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Welcome to OEB.ca

Welcome to oeb.ca!

A big part of our job as Ontario's independent energy regulator is providing information and tools to consumers. We want to help you better understand the system that you rely on, and pay for, and help you make informed decisions about energy.

Our goal was to build a modern, consumer-friendly website that offers a richer experience for users and more engaging content and tools to help advance our goal of increasing energy literacy.

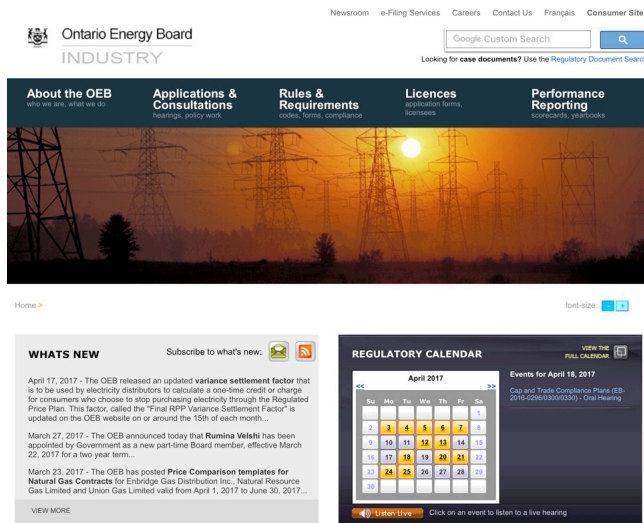
Our new website has lots of information, written in clear, consumer-friendly language, about who we are, what we do to protect consumers and ensure the long-term integrity of the energy system, and how to get involved in our processes before decisions are made. In fact, we have a new section, Participate, dedicated for customers who want to get involved – even just have your voice heard – when your utility applies to change rates or other activities. And, we have a new features section in the newsroom with more in-depth and consumer-friendly articles about key issues and topics that may affect you.

The OEB website is also an important channel for industry users and stakeholders. Rest assured, we have maintained a separate Industry section located on the global navigation menu at the top of every page. While a few sections have moved to new locations on the main site, the majority of industry-related content hasn't changed. It's had a makeover to align with the design and functionality of the new main website.

This user guide is available to showcase our new features and, for industry users, to help you understand what's changed from the former website.

We welcome feedback. Email us at: webmaster@oeb.ca.

OEB ONLINE BEFORE & AFTER



BEFORE: ontarioenergyboard.ca



AFTER: oeb.ca

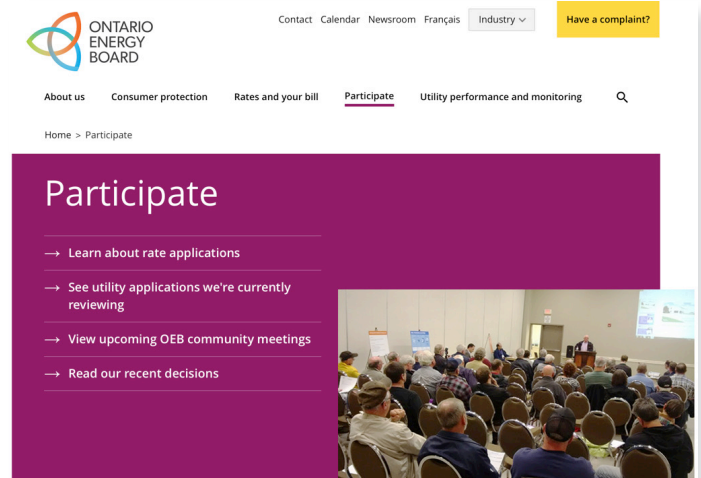
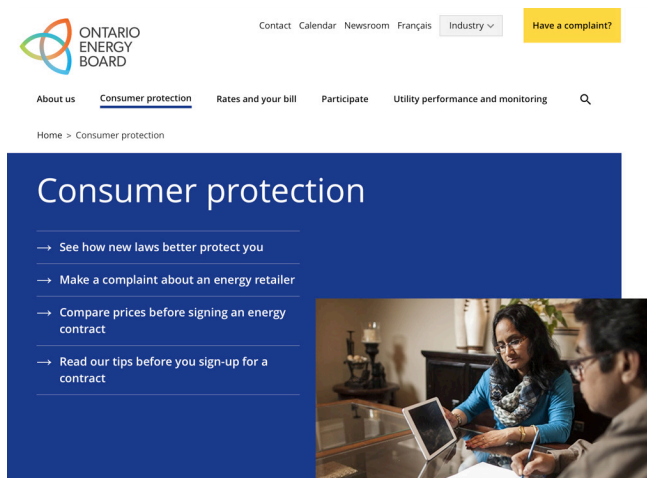
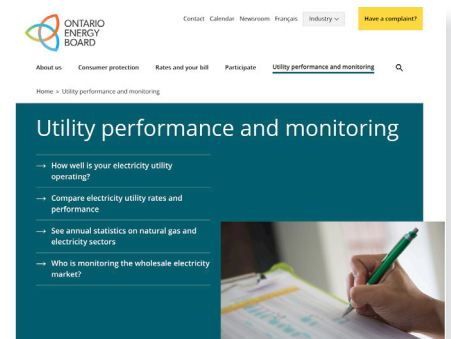
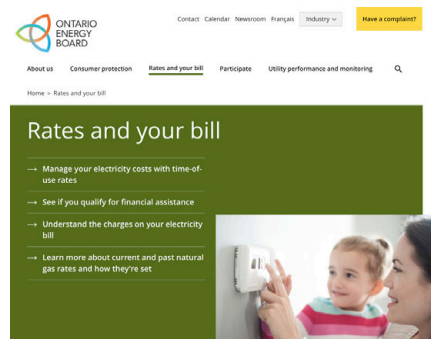
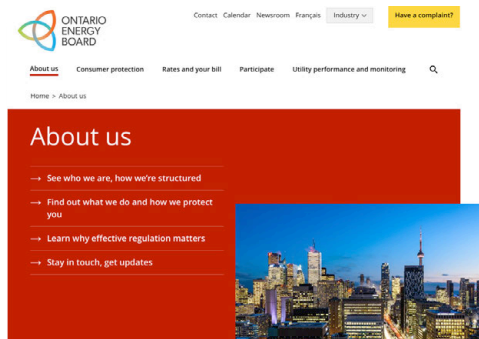
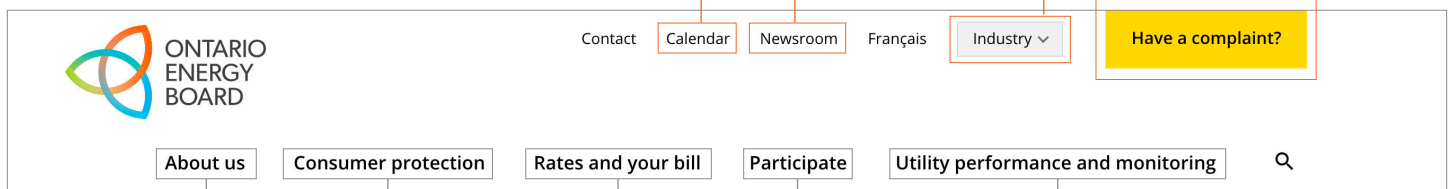
NAVIGATION

