
Enabling Customer Choice for RPP TOU Customers

EB-2020-0152

The meeting will begin at 9:30 a.m.

Requests and Reminders

- Please mute yourself when entering the meeting.
- Participants will be able to unmute themselves if they wish to speak.
- To ask questions or provide comments please use the chat feature. Address questions to Everyone.
- When the moderator calls your name, ask your question via audio by unmuting yourself.
- Please state your name and organization when speaking.
- Need technical help? Write to ithelp@oeb.ca

Enabling Customer Choice for RPP TOU Customers

Working Group Meeting 3

June 23, 2020

EB-2020-0152

Agenda

- 9:30 a.m. – Welcome and logistics
- 9:45 a.m. – Presentation and discussion
- 10:45 a.m. – Break
- 11:00 a.m. – Presentation and discussion
- 12:00 p.m. – End

Objectives of this Meeting

1. To present and discuss staff's proposals based on the feedback received so far on the core components of the initiative, including:

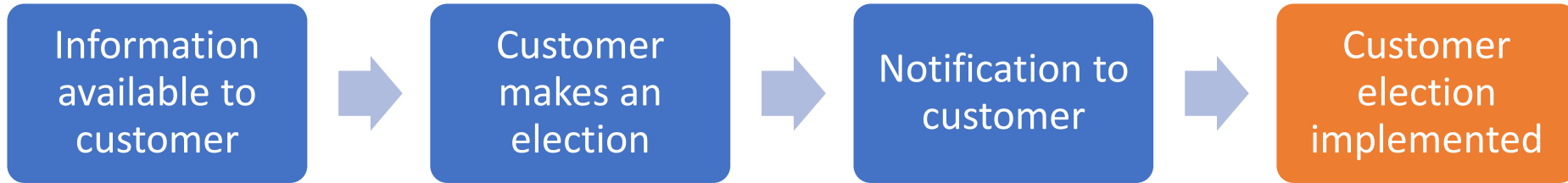
- process design (election and notification),
- timing of implementation, and
- frequency of switching.

2. Other topics:

- Bill presentment
- Next steps

Timing for Notification and Implementing Election

Timing to Implement an Election



Based on staff's understanding of minimum processing times that distributors require, staff proposes:

- Any election received by the distributor at least **10 business days** prior to the next billing period will be effective at the beginning of that billing period provided it is complete.
- All complete elections received by the distributor less than **10 business days** prior to the next billing period must become effective at the beginning of the following period provided it is complete.
 - Despite this timeline, distributors are encouraged to process a complete election as early as possible, provided the election is made effective for a complete, future billing period.

Frequency of Switching

Frequency of Switching: Analysis

- A large majority of customers who switch from TOU to tiered will have no financial incentive to switch back and forth within a year (all other things being equal).
- Only a minority of customers will have a financial incentive to switch between price structures at different times of the year.
- Frequency of switching rules, especially for the early stages of the program, should therefore be designed principally with customer flexibility in mind, having regard to operational and cost implications for distributors.

Frequency of Switching

Staff's proposal:

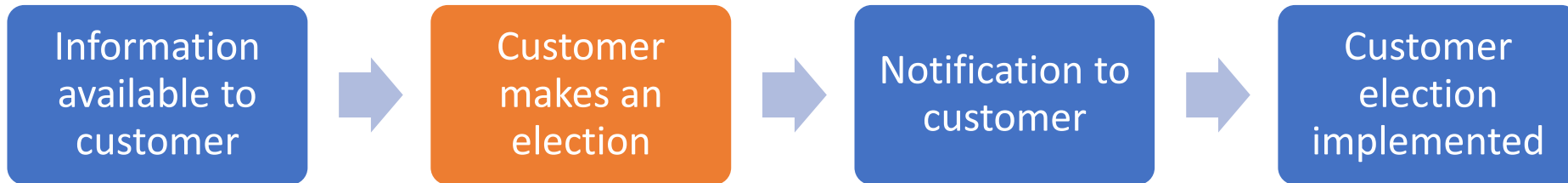
After an initial election from TOU to tiered, a customer can make two additional switches between TOU and tiered within the first calendar year following a customer's date of switch. Following that, two switches per calendar year will be permitted.

Switching opportunities shall be provided at all times and not isolated to certain times of the year.

- Does not force customers to be on a price structure that does not work for them for an extended period of time.
- Moderates the workload for distributors.

Process Design

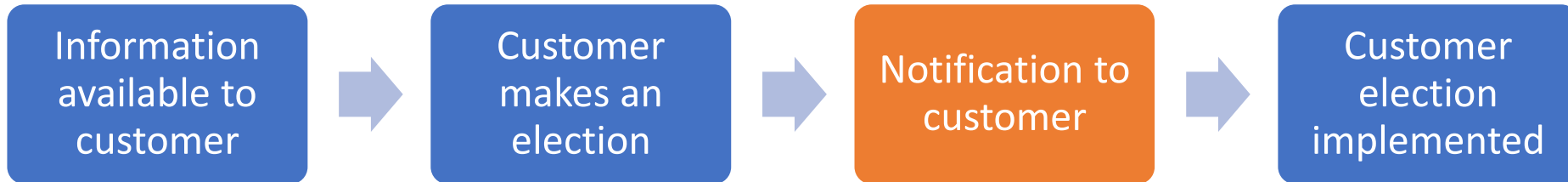
Methods for Making Election



Staff's proposal:

- (Consistent with COVID-19 Energy Assistance Program) distributors will be required to make the election form available on their websites and directly to any customer that requests it.
 - Customers must be allowed to apply by email or mail, as well as online via web form or by phone where a distributor's functionality allows.
- Any customer election method used, including telephone, should generate records/be auditable in the event of a customer dispute.
- To process an election, a distributor must obtain the following information: name of customer, account number, date of election, customer request regarding choice of pricing structure. All standard account verifications must be applied.

