

Energy at a Glance: 2019–2020

Protecting Consumers

Electricity distribution customers:

5,283,698

Residential and small business customers:

5,228,237

Natural gas distribution customers:

3,708,267

Residential and small business customers:

3,691,159

Sector Oversight

In the electricity sector, the OEB regulated or licensed:

66 Distributors	8 Transmitters	470 Generators	2 Agencies: Independent Electricity System Operator and Smart Metering Entity	127 Wholesalers	66 Retailers	27 Unit sub-meter providers	16 Electricity storage providers
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In the natural gas sector, the OEB regulated or licensed:

2 Distributors	30 Marketers
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Consumer Participation

\$4.7 million

Amount provided to intervenor groups to fund their participation including: residential consumers, manufacturers, farmers, landowners and Indigenous communities

Number of OEB proceedings & consultations where intervenors participated: **55**

Compliance & Enforcement

59 compliance reviews, and more than **50** compliance inspections leading to **\$274,000** in administrative penalties received

Consumer Contacts

7,727
Total interactions

Resolved complaints: 889

Information and guidance:
Responded to **6,838** enquiries

Top enquiries:
Ontario Electricity Support Program (OESP), Low-income Energy Assistance Program (LEAP), disconnections, billing and energy retailer contracts

Assistance for Low-income Energy Customers

LEAP assisted: **13,369** customers with **\$5.7 million** in emergency funding to help with their natural gas and electricity bills

OESP assisted: an average of **256,189** households a month with almost **\$181 million** in on-bill credits over the year

Energy at a Glance: 2019–2020 (continued)

Reliable and Sustainable Energy

Infrastructure

Electricity distribution system –
total assets:

\$27,238,183,219¹

\$2.3 billion¹

invested in the electricity grid

32,870 km¹

of new distribution wires and other facilities

12.2 km

of electricity transmission lines approved
for construction

Natural gas distribution system –
total assets:

\$24,698,680,485¹

\$53 million²

of natural gas pipelines and related infrastructure
approved for construction

21.1 km²

of new and replacement natural gas pipelines

Managing Costs

Average residential
monthly natural gas bill:

\$71.09

OEB's operating expenses per customer annually for 2019-2020 were **\$5.11**, down **\$0.03** as a result of the combined effect of the OEB's operating expenses increasing slightly by 0.21% and the number of natural gas and electricity distribution customers also increasing by 0.9% and 0.7% respectively.

Average residential monthly
electricity bill:

\$118.25

Rate increases of **1.21%**, on average, for **23** electricity distributors that filed annual applications for inflationary increases³

Eight electricity utilities filed major rate applications requesting **\$36.2** million in increases to distribution rates. The OEB disallowed the requested increases, and further reduced the distribution rates by an additional **\$20.2** million.

Number of rate decisions issued: **70**
Total decisions: **217**

¹ These numbers are based on RRR data submitted June 1, 2020, for the 2019 fiscal year and are subject to change by the reporting entities. Electricity distributors have started to report secondary lines as part of their total km of lines, which accounts for the large year-over-year increase relative to the last annual report.

² Source: OEB decisions approving pipeline projects applications pursuant to section 90 of the OEB Act (OEB File Numbers EB-2018-0188;EB-2018-0226;EB-2019-0218)

³ The annual applications for inflationary increases reflected in this report are based on decisions the OEB issued during the 2019-2020 fiscal year. As a result of the COVID-19 emergency, the OEB issued 31 IRM decisions (and 1 partial decision) on April 16, 2020, rather than on March 31 as planned. As these decisions were issued outside of the 2019-2020 fiscal year, they have not been taken into account in this annual report.