Calendar A new accessible location to conveniently check the OEB calendar of regulatory events like hearings and settlement conferences, as well as community meetings.

Newsroom This houses our new Features section, Media Releases and Speeches and Presentations. Our live Twitter feed is also located here.

Industry Our Industry section houses all the information and tools our regulated entities and stakeholders need to fulfill regulatory obligations and participate in our processes: Applications before the OEB; Policy initiatives and consultations; Rules, codes, and requirements; Licensed companies and licensing information; Tools, resources, and links, and to Contact industry relations.

Have a Complaint? Find out about our complaint process and file a complaint with us about any energy company that we regulate.



HOMEPAGE

The screenshot shows the Ontario Energy Board homepage. At the top is the OEB logo and navigation links: Contact, Calendar, Newsroom, Français, Industry, and a 'Have a complaint?' button. Below the navigation is a main banner with an image of a hydroelectric dam and the text 'Empowering Ontario's energy future'. The main body contains several sections: a 'DO YOU NEED HELP WITH YOUR ELECTRICITY BILL?' section, an 'Ontario Energy Board news' section, a 'Here's how we can help' section with links to 'Help me understand my bill', 'I'm having a problem! Who do I talk to?', 'How can I save money on energy?', and 'Is my utility applying for a rate change?'. Below these are two side-by-side widgets for 'Electricity rates & prices' and 'Natural gas rates & prices'. Further down is a 'How is my utility performing?' section with a dropdown menu. At the bottom is a 'Looking for a particular case?' section with a search bar and a 'See current major applications' button. The footer contains contact information, accessibility links, and a copyright notice.

Ontario Energy Board News
Find out the latest news and features on topics that affect you.

Current Rates Use this widget for at-a-glance information on current rates and prices for electricity and natural gas.

Utility Performance Get at-a-glance statistics on how an individual utility is performing and how they compare against others.

Search for major applications before the Ontario Energy Board right now.

NEWS ROOM

The screenshot shows the Ontario Energy Board Newsroom website. At the top is the OEB logo and navigation links: Contact, Calendar, Newsroom, Français, and a dropdown for Industry. A 'Have a complaint?' button is also present. Below the navigation is a secondary menu with links: About us, Consumer protection, Rates and your bill, Participate, and Utility performance and monitoring. The main heading is 'Newsroom'. Below it are three tabs: Features, Media releases, and Speeches and presentations. The 'Features' tab is active, showing a list of articles. The first article is 'More power to you' dated March 7, 2017, with a 'Read more' link. Below it are two more articles: 'Cap and Trade' dated March 2, 2017, and 'See how Ontario's electricity rates stack up' dated February 16, 2017. At the bottom of the features section is an 'Energy Consumer Protection Act, 2010' article dated February 10, 2017. Below the features section is a 'News archive' section with a 'Select a year' dropdown. Below that is a sign-up box asking 'Do you want to receive updates from the OEB?' with a 'Sign up to receive email updates' button. At the bottom is a 'Twitter feed' section showing three tweets from @OntEnergyBoard. Callout boxes with orange lines point to various parts of the page: one to the 'Features' section, one to the 'Media releases' tab, one to the 'Speeches and presentations' tab, one to the 'News archive' section, one to the sign-up box, and one to the 'Twitter feed' section.

Features A new “features” section in our Newsroom provides more digestible information to help you understand key projects and issues we’re working on.

