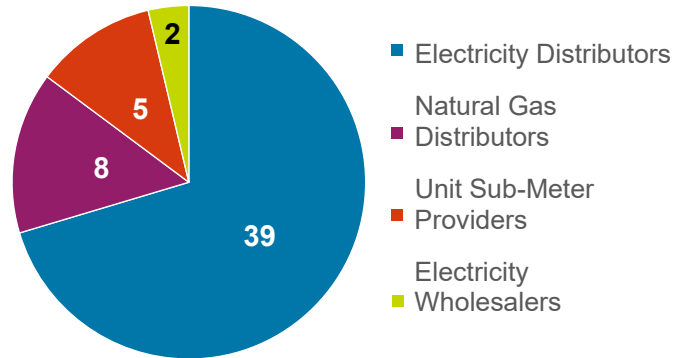


## Escalated Complaints - Conclusions (467\*)



\* The 467 shown under “Escalated Complaints - Conclusions” is not a subset of the number escalated and may include files escalated in a prior period.

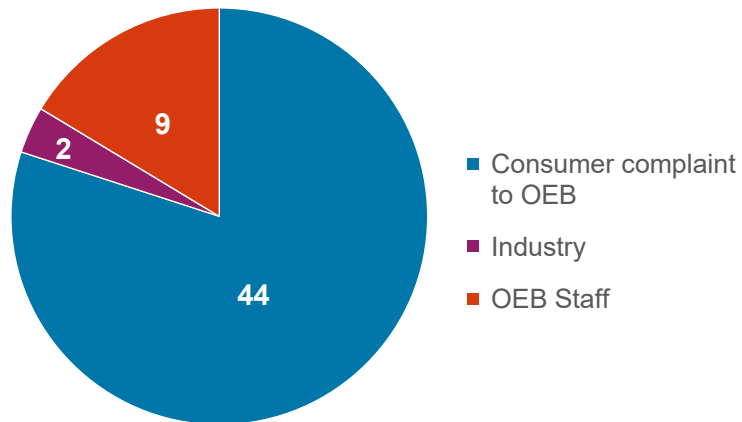
## Compliance Reviews Opened (54) – By Regulated Sector



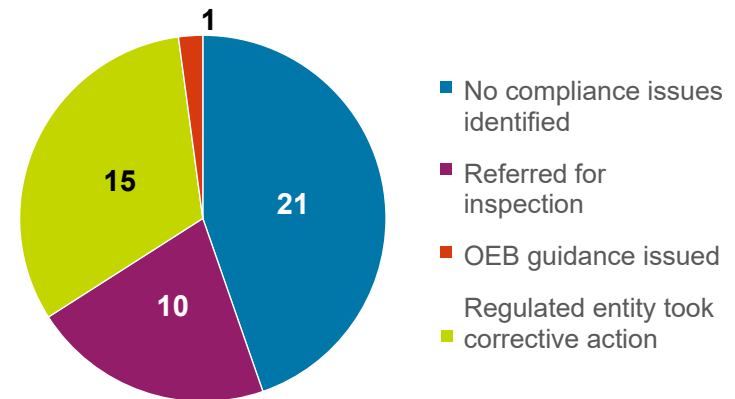
### Select examples of compliance reviews opened:

- Utility disconnection for non-payment notices and related processes
- Compliance with Affiliate Relationships Code
- Operating without a required licence
- Regulated Price Plan - prorating tiered thresholds in rate change periods
- Utility charges for subdivision connection
- Early termination of Ontario Electricity Support Program credits
- Overbilling due to a miscalculation of monthly fixed charges

