



Ontario
Energy
Board | Commission
de l'énergie
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BY EMAIL AND WEB POSTING

April 8, 2024

**TO: All Licensed Unit Sub-Meter Providers
Invited Stakeholders**

**RE: Targeted Stakeholder Meetings – Review of the Consumer Protection
Framework for Customers of Unit Sub-Meter Providers
Ontario Energy Board File No. EB-2023-0345**

The Ontario Energy Board (OEB) in its [letter](#) of December 18, 2023, commenced a review of the existing consumer protection framework for customers of Unit Sub-Meter Providers (USMPs) in Ontario. The purpose of this letter is to invite stakeholders to a meeting with OEB staff for the purpose of discussing the framework.

The review will look at the current USMP-related customer service rules to assess the potential alignment with electricity distributor-related customer service rules, having regard to the OEB's legislative authority and the role of USMPs in the energy sector. The review will also consider establishing mechanisms to enhance its ability to monitor the performance of USMPs related to the customer service rules, as well as provide consumers with the support to better understand the USMP sector.

As indicated in its letter, the OEB will be holding targeted meetings with relevant stakeholders to:

- Understand how the current OEB customer service rules are implemented by USMPs;
- Provide stakeholders with an opportunity to respond to questions, comment on the existing customer service rules applicable to USMPs, and hear their views on any proposed changes based on their experiences with those rules; as well as
- Discuss potential performance measures for USMPs to provide their customers with insight into USMP performance.

The OEB plans to hold these meetings during May 2024.

Meeting Invitation

Stakeholders are invited to participate in one of three proposed virtual meetings (held virtually via Microsoft Teams) targeted to each of the three groups identified below.

- **Group 1: USMP Sector**
May 9, 2024, 1:00pm - 4:00pm
 - Sub-Metering Council of Ontario;
 - Ontario Energy Association; and
 - Any licensed USMPs that wish to participate.

- **Group 2: Consumers and Consumer Advocates**
May 14, 2024, 1:00pm - 4:00pm
 - Advocacy Center for Tenants Ontario;
 - Condo Owners Association of Toronto;
 - Consumers Council of Canada;
 - Federation of Metro Tenants Associations; and
 - Vulnerable Energy Consumers Coalition.

- **Group 3: Property Owners, Managers, Developers and Housing Services**
May 16, 2024, 1:00pm - 4:00pm
 - Building Owners and Managers Association of the Greater Toronto Area;
 - Federation of Rental-Housing Providers of Ontario;
 - Greater Toronto Apartment Association;
 - London Property Management Association; and
 - Ontario Aboriginal Housing Services.

Invited stakeholders interested in attending should indicate their intent no later than **April 15, 2024** by sending an e-mail to USMPreview@oeb.ca. The e-mail must include OEB File number **EB-2023-0345**, which group you belong to (e.g., Group 1, 2, or 3), your name, address, telephone number, and your email address.

Cost Awards

The OEB wants to ensure that it has heard from customers of USMPs and has determined that it will award costs to those invited to participate in this initiative. Specifically, the following parties are deemed eligible for costs:

- Advocacy Centre for Tenants Ontario;
- Building Owners and Managers Association of the Greater Toronto Area;
- Condo Owners Association of Toronto;
- Consumers Council of Canada;
- Federation of Metro Tenants Associations;
- Federation of Rental-Housing Providers of Ontario;
- Greater Toronto Apartment Association;
- London Property Management Association;
- Ontario Aboriginal Housing Services; and
- Vulnerable Energy Consumers Coalition.

Cost awards will be available under section 30 of the *Ontario Energy Board Act, 1998*, in relation to participation in the stakeholder meeting **up to a maximum of 8 hours** for one representative per organization, for preparation and participation in the meeting. Please note that employees of an invited organization are not eligible for cost awards. The invited stakeholders should refer to the OEB's [Practice Direction on Cost Awards](#) for information about the types of costs that may be claimed. Costs awarded will be recovered from all licensed USMPs based on customer numbers.

To confirm your attendance, and if you have any questions regarding this letter, please send an e-mail to USMPreview@oeb.ca.

Stakeholders are responsible for ensuring that any documents they file with the OEB **do not include personal information** (as that phrase is defined in the *Freedom of Information and Protection of Privacy Act*), unless filed in accordance with rule 9A of the OEB's [Rules of Practice and Procedure](#).

Please quote file number, **EB-2023-0345** for all materials filed and submit them in searchable/unrestricted PDF format with a digital signature through the [OEB's online filing portal](#).

- Filings should clearly state the sender's name, postal address, telephone number and e-mail address.
- Please use the document naming conventions and document submission standards outlined in the [Regulatory Electronic Submission System \(RESS\) Document Guidelines](#) found at the [File documents online page](#) on the OEB's website.
- Stakeholders are encouraged to use RESS. Those who have not yet [set up an account](#), or require assistance using the online filing portal can contact registrar@oeb.ca for assistance.

- Cost claims are filed through the OEB's online filing portal. Please visit the [File documents online page](#) of the OEB's website for more information. All participants shall download a copy of their submitted cost claim and serve it on all required parties as per the [Practice Direction on Cost Awards](#).

All communications should be directed to the attention of the Registrar and be received by end of business, 4:45 p.m., on the required date.

With respect to distribution lists for all electronic correspondence and materials related to the Review of the Consumer Protection Framework for Customers of Unit Sub-Meter Providers, stakeholders should include USMPreview@oeb.ca.

Email: registrar@oeb.ca

Tel: 1-877-632-2727 (Toll free)

Yours truly,

Brian Hewson
Vice-President, Consumer Protection & Industry Performance