Media Releases This tab shows media contact information, as well as current media releases and archives.

Speeches & Presentations This tab shows recent and archived speeches and presentations from the Ontario Energy Board.

News archive Select a year

Do you want to receive updates from the OEB? Sign up to receive email updates

Twitter feed

Ontario Energy Board @OntEnergyBoard 6 days 11 hours ago
@OntEnergyBoard speaking today abt balancing consumer and utility needs @CdnInst. See you there: <https://t.co/lifmxZ2lmw>

Ontario Energy Board @OntEnergyBoard 1 week 2 days ago
@OntEnergyBoard speaking abt balancing consumer and utility needs @CdnInst on April 4. See you there: <https://t.co/lifmxZ2lmw>

Ontario Energy Board @OntEnergyBoard 1 month ago
Participate today at OEB's Community Meeting re: @InnPower_rate application <https://t.co/iaOjYPHoNM> <https://t.co/QWtoNeOF5k>

Twitter Feed Follow us @ontenergyboard and keep up to date with our live twitter feed.

Updates Sign up to receive updates from the Ontario Energy Board.

ABOUT US

ONTARIO ENERGY BOARD

Content Calendar Newsroom Français Industry [Have a complaint?](#)

[About us](#) [Consumer protection](#) [Rates and your bill](#) [Participate](#) [Utility performance and monitoring](#) [Q](#)

[Home](#) > [About us](#)

About us

- [See who we are, how we're structured](#)
- [Find out what we do and how we protect you](#)
- [Learn why effective regulation matters](#)
- [Stay in touch, get updates](#)

You're entitled to a sustainable energy system **and** value for your electricity and natural gas services. We make sure you get both.

As a consumer, you depend on unbiased information from a trusted source to make sound decisions. Information that tells you if your electricity or natural gas utility is following the rules, and that they're operating cost-effectively.

As Ontario's independent energy regulator, we're here to champion your energy rights. We actively work on your behalf to:

- **Set the rules** for energy companies operating in Ontario
- **Establish energy rates** that are reasonable
- **License** energy companies
- **Monitor** the wholesale electricity market and energy companies
- Develop **new energy policies** and provide unbiased advice to government
- Give you **tools** to help you become energy literate

Who we are

We are Ontario's independent energy regulator. Our goal is to ensure Ontario's energy system remains sustainable, today and tomorrow, and that your energy rights are protected.

- [Who we are](#)
- [Board members](#)
- [Executive leadership](#)
- [Stakeholder and consumer groups](#)

Mission and mandate

We've been regulating the natural gas sector since 1960 and the electricity sector since 1999. Find out how our mandate allows us to protect you and our energy system.

- [Mission and mandate](#)
- [Why we regulate](#)
- [Ontario's energy sector](#)

What we do

We establish electricity and natural gas rates. We oversee energy companies to ensure they comply with the rules. We publish data on utilities' performance. And we monitor how well the wholesale electricity market is working. These are just a few of the ways we regulate Ontario's energy industry.

- [What we do](#)
- [We make rules to protect you](#)
- [We license and oversee utilities](#)
- [We approve utilities' rates and activities](#)
- [We make tools to help you](#)
- [We monitor the market and energy companies](#)

Implementing energy policies

We develop policy that contributes to a sustainable and reliable energy sector and protects consumers, in such areas as low-income support programs, cap and trade and natural gas expansion. You can read summaries online.

- [Energy policy initiatives](#)

Government directives and priority projects

We are sometimes called upon by the Minister of Energy to provide an informed perspective on important issues related to the energy sector. Find out more about these government directives.

- [Government directives and priority projects](#)

Newsroom

Stay up-to-date on what's happening by reading our features, media releases and speeches. Sign up for our online newsletter.

- [Newsroom](#)

Careers

Job seekers, find out about current opportunities at the Ontario Energy Board.

- [Careers](#)

Public tenders


For qualified vendors, get information to help you respond to requests for goods and

Who we are Learn about our Board members and leadership team, and how we're structured.

Mission and mandate Learn about our mission/mandate, why effective regulation matters and how the overall energy system works.

What we do Learn all the ways we protect your interests and ensure a reliable and sustainable energy system - from making and enforcing industry rules to reviewing rates.

CONSUMER PROTECTION




Contact Calendar Newsroom Français Industry ▾ Have a complaint?

About us Consumer protection Rates and your bill Participate Utility performance and monitoring Q

Home > Consumer protection

Consumer protection

[→ See how new laws better protect you](#)[→ Make a complaint about an energy retailer](#)[→ Compare prices before signing an energy contract](#)[→ Read our tips before you sign-up for a contract](#)



We protect Ontario's energy consumers in many ways.

Ever felt pressured by an electricity retailer or natural gas marketer trying to sell you an energy contract on your doorstep? Got an issue with your local utility or metering company that you haven't been able to resolve? We make rules to protect you that all licensed energy retailers in Ontario must follow.

- See the current rules for companies selling **energy contracts** and the new laws that will further protect you.
- See what **natural gas** and **electricity utilities** can and can't do when it comes to security deposits and disconnections.
- If you have an issue that you can't resolve with your energy retailer, **submit a complaint**.
- See the **top consumer complaints** when it comes to Ontario's energy retailers.