## Source of Compliance Reviews



## Compliance Reviews Closed (47\*)

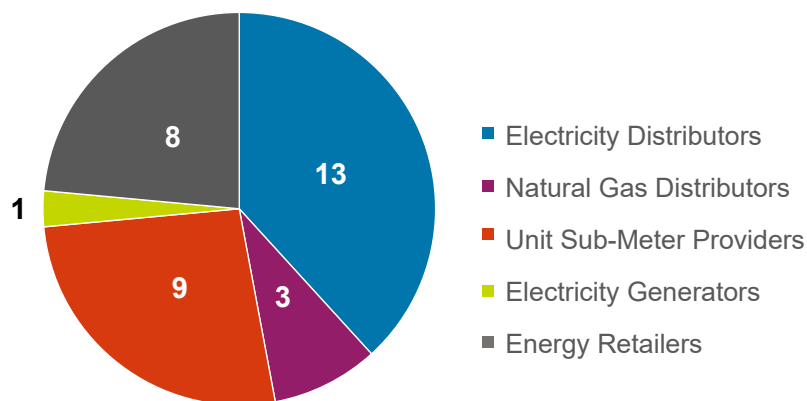


\$5,695 was refunded to consumers where the regulated entity took corrective action

\* The 47 shown under “Compliance Reviews Closed” is not a subset of the number opened and may include files opened in a prior period. Compliance reviews that remained open at the end of the period are not reflected.

# STATISTICS ON INSPECTIONS

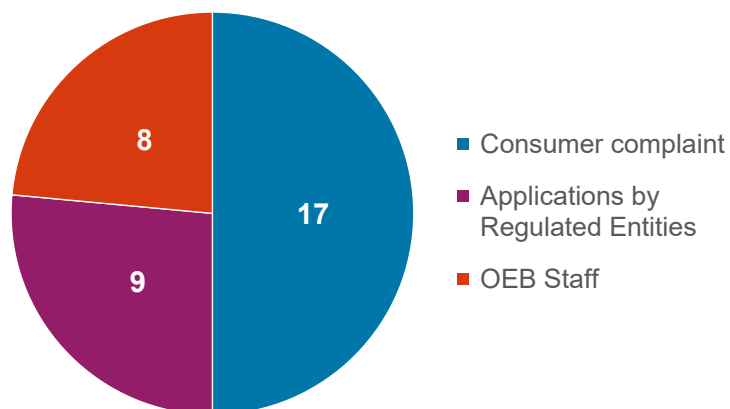
## Inspections Opened (34) - by Regulated Sector



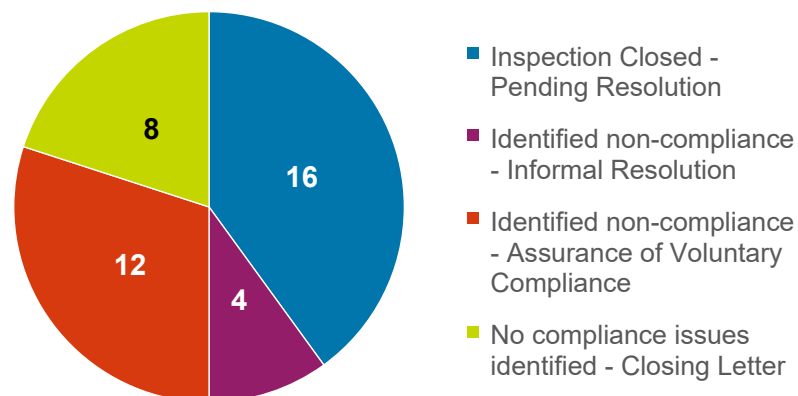
### Select examples of compliance inspections undertaken:

- Review of administration of Ontario Electricity Rebate for a sample of regulated entities
- Operating in the wholesale electricity market without a licence
- Operating in the retail market without a licence
- Enrolling consumers based on invalid contracts (allegation that contracts were not valid as signatures were not those of authorized individuals)
- Utility disconnection for non-payment notices and related processes
- Compliance with Regulated Price Plan pilot program for select utilities

## Source of Inspections



## Inspection Closed (40)



- \$235,200 in administrative penalties paid under Assurances of Voluntary Compliance
- \$1,123,610 returned to consumers directly
- \$85,000 additional funds to LEAP EFA

## SELECT COMPLIANCE REVIEW & INSPECTION SUMMARIES

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During the 2021-22 fiscal year, OEB staff initiated **54** compliance reviews and **34** inspections (Cases) and concluded **47** and **40**, respectively. Summaries of select Cases that concluded between October 1, 2021 and March 31, 2022 are provided below to demonstrate the variety and range of issues that the OEB reviews and investigates and to illustrate the ways in which we do so. Regulated entity names are not disclosed where Cases were resolved informally. The Cases are organized by the following categories:

- Cases resulting from consumer complaints
- Cases resulting from applications by regulated entities and OEB decisions and orders
- Cases resulting from self-reported instances of non-compliance by regulated entities

Our mid-year [Report](#) includes summaries of other select Cases that concluded between April 2021-September 2021.

