

Energy at a Glance: 2018 - 2019

Protecting Consumers

Electricity distribution customers:



Residential and small business customers:

5,158,178

Natural gas distribution customers:

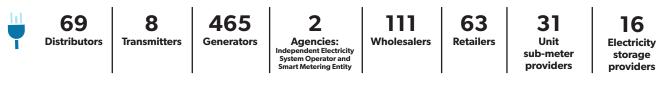
3,681,393

Residential and small business customers:



Sector Oversight

In the electricity sector, the OEB regulated or licensed:



In the natural gas sector, the OEB regulated or licensed:



32 Marketers

Consumer Participation

Held **13 community meetings** in **12** locations throughout Ontario about major rate applications

\$3 million

Amount provided to intervenor groups to fund their participation including: consumer groups, manufacturers, farmers, landowners and Indigenous communities Number of OEB hearings & proceedings where intervenors participated: **52**

Consumer Contacts

8,765

Top Enquiries:

Contacts received

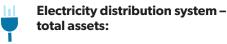
Ontario Electricity Support Program (OESP), Low-income Energy Assistance Program (LEAP), request for information on licensees, disconnections, contract renewals and amendments

Assistance for Low-Income Energy Customers

LEAP assisted **14,000 customers** with **\$5.9 million** in emergency funding to help with their natural gas and electricity bills OESP assisted an average of 239,000+ low-income households a month with almost \$166 million in on-bill credits over the year

Reliable and Sustainable Energy

Infrastructure



\$26,215,324,533¹

\$2.1 billion¹ invested in the electricity grid

551 km¹ of new distribution wires

641 km of electricity transmission lines approved for construction



Natural gas distribution system – total assets:

\$18,100,774,972¹

\$168 million

invested in natural gas infrastructure

36 km

of new and replacement natural gas pipelines approved for construction:

- 4.8 km in the City of Toronto
- 7.0 km in the Regional Municipality of Durham
- 19.0 km in the Town of Lakeshore and Town of Kingsville in the county of Essex
- 5.2 km in the counties of Oxford and Norfolk

Managing Costs



Average residential monthly natural gas bill:

\$71.26

OEB's operating expenses per customer annually for 2018-2019 were **\$5.16**, up **\$0.18** due to higher salaries and benefits costs as a result of filling vacancies and inflation



Average residential monthly electricity bill:



Rate increases of **0.25%**, on average, for **54** electricity distributors that filed annual applications for inflationary increases About **\$12.2 million** in avoided rate increases achieved from our review of **6** major rate applications filed by electricity distributors

Number of rate decisions issued: **74** Total decisions: **272**

¹ Source: 2018 RRR data as filed by electricity and natural gas distributors on April 30, 2018 (for the 12 month period ending December 31, 2018). ² Reflects the impact of the Ontario Fair Hydro Plan Act, 2017