How we protect consumers

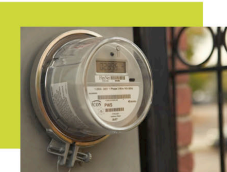
We protect Ontario's energy consumers by establishing rules that energy retailers must follow and monitoring them to ensure they do. This includes new laws for companies selling energy contracts.

[→ How we protect consumers](#)[→ Consumer Charter](#)

Energy contracts

You have a choice. With or without an energy contract, natural gas or electricity will be delivered to your home. If you're considering an energy contract, there's a lot to learn. Get the facts and know your rights and obligations.

[→ Energy contracts](#)[→ Before you sign a contract](#)[→ After you sign a contract](#)[→ Renewing a contract](#)[→ Licensed energy retailers](#)[→ Bill calculator](#)



Rules for electricity utilities


Did you know that your electricity utility can't disconnect you without giving you 10 days notice? Rules like these apply to all residential customers. And there are special rules for low-income consumers.

[→ Rules for electricity utilities](#)

Service policies for natural gas utilities

All residential natural gas customers in Ontario are allowed access to equal billing and payment plans year-round. This is a customer service policy in place to protect you. There are also special policies for lower income consumers.

[→ Service policies for natural gas utilities](#)



Make a complaint

We're here to help. You're entitled to file a complaint with us if you feel you've been treated unfairly by your energy retailer. If you've tried to settle the matter with your energy retailer but have been unsuccessful, file a complaint now, online!

[→ Make a complaint](#)[→ Top complaints about energy companies](#)

How we enforce the rules

We not only make the rules that Ontario's energy retailers must follow, we're constantly monitoring them to ensure they comply. If not, they can face penalties or lose their licence. Find out more.

[→ How we enforce the rules](#)

How we protect consumers

Learn all the ways we protect consumers, from licensing to helping resolve issues you're experiencing with an energy company. Read our Consumer Charter which explains your rights and responsibilities about energy services.

How we protect consumers

We protect Ontario's energy consumers by establishing rules that energy retailers must follow and monitoring them to ensure they do. This includes new laws for companies selling energy contracts.

- [How we protect consumers](#)
- [Consumer Charter](#)

Energy contracts

You have a choice. With or without an energy contract, natural gas or electricity will be delivered to your home. If you're considering an energy contract, there's a lot to learn. Get the facts and know your rights and obligations.

- [Energy contracts](#)
- [Before you sign a contract](#)
- [After you sign a contract](#)
- [Renewing a contract](#)
- [Licensed energy retailers](#)
- [Bill calculator](#)

Energy Contracts

If you're considering an energy contract, there's a lot to learn. Get the facts here, and know your rights and obligations.

Service policies for natural gas utilities

Learn about the customer service policies that natural gas utilities apply, including special rules for low-income customers.

Service policies for natural gas utilities

All residential natural gas customers in Ontario are allowed access to equal billing and payment plans year-round. This is a customer service policy in place to protect you. There are also special policies for lower income consumers.

- [Service policies for natural gas utilities](#)

Rules for electricity utilities

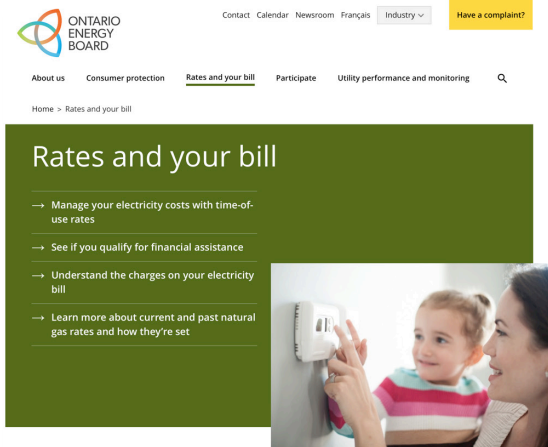
Did you know that your electricity utility can't disconnect you without giving you 10 days notice? Rules like these apply to all residential customers. And there are special rules for low-income consumers.

- [Rules for electricity utilities](#)

Rules for electricity utilities

See the customer services rules for electricity utilities, including special rules for low-income customers.

RATES AND YOUR BILL



Information is power. If you're looking for ways to manage your energy costs, this is the place to find helpful information you can use.

Learn how rates are calculated, what they mean and how to get them to work in your favour.

- Find out how **time-of-use** electricity rates can help you manage your electricity costs
- Learn about emergency financial assistance available through the **Low-income Energy Assistance Program** for electricity and natural gas customers
- See if you qualify for monthly credits to help lower your electricity bill through the **Ontario Electricity Support Program**
- Estimate your monthly bill with our electricity or natural gas **bill calculator**

Electricity This section explains what's involved in setting electricity rates, how they work and how often they change.

Electricity

The Ontario Energy Board sets the rates that appear on the **Electricity** line of your bill, including time-of-use and tiered rates. Find out what's involved in setting these rates, how they work and how often they change.

- Electricity rates
- Understanding your electricity bill
- Historical electricity rates
- Managing your bill through time-of-use rates
- Time-of-use holiday schedule
- Electricity bill calculator



Electricity bill calculator Use our handy tool to compare your current bill from your local utility with what to expect if you sign an energy contract with an energy retailer.

Natural gas

Did you know that natural gas utilities whose rates are set by the Ontario Energy Board aren't allowed to make a profit on the natural gas they sell to their customers? Check out how rates are set and what it means for your bill.