## CASES RESULTING FROM CONSUMER COMPLAINTS

### Cost Information for Customer Connections



As a result of consumer complaints, OEB staff undertook compliance reviews of two licensed electricity distributors' customer connection practices. The consumers were concerned that they could not understand or confirm the cost responsibilities for their connections.

The OEB's Distribution System Code requires electricity distributors to include, in their initial offer to customers, the calculation and all of the assumptions and inputs used to determine the customer's share of costs (capital contribution) for a new or upgraded connection. These requirements are intended to provide customers with full transparency on how the distributor determines the costs for customers who pay a capital contribution. The reviews concluded that the two distributors' approach to sharing information used to determine the customer capital contribution amount did not comply with the requirements of the code.

The issues were resolved informally. OEB staff issued letters to the distributors reminding them of their regulatory obligations under the code, and the distributors assured OEB staff that detailed information used to determine the customer capital contribution amount would be provided to the customers.

***Outcome: The issues were resolved informally. OEB staff accepted each distributor's explanation, and sample calculations, confirming that all necessary information would be included in their offers to connect.***

## Billing without a Contract



As a result of a consumer complaint, OEB staff undertook a compliance review of a licensed electricity distributor's practices relating to opening and closing of customer accounts. The consumer owned a rental property that was vacant. The consumer was concerned that the distributor, without proper authority to do so, was seeking to recover charges from the consumer relating to services provided to the rental property following the closure of the distributor's account by the previous tenant.

The compliance review concluded that, contrary to the requirement of section 2.8 of the Distribution System Code, the distributor did not have a recording on file demonstrating the property owner's agreement to take responsibility for charges at the subject address.

The issues were resolved informally. The distributor acknowledged the error and took corrective actions, which included the cancellation of all bills issued to the property owner and reversing any applicable charges.

***Outcome: OEB staff accepted the distributor's actions to address the issue, including the reversal of over \$7,900 in charges that were inappropriately billed.***

## Bill Presentment – OER and Net metering Credits



As a result of a consumer complaint, OEB staff undertook a compliance review of a licensed electricity distributor’s billing practices relating to the calculation and application of the credits in relation to the Ontario Electricity Rebate (OER) credit and to net metering. The consumer was concerned that it wasn’t clear from the electricity bill whether the applicable credits were accurately calculated and applied. The compliance review focused on assessing the distributor’s compliance with Ontario regulations relating to the OER and to net metering (respectively, O. Reg 363/16, made under the *Ontario Rebate for Electricity Consumers Act, 2016* and O. Reg 541/05, made under the *Ontario Energy Board Act, 1998*).

The compliance review did not reveal any compliance issues with the subject regulations. However, the distributor committed to revising its bills for net metered electricity customers to ensure that charges and credits would be clearly reflected.

***Outcome: The issues were resolved informally. OEB staff accepted the distributor commitment to taking appropriate actions.***

## Disconnection for Non-Payment Reasons



As a result of consumer complaints, OEB staff undertook 20 compliance reviews relating to the customer disconnection practices of electricity and natural gas distributors as well as unit sub-meter providers. The complaints generally related to the notice of disconnection forms used by the regulated entities for customer non-payment. Of the 20 cases:

- 15 resulted in no further action being taken, as there were no compliance issues identified.
- Two were resolved informally, wherein clarification and guidance was provided to the regulated entities.
- Three resulted in formal inspections.

***Outcome: Cases concluded informally resulted in a total of \$5,695 in improperly charged reconnection fees being refunded to customers.***



# CASES RESULTING FROM APPLICATIONS BY REGULATED ENTITIES AND OEB DECISIONS AND ORDERS

## Maintenance of Asset Inspections Records



OEB staff undertook a compliance review of the asset management practices of E.L.K. Energy Inc. (E.L.K.), a licensed electricity distributor. Resulting from a prior OEB settlement proposal, regarding E.L.K.'s rates, they agreed to undertake an independent asset condition assessment of their distribution infrastructure assets. E.L.K. provided these reports to OEB staff which undertook a compliance review and identified ongoing concerns that E.L.K. had not been conducting inspections of its assets as required by the Distribution System Code. The inspection was undertaken to confirm the information in the reports and the identification of possible instances of breaches of the Distribution System Code.

