

# Enabling Customer Choice for RPP TOU Customers

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Working Group Meeting 4

June 25, 2020

EB-2020-0152

# Agenda

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- 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

# Topics for Discussion

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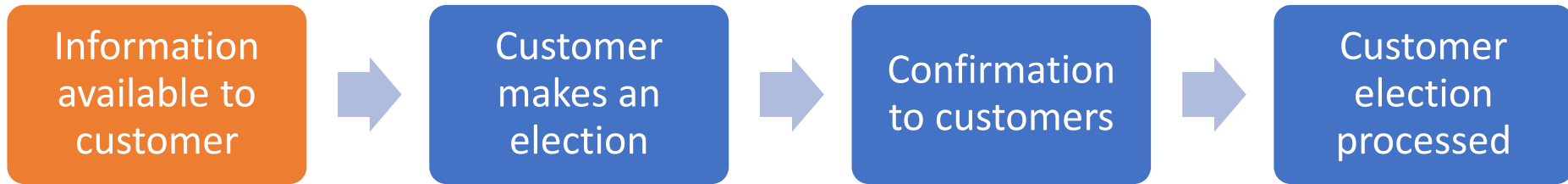
The topics for discussion at today's meeting include:

1. Customer-facing information
2. Synchronizing, or Billing with the SME
3. Next steps

# Customer-Facing Information

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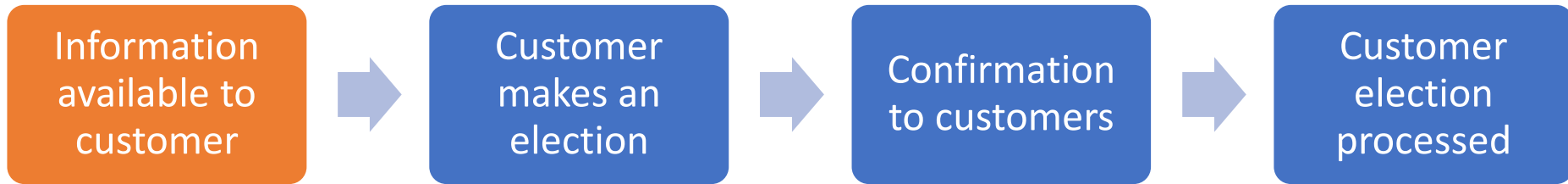
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- The objectives of this discussion are:
  - To explore what information customers need to make an informed decision about customer choice.
  - How best to get this information to customers.

# Customer-Facing Information

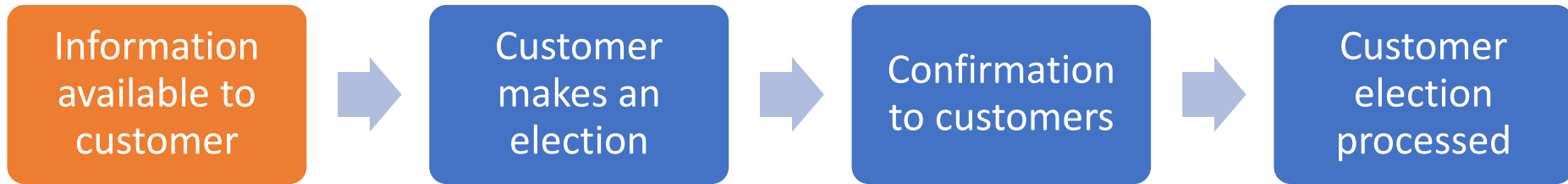
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- What information do customers want or need with regards to customer choice?
  - Expectations of savings
  - Timing of switch
  - Other items?

# Customer-Facing Information

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- What information should distributors provide with regards to customer choice?
- What resources/support would distributors and consumers like to see from the OEB?

# Using the Smart Metering Entity



# Using SME Data

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- All customers with a “smart meter” have their meter read data sent to the Smart Metering Entity’s MDM/R system to have VEE performed.
- SME only requires LDC to indicate whether the customer is to be billed through periodic billing (Tiered) or Time-of-use (“TOU”).
- All settlement issues can be resolved directly with the IESO.
- Additional benefits of using SME’s MDM/R:
  - Ensure timestamped consumption is available for system planning purposes
  - Provides a means by which a customer, having moved to tier, could assess whether to return to TOU pricing.
  - Supports reporting on number of customers, and associated energy volumes, to which different prices are applied. These data are required to inform RPP price-setting and would otherwise be required to be reported by individual LDCs.

# Next Steps

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- OEB will issue a Notice of Proposal which will detail the proposed rules and their rationale.
- Targeting issuance in July.
- All working group members and all other interested parties will be able to file written comments.
  - OEB will then consider the input and determine next steps.
- Further work on communications and other issues may proceed in parallel to the work on code changes.

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