- Natural gas rates
- Understanding your natural gas bill
- Historical natural gas rates
- Natural gas bill calculator

Natural Gas This section explains what's involved in setting natural gas rates. Check out how rates are set and what it means for your bill.

Help for low-income customers This section explains the programs we offer to help low-income customers with their energy bills – like the Ontario Electricity Support Program (OESP). We also offer emergency financial help through the Low-income Energy.

Help for low-income customers

Did you know that there are special financial assistance programs to help low-income customers with their energy bills?

- Ontario Electricity Support Program
- Low-income Energy Assistance Program

PARTICIPATE



Contact Calendar Newsroom Français Industry ▾

Have a complaint?

About us Consumer protection Rates and your bill **Participate** Utility performance and monitoring

Home > Participate

Participate

- [Learn about rate applications](#)
- [See utility applications we're currently reviewing](#)
- [View upcoming OEB community meetings](#)
- [Read our recent decisions](#)



Rate applications can have an impact on your utility bill. Have your say **before** we make our decision.

Utilities can only make changes to the delivery rates on your energy bill if we approve them first. In general, utilities apply for new rates every 5 years. We review those rate applications carefully and do not often approve applications as filed. As part of our review process, we take time to listen to what you and other members of the community have to say.

We're Ontario's independent energy regulator and we want to hear from you:

- Provide your comments about a current **rate application**
- Come to a **community meeting** hosted by the OEB to learn more about what your local utility is proposing to change
- Find out about **groups that regularly participate** in our hearings

When you talk, we listen. So get informed and get involved. Tell us how your utility's plans may affect you.

Community meetings

Learn what happens at OEB community meetings. Find a schedule of upcoming meetings here.

Community meetings

Our community meetings are your chance to ask questions about your local utility's proposal. Hear from us about our review process. Speak with utility representatives, make a presentation and give us your opinion. We'll factor your comments into our decisions.

→ [Community meetings](#)



Applications Learn how utilities seek approval to change their rates by filing an application. Review current major applications here and provide your comments on a current application, too.

Applications

Did you know that utilities have to file detailed applications with us before they can change their rates or build new infrastructure? See these applications online and be part of our decision-making process.

→ [Applications](#)

→ [Current major applications](#)

Hearings

We hold court-like proceedings – called hearings – to review most rate applications. It's where we take into account your input, the views of community groups and information from our in-house experts. You can even listen in.

→ [Hearings](#)

Intervenor

When we're considering a utility's application, we like to hear from as many interested parties as possible before making our decision. If you are affected by the application and you want to actively take part in the hearing process, you can apply to become an intervenor.

→ [Intervenor](#)

Decisions

When utilities ask us to consider a change that may affect your bill, we don't just rubber-stamp their proposal. We undertake an extensive review process before any decisions are made. You're invited to be part of the process.

→ [Decisions](#)

Decisions Learn what factors we take into consideration when making decisions about utilities' applications.

UTILITY PERFORMANCE & MONITORING

Utility performance and monitoring

- How well is your electricity utility operating?
- Compare electricity utility rates and performance
- See annual statistics on natural gas and electricity sectors
- Who is monitoring the wholesale electricity market?

Get at-a-glance or in-depth information about utility performance and learn more about industry oversight.

If you want to know how Ontario's energy system is performing as a whole, or how your local electricity or natural gas utility is performing, you'll find that information here. Every year, we publish the stats on how utilities rank against a variety of important measures to give you a clear understanding of their performance – and to encourage utilities to operate effectively and keep improving.

- View electricity utility **dashboards** for top performance measures
- See natural gas and electricity **yearbooks** for financial, operations, reliability data and more, by year
- Learn how we protect you through audits and **assessments** and by **monitoring the wholesale electricity market** for abuses

Electricity utility performance dashboard

Get at-a-glance stats about your utility, from customer service to reliability and operational efficiency. How successful is it at issuing accurate bills? Is your utility applying for a rate increase? Find out here.

→ Electricity utility performance dashboard

Electricity utility scorecards

Get comprehensive performance information, with data for 20 specific measures, for every electricity utility in Ontario. Scorecards show how the electricity system is performing. We use this data to push for continuous improvement.

- What are electricity utility scorecards?
- Electricity utility scorecards list
- Scorecard filing for utilities

Electricity and natural gas utility yearbooks

Learn how the entire energy sector – electricity and natural gas – is doing. You can find everything from financial and operating information to reliability and customer service statistics.

→ Energy sector yearbooks

Audits and assessment reviews

Find out how we monitor and assess the performance of licensed energy companies and how we use this information to protect consumers and safeguard the energy system overall.

→ Audits and assessment reviews

Electricity market surveillance

Our Market Surveillance Panel monitors the efficiency, fairness, transparency and competitiveness of the wholesale electricity market in Ontario, and reports to the Minister of Energy on any abuses. See how it works.

- Market Surveillance Panel
- Panel reports
- FAQs
- Monitoring documents

Electricity utility performance dashboard See how your utility is performing and compare it against others in this new, consumer accessible location. (See the next page for an in-depth look at Utility Performance Dashboards).

Electricity and natural gas utility yearbooks Find our annual yearbooks here, which detail financial, operations, reliability data and more.

Electricity market surveillance Learn who monitors Ontario's wholesale electricity market and read latest Market Surveillance Panel reports.