The inspection concluded that, in non-compliance with its regulatory obligations, E.L.K. failed to maintain records of its asset inspection activities and was therefore unable to provide evidence that it regularly inspects its assets as required. Electricity distributors are required to keep such records to ensure that they maintain awareness of the state of their assets and are able to reliably deliver electricity service to customers.

The matter was resolved following the OEB's acceptance of an Assurance of Voluntary Compliance from E.L.K. Through the assurance, E.L.K. confirmed that it would take measures to improve its asset management practices and to ensure that inspection activities of its distribution system are compliant with all of its regulatory obligations.

***Outcome: The OEB accepted the Assurance of Voluntary Compliance and E.L.K. paid an administrative monetary penalty of \$5,000.***

## Operating without a Licence



Through the licence application process, the OEB identified that two entities had undertaken prescribed activities without an OEB licence, contrary to the requirements of the *Ontario Energy Board Act, 1998*.

Lafarge Canada Inc. was found to have been operating in the electricity wholesale market for approximately 11 years after the term of its prior electricity wholesaler licence had expired. Essar Steel Power Canada Ltd. was found to have been generating and retailing electricity without the required licences for a period of 13 years. In each instance, the matter was resolved following the OEB's acceptance of an Assurance of Voluntary Compliance from the non-complying entity, under which each of the entities committed to complying with all regulatory requirements relating to licensing. In response to the inspection, each of the entities assured the OEB that it had instituted or strengthened internal controls.

***Outcome: The OEB accepted an Assurance of Voluntary Compliance from each entity, and a total of \$85,000 was paid in administrative penalties.***

## Regulatory Accounting – Global Adjustment Variance Accounts



As a result of concerns identified in rates proceedings, OEB staff conducted inspections relating to two licensed electricity distributors' regulatory accounting obligations. The inspections focused on the quality of the reporting for two variance accounts related to Global Adjustment that typically have significant consumer impact. Specifically, the inspections aimed to assess the distributors' compliance with their electricity distribution licences, section 25.33 of the *Electricity Act, 1998*, and *O. Reg. 429/04* made under the *Electricity Act, 1998*, to ensure the accuracy and completeness of the two variance accounts.

In one case, the inspection revealed an instance of non-compliance but did not identify any material adverse impact on the distributor's customers. The issue was resolved with OEB staff issuing a report to management of the distributor that documented the distributor's commitment to ensuring data integrity and accuracy in the future. No further enforcement action was taken.

The second inspection did not reveal any instances of non-compliance with legal obligations. However, a number of regulatory accounting errors were discovered. OEB staff did not recommend any enforcement action. OEB staff issued a report to management of the distributor, and received a commitment from the distributor to address the issues identified with the two accounts.

***Outcome: In each case, OEB staff provided a report to management of the distributor and each distributor committed to taking appropriate actions.***

# CASES RESULTING FROM SELF-REPORTED INSTANCES OF NON-COMPLIANCE

## Overcharging Customers



Greater Sudbury Hydro (GSH), a licensed electricity distributor, self-reported non-compliance with the requirement to bill customers based on its tariff of rates and charges approved under section 78 of the *Ontario Energy Board Act, 1998*. Specifically, GSH was inadvertently overbilling customers due to errors in calculating distribution rates. GSH calculated a daily equivalent charge based on 360 days per year, rather than 365, resulting in a slightly higher daily amount. This error resulted in customers across all rate classes being overcharged. Upon discovery of the issue in March 2021, GSH promptly reported it to the OEB and applied an interim measure to prevent further overcharging; a measure which GSH has assured the OEB will be kept in place until a permanent solution is implemented.

The OEB accepted an Assurance of Voluntary Compliance from GSH, under which GSH paid an administrative monetary penalty and committed to providing affected customers with a refund of overcharged amounts through a one-time bill credit and with an explanation for the refund.