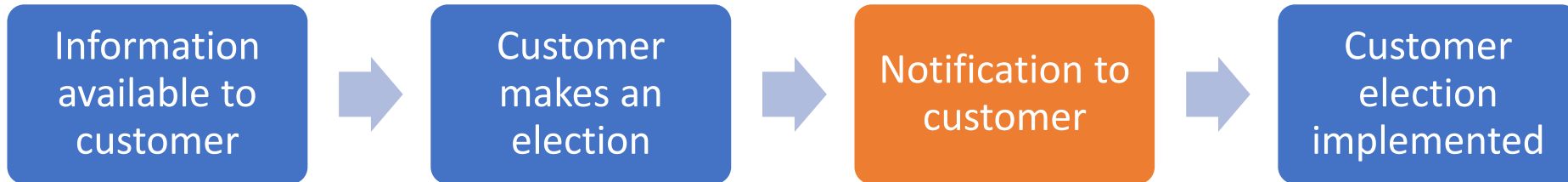
Notification to Customer



Staff's proposal:

- All elections found to be complete will require written notification to a customer that the switch is pending. The customer is not expected to respond to this notification.
- Customers will be notified by the distributor if the election is found to be incomplete or ineligible (retailer contract, maximum frequency of switching exceeded). The distributor must inform customers of the nature of the incompleteness where possible. These customers will have the opportunity to submit a new election.
- Notifications to the customer (of completion or incompleteness) must be sent no longer than 10 business days from the receipt of the election.
- The notification to a customer must be separate from other communications to the customer, unless the election was made as part of another account change such as a move in/out.

Notification to Customer



Staff's proposal:

- The notification should indicate that the switch is pending and indicate on which [bill/billing period] the customer should expect to see the switch effective.
- In addition to the notification, the distributor must include a notice on the first bill in which the switch has occurred notifying the customer they are on a different pricing structure. This notification should be placed in the electricity line on the customer's bill.

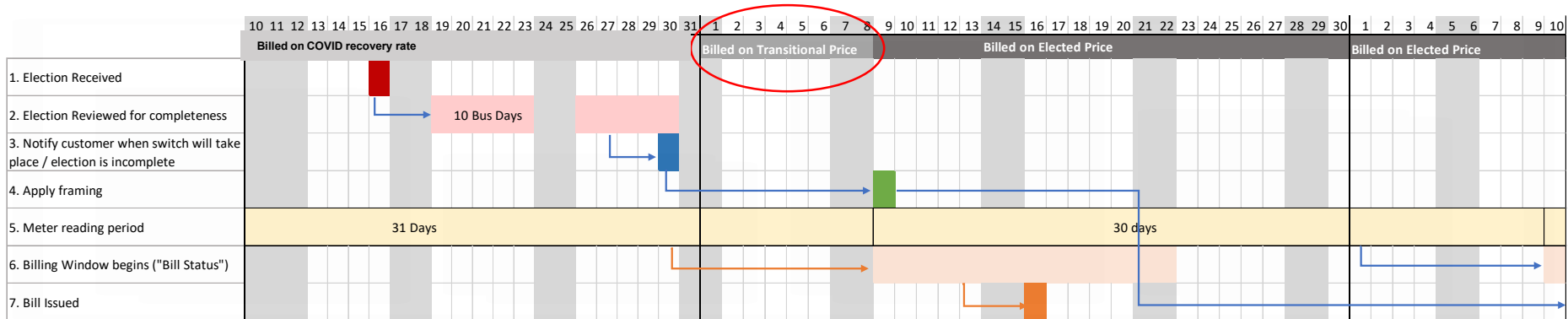
Notification to Customer

Question:

- What are the costs and complexity involved in providing customer-specific information on the notice about the date of switch?

Transitional Prices

Feasibility Considerations for Transitional Pricing



- As discussed on June 9, OEB staff continues to explore options for delivering a seamless price transition between November 1 and the date of switch.
- Are billing systems capable of supporting a third distinct price at the same time as TOU and tier, at the same time as a global price change may also take place?

Bill Presentment

Bill Presentment

- Bill presentment regulation (O. Reg. 274/05) requires historical usage to be displayed in a manner that allows comparison between periods.
- Does the switch from TOU to tiered require billing system changes to accommodate the requirement that historical usage be displayed between the different pricing structures?

Next Steps

Next Steps

- Proposed dates and topics are found in the table below.

Date	Topic
Thursday, June 25 - 9:30 a.m. – 12 p.m.	TBC <ul style="list-style-type: none">• Requirements regarding use of SME, MDM/R• Customer-facing information

- OEB Consultation: EB-2020-0152
- Project webpage: <https://www.oeb.ca/industry/policy-initiatives-and-consultations/implementing-process-enabling-customers-opt-out-time>