Electricity utility scorecards Get annual data on 20 performance measures for all electricity utilities in Ontario.

PERFORMANCE DASHBOARD

Select a utility

InnPower Corporation

Current applications before the Board

Title: 2017 Distribution Rate Application
Case number: EB-2016-0085
Type: Distribution Rate Application
Filed: February 23, 2017

InnPower Corporation has applied to the Ontario Energy Board to raise its electricity distribution rates effective January 1, 2017. If the application is approved, a typical residential customer of InnPower Corporation would see an increase of approximately \$10.69 per month. Customers in the commercial class (known as General Service 50 to 4,999 KW) would see an increase of approximately \$238.73 per month. Other customers may also be affected.

InnPower Corporation has also requested a rate increase to recover costs arising from damage caused by an ice storm in March, 2016. If approved, the proposed rate increase would be temporary. It would last only until any approved costs have been recovered.

InnPower Corporation has also applied for approval of increases to certain specific service charges for services such as disconnection and reconnection, the temporary installation and removal of certain equipment, and access to power poles. It is important to review the application carefully to determine whether you may be affected by these changes.

See application details and how to participate

Contact this utility:
7251 Yonge Street
Innisfil ON L9S 0J3

www.innpower.ca
customerservice@innpower.ca

16,157
Number of customers

292 sq. km
Total size of service area

833 km
Total km of electricity line

Distribution service area (pdf)

The electricity utility scorecards measure how well Ontario's electricity utilities are performing each year. It is designed to encourage utilities to operate effectively, continually seek ways to improve productivity and focus on improvements that their customers value. Utilities report their scorecard performance results annually, and make the results available to the public.

The scorecard can be used as a tool for consumers to assess for themselves the value of the service received from their electricity utility. For example:

When service appointments are booked with my utility, how often did they show up on time?

How often did my power go out, and how long did the utility take to fix the problem and restore power?

How successful is my utility at issuing accurate bills?

Did my utility answer phone calls from customers in a timely way?

Use our report generator tool to compare costs and performance between distributors

Compare

Select a utility From the drop down menu to see their unique performance dashboard.

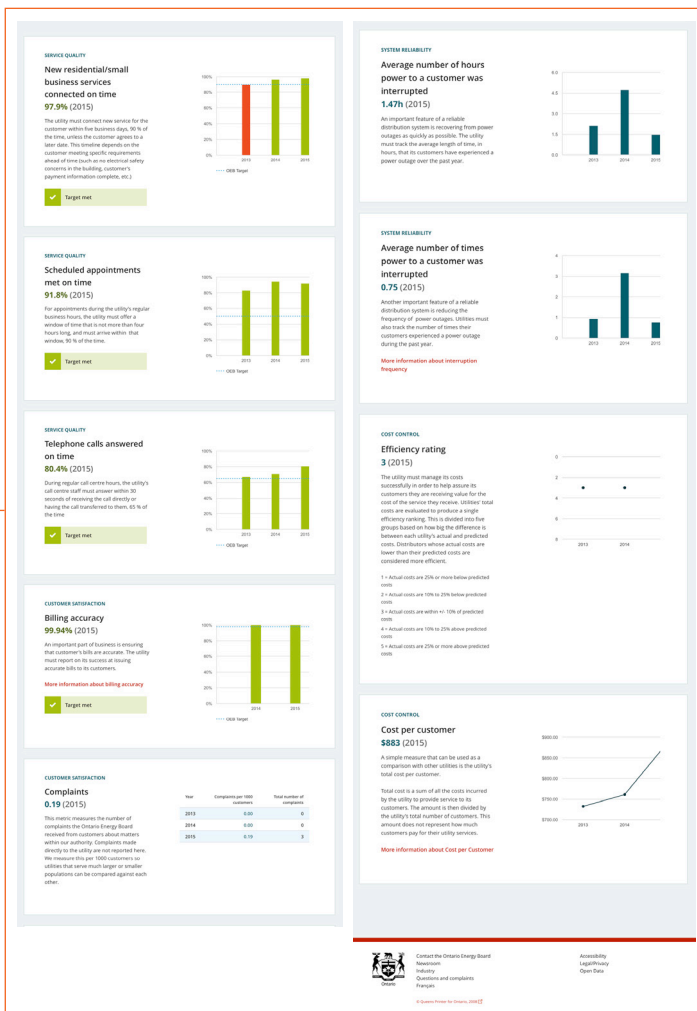
At-A-Glance Distribution service information is clear and concise. Find out a distributors number of customers, service area size, and total length of electricity line.

Current Applications
If the utility currently has a major application with us, that information will show up here. You can read the details and find out to participate.

Contact Easy access to the utility's contact information.