Taking action to address the potential issues of non-compliance and self-reporting such instances are examples of a compliance-oriented regulated entity. GSH determined the full extent of the problem and took initiative to make things right.

***Outcome: The OEB accepted an Assurance of Voluntary Compliance under which GSH paid an administrative penalty of \$5,000 and refunded \$919,000 to affected customers.***

## Privacy Breach



A licensed electricity distributor self-reported an instance of its possible non-compliance with the requirements of the OEB's Standard Supply Service Code, in respect of maintaining the confidentiality of consumer-specific information. The incident related to mishandling, by a customer service representative (CSR), of a customer's request to reset an account password which resulted in resetting another customer's password. Upon discovery of the error, the distributor conducted an internal review and found no inappropriate or fraudulent activity on the subject accounts. The customers were informed of the incidents and their account issues were addressed appropriately. In addition, the distributor took actions to enhance its security protocols including revamping its password reset processes and providing privacy-related refresher training to its CSRs who handle customer information. The distributor also reported the incident to the Information and Privacy Commissioner of Ontario (IPC).

Due to the distributor's forthrightness in reporting its compliance issue, the OEB elected not to take further action in the case. However, the distributor was required to report to the OEB any further steps required by the IPC to remedy the privacy breach.

***Outcome: OEB staff accepted the distributor's actions to address the instance of non-compliance and required it to advise of the results of its dealings with the IPC.***

# INFORMATION AND GUIDANCE TO INDUSTRY

The OEB received **449** IREs and provided guidance about legal and regulatory requirements through issuance of **three** staff bulletins and **three** letters.

## Key Areas of IREs

- Licensing requirements and processes relating to obtaining, renewing or amending a licence.
- Ontario Electricity Rebate - eligibility, retroactivity, and other related issues.
- OEB Reporting and Record Keeping Requirements – information to be reported and associated timelines.
- Industrial Conservation Initiative - load aggregation, eligibility, and facility ownership change.
- Global Adjustment.
- Covid-19 Energy Assistance Program eligibility criteria and funding.
- Low Income Energy Assistance Program eligibility criteria.
- Winter Disconnection Rules - ban on disconnection of service for non-payment during certain periods.
- Price Comparison – clarifying questions from energy retailers.

## Guidance to the Industry

- [Letter](#) providing guidance to regulated entities regarding changes to the implementation of the Ontario Electricity Rebate.
- [Bulletin](#) setting out staff's position that it will not take compliance action against electricity distributors who, despite exercising due diligence, are unable to obtain smart meters due to current supply constraints.
- [Letter](#) providing guidance to regulated entities on the implementation of the 8.2 ¢/kWh fixed price that will apply to consumers on the Regulated Price Plan for all electricity consumption from January 18 to February 7, 2022.
- [Letter](#) providing information to electricity and natural gas distributors regarding temporarily increasing the flexibility of the Low-income Energy Assistance Program-Emergency Financial Assistance to support Ontarians through the COVID-19 pandemic.
- [Bulletin](#) setting out OEB staff's view that an electricity distribution customer can qualify as an "eligible generator" for net metering purposes where the customer operates but does not own a renewable energy generation facility.
- [Bulletin](#) providing guidance to electricity distributors related to the Global Adjustment "Peak Hiatus" and Eligibility for the Industrial Conservation Initiative (ICI) for the 2021-2022 Adjustment Period.

## PROVIDING INFORMATION TO CONSUMERS AND CUSTOMER SERVICE ISSUES RAISED

The OEB received **6,924** consumer enquiries and provided information that consumers needed to better understand the rules that protect them, their choices, and changes that may impact them. The OEB also received **57** consumer concerns related to the regulated entities' customer service issues (CSIs) that are not covered by OEB rules. These issues are forwarded to the regulated entities to respond to the consumer directly.

### Key Areas of Consumer Enquiry

- Distributor and unit sub-metering provider billing practices.
- Assistance programs: COVID-19 Energy Assistance Program, Low Income Energy Assistance Program, and Ontario Electricity Support Program.
- Electricity rates, and customer choice between Time-of-Use and Tiered electricity prices.
- Targeted scams involving low-income support programs by unregulated companies.
- Energy retailers' contract renewal documents, as well as renewal and cancellation processes.
- Disconnection of service for non-payment reasons and the winter ban on disconnections.
- Increases to electricity delivery charges.
- Elimination of Hydro One Network Inc.'s seasonal rates.
- Activities and services that are not regulated by the OEB such as propane services, municipal water charges, furnaces, and water heaters.
- Unit sub-metering providers' billing practices.

### Key CSIs Raised

- Frequent planned power outages.
- Natural gas meter exchange processes including timing, issues with contractors, and need for visit to turn the service back on.
- Third-party charges on natural gas bills.
- Unresolved customer service matters and service quality.
- Safety concerns.

## RAISING AWARENESS OF THE OEB'S COMPLIANCE AND ENFORCEMENT ACTIVITIES

The OEB issued **six** news releases and **three** consumer alerts to promote broad awareness of its compliance activities.

### Select News Coverage Arising from the OEB's Compliance Activities

- **ONIT Energy Ltd. - [OEB news release](#) 2021-04-15**
  - [Cision](#) - Ontario Energy Board accepts Assurance of Voluntary Compliance from ONIT Energy Ltd. 2021-04-15
  - [Yahoo](#) - Ontario Energy Board accepts Assurance of Voluntary Compliance from ONIT Energy Ltd. 2021-04-15
- **PUC Distribution Inc. - [OEB news release](#) 2021-04-22**
  - [Cochrane Times-Post](#) - PUC pays fine 2021-04-23
  - [SooToday](#) - PUC to pay \$45,000 fine for improper disconnections, notices 2021-04-23
  - [CTV Northern Ontario](#) - Sault Ste. Marie's power company fined \$20K by Ontario Energy Board - 2021-04-23
- **Enbridge Gas Inc. - [OEB news release](#) 2021-07-22**
  - [Cision](#) - Ontario Energy Board accepts Assurance of Voluntary Compliance from Enbridge Gas Inc. 2021-07-22
  - [Business Insider](#) - Ontario Energy Board accepts Assurance of Voluntary Compliance from Enbridge Gas Inc. 2021-07-22
  - [Radio-Canada](#) - Enbridge fined for non-compliant disconnections 2021-07 23
- **Hudson Energy Canada Corp. - [OEB news release](#) 2021-11-08**
  - [Cision](#) - Ontario Energy Board accepts Assurance of Voluntary Compliance from Hudson Energy Canada Corp. 2021-11-08
  - [Yahoo](#) - Ontario Energy Board accepts Assurance of Voluntary Compliance from Hudson Energy Canada Corp. 2021-11-08



- **E.L.K. Energy Inc. - [OEB news release](#) 2022-03-08**
  - [AM800 CKLW](#) - Essex councillor feeling vindicated as OEB fines E.L.K. Energy 2022-03-10
  - [CBC News Windsor](#) - Essex electricity supplier fined \$5K over not keeping inspection records 2022-03-11
  - [Blackburn News](#) - E.L.K. Energy fined for lack of records 2022-03-11
- **Greater Sudbury Hydro Inc. - [OEB news release](#) 2022-03-14**
  - [CBC News Sudbury](#) - Greater Sudbury Hydro to refund customers for 4 years of overbilling 2022-03-15
  - [CTV Northern Ontario](#) - Sudbury Hydro refund small percentage of total overcharged 2022-03-15
  - [CBC News Sudbury](#) - Private auditor calls for changes following Sudbury Hydro overbilling 2022-03-21
  - [Sudbury.com](#) - Significant billing error means a credit for Greater Sudbury Hydro Inc. customers 2022-03-15
  - [My West Nipissing Now](#) - GSU issues credit to customers for billing error 2022-03-05