How well is your utility operating? Check our dashboard to find out! You'll find at-a-glance stats about your utility in several key areas, including:

- How often your utility arrived on time for service appointment
- How often your power service was disrupted, and how long it took your utility to restore power
- How accurate are your utility's bills
- If your utility answered phone calls in a timely way



COMPARE

[Contact](#)
[Calendar](#)
[Newsroom](#)
[Français](#)
[Industry](#)
[Have a complaint?](#)

[About us](#)
[Consumer protection](#)
[Rates and your bill](#)
[Participate](#)
[Utility performance and monitoring](#)

[Home](#) > [Utility performance and monitoring](#) > [InnPower Corporation Utility Performance Scorecard](#)

Select a utility

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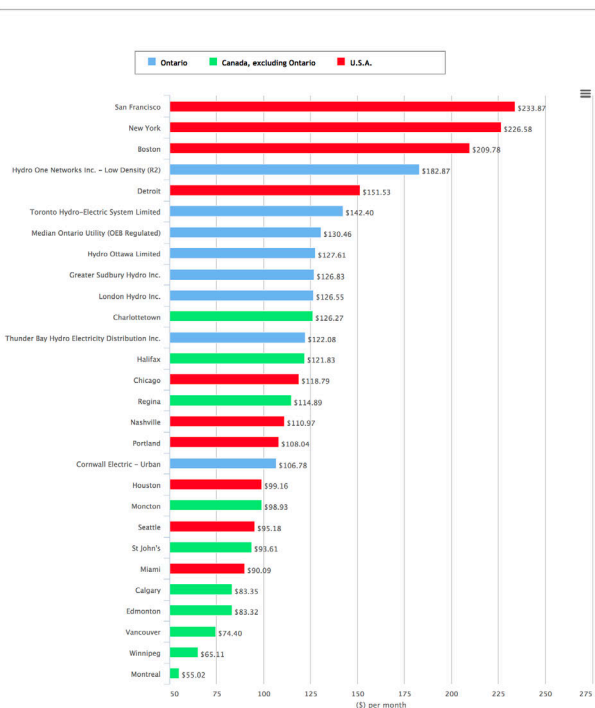
Use our report generator tool to compare costs and performance between distributors

[Compare](#)

Compare Once you've selected a utility, use the 'Compare' button to compare costs and performance between distributors. Compare distributors & scorecard performance measures

- Compare year-over-year scorecard performance for a specific distributor
- Compare estimated total bills for Ontario distributors
- Compare estimated total bills for selected jurisdictions in Canada/U.S.A.
- Compare average price of electricity for selected jurisdictions in Canada/U.S.A.

2016 Estimated Total Monthly Bill Amount (\$) (before Tax) for Residential Rate Class in Selected Jurisdictions in Canada and the United States



INDUSTRY NAVIGATION

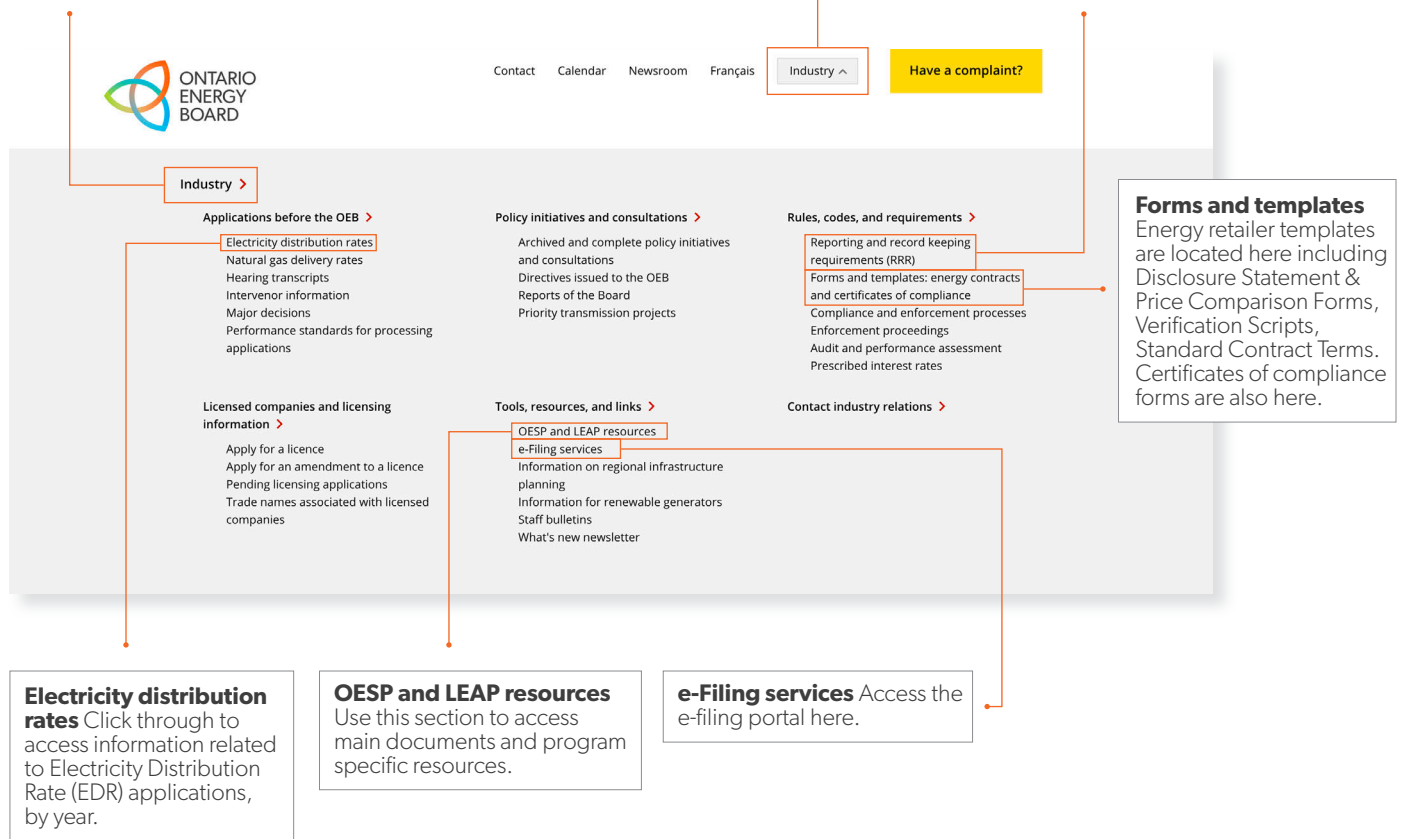
What's Changed The Industry section houses all the information and tools our regulated entities and stakeholders need to fulfill regulatory obligations and participate in our processes.