## Consumer Alerts Issued

- **[Consumer Alert](#): Beware Misleading Offers Regarding COVID-19 Energy Assistance Program 2021-04-28**
  - [Yahoo](#) - Consumer Alert: Beware Misleading Offers Regarding COVID-19 Energy Assistance Program 2021-04-28
- **[Consumer Alert](#): Beware of rebate scams pretending to be from or endorsed by the Ontario Energy Board 2021-06-25**
  - [Net News Ledger](#) - Ontario Energy Board Warns of Energy Assistance Rebates Pretending to be from OEB 2021-06-27
  - [Inside Halton](#) - Ontario Energy Board warns of scam offering hydro rebates 2021-07-11
  - [Toronto Star](#) - 'Jessica' caught me on a dull day — and I almost fell for her AI charm 2021-07-31
- **[Consumer Alert](#): Beware of continuing email and online rebate scams pretending to be from or endorsed by the Ontario Energy Board 2021-08-12**
  - [Yahoo](#) - Consumer Alert: Beware of continuing email and online rebate scams pretending to be from or endorsed by the Ontario Energy Board 2021-08-12

The OEB continues to encourage consumer awareness of potential fraud via our website and social media posts.

- On December 6, 2021, we posted [How to protect yourself against energy scams](#) as a feature on our website, to provide a link from social media posts.
- On March 8, 2022, we launched [oeb.ca/scams](http://oeb.ca/scams) to make it easier for consumers to find relevant information about potential energy fraud.

# Appendix

## YEAR OVER YEAR STATISTICS

### Consumer Complaints

	2020/2021					2021/2022				
<b>Complaints received</b>	<b>751</b>					<b>995</b>				
<b>Complaints by regulated sector</b>	ED	GD	USMP	ER	Other	ED	GD	USMP	ER	Other
	44%	27%	18%	11%	0	36%	41%	19%	4%	0
<b>Complaints escalated for additional review</b>	<b>380</b>					<b>491</b>				
<b>Escalated complaints review completed</b>	<b>390</b>					<b>467</b>				
<b>Complaints reviews conclusions</b>	Did not identify potential non-compliance		Potential non-compliance escalated for additional analysis			Did not identify potential non-compliance		Potential non-compliance escalated for additional analysis		
	<b>68%</b>		<b>32%</b>			<b>69%</b>		<b>31%</b>		

### Compliance Reviews

	2020/2021						2021/2022					
<b>Compliance reviews opened</b>	<b>43</b>						<b>54</b>					
<b>Compliance reviews opened by regulated sector</b>	ED	GD	USMP	ER	EG	EW	ED	GD	USMP	ER	EG	EW
	27	1	9	1	2	3	39	8	5	0	0	2
<b>Source of compliance reviews</b>	Consumer Complaint		Industry		OEB Staff		Consumer Complaint		Industry		OEB Staff	
	25		2		15		44		2		9	
<b>Compliance reviews closed</b>	<b>31</b>						<b>47</b>					
<b>Conclusion of compliance reviews</b>	No compliance issues identified		Referred for inspections		Entity took corrective actions		OEB provided guidance		No compliance issues identified		Referred for inspections	
	<b>8</b>		<b>11</b>		<b>11</b>		<b>1</b>		<b>21</b>		<b>10</b>	
									<b>15</b>		<b>1</b>	

## Inspections

	2020/2021						2021/2022					
<b>Inspections opened</b>	<b>24</b>						<b>34</b>					
<b>Inspections opened by regulated sector</b>	ED	GD	USMP	ER	EG	EW	ED	GD	USMP	ER	EG	EW
	8	1	1	3	2	9	13	3	9	8	1	0
<b>Source of inspections</b>	Consumer Complaint		Applications	OEB Staff		Other	Consumer Complaint		Applications	OEB Staff		Other
	5		13	6		0	17		9	8		0
<b>Inspections Completed</b>	<b>47</b>						<b>40</b>					
<b>Outcome of Inspections</b>	No compliance issues identified		Informal Resolution	Assurance of Voluntary Compliance		Pending Resolution	No Compliance issues identified		Informal Resolution	Assurance of Voluntary Compliance		Pending Resolution
	NA		NA	NA		NA	8		4	12		16

## Information and Guidance to the Industry

	2020/2021	2021/2022
<b>Enquiries received from industry participants</b>	<b>803</b>	<b>449</b>
<b>Information and guidance letters/bulletins issued</b>	<b>9</b>	<b>6</b>

## Information to Consumers

	2020/2021	2021/2022
<b>Requests for information and customer service-related enquiries</b>	<b>10181</b>	<b>6981</b>
<b>Press releases and consumer alert issued</b>	<b>13</b>	<b>9</b>



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