The new Industry dropdown menu is easy to access and navigate, and is located at the top of the website.

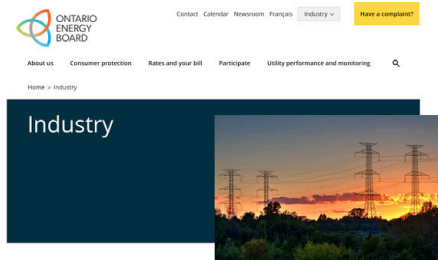
NOTE: Most of the industry-related content is the same as before, but it's been redesigned to align with the design and functionality of the main website. Some industry content is now part of the main site including the utility performance and scorecard data, the Market Surveillance Panel section and corporate information (bylaws, annual reports, business plans, etc.).

Landing Page Click here for the industry landing page and a variety of industry resources, which shows the What's New feed, a calendar feed, latest policies and consultations, Regulatory Document Search and more.

Reporting and record keeping
View the natural gas and electricity reporting schedule.



INDUSTRY LANDING PAGE



What's New

Up-to-date news feed with information pertinent to the industry. Choose 'see all' for an archive, and to subscribe to the newsletter.

What's new

See all

March 22, 2017
The OEB announced that Rumina Velshi has been appointed by Government as a new part-time Board member, effective March 22, 2017 for a two year term.

→ Board members

March 23, 2017
The OEB has approved changes to the prices for natural gas contracts for Enbridge, NRG and Union will charge its customers for natural gas effective April 1, 2017.

→ Decisions

March 23, 2017
The OEB has posted Price Comparison templates for Natural Gas Contracts for Enbridge, NRG and Union valid from April 1-June 30, 2017.

→ Price comparison templates

Upcoming events

OPG 2017-2021 Payment Amounts (EB-2016-0152) - Oral Hearing
EB-2016-0152
Electricity application
April 5, 2017
9:30 am - 4:30 pm

OPG 2017-2021 Payment Amounts (EB-2016-0152) - Oral Hearing
EB-2016-0152
Electricity application
April 6, 2017
9:30 am - 4:30 pm

OPG 2017-2021 Payment Amounts (EB-2016-0152) - Oral Hearing
EB-2016-0152
Electricity application
April 7, 2017
9:30 am - 4:30 pm

Regulatory calendar

Regulatory Calendar

A feed showing current hearings and settlement conferences. Listen to a live hearing from here and access the full calendar.

Featured initiatives

Framework for the Assessment of Distributor Gas Supply Plans
EB-2017-0129

OPG Payment Amounts for Prescribed Generation Facilities
EB-2016-0152

OEB Consumer Complaint Response Process
EB-2016-0179

RFP Roadmap
EB-2016-0201

Options for an Appropriate Rate Assistance Program for On-Reserve First Nations Electricity Consumers
EB-2016-0274

All policy initiatives and consultations

Search RDS for a case

Case number

Advanced regulatory document search

Regulatory Document Search

Use RDS to search for case-related documents or to do more advanced searches.

Applications before the OEB

→ Applications before the OEB

→ Electricity distribution rates

→ Natural gas delivery rates

→ Hearing transcripts

→ Intervenor information

→ Major decisions

→ Performance standards for processing applications

Policy initiatives and consultations

→ Policy initiatives and consultations

→ Archived and complete policy initiatives and consultations

→ Directives issued to the OEB

→ Reports of the board

→ Priority transmission projects

Rules, codes, and requirements

→ Rules, codes, and requirements

→ Reporting and record keeping requirements (RRR)

→ Forms and templates: energy contracts and certificates of compliance

→ Compliance and enforcement processes

→ Enforcement proceedings

→ Audit and performance assessment

→ Prescribed interest rates

Licensed companies and licensing information

→ Licensed companies and licensing information

→ Apply for a licence

→ Apply for an amendment to a licence

→ Pending licensing applications

→ Trade names associated with licensed companies

Tools, resources, and links

→ Tools, resources, and links

→ OESP and LEAP resources

→ e-filing services

→ Information on regional infrastructure planning

→ Information for renewable generators

→ Staff bulletins

→ What's new newsletter

Contact industry relations

→ Contact industry relations

Contact industry relations

If you are an energy market participant or other interested party and would like to raise an issue, seek guidance regarding policy or regulatory obligations, or forward an allegation of non-compliance activity, use this section to find the proper contact resource.



Contact the Ontario Energy Board
Newsroom
Industry
Questions and complaints
Forms

Accessibility
Legal/Privacy
Open Data

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