

AMENDMENTS TO O. REG. 275/04: INFORMATION ON INVOICES TO CERTAIN CLASSES OF CONSUMERS OF ELECTRICITY

1. Amend the Ontario Regulation 275/04 (Information on Invoices to Certain Classes of Consumers of Electricity) made under the *Ontario Energy Board Act, 1998*. The proposed amendments (except the proposed revocation of section 0.1.1, which will come into force on September 30, 2018) will come into force on later of April 1, 2018 and the day it is filed.

Current Regulation	Proposed Amendment	Rationale for Change
Definitions 0.1 In this Regulation, “debt retirement charge regulation” means Ontario Regulation 493/01 (Debt Retirement Charge – Rates and Exemptions) made under the <i>Electricity Act, 1998</i>; (“règlement sur la redevance de liquidation de la dette”) “eligible complex” means an eligible complex as defined in subsection 4.0.1 (1.5) of Ontario Regulation 161/99 (Definitions and Exemptions) made under the Act, in respect of which a notice has been given under section 5.4 of the debt retirement charge regulation; (“ensemble admissible”) “eligible residential unit” has the meaning set out in subsection 1 (1) of the debt retirement charge regulation; (“unité d’habitation admissible”) “invoice”, except in sections 7.1 and 8.3, means an invoice described in subsection 1 (1); (“facture”) “Ontario Electricity Support Program” means the Ontario Electricity Support Program referred to in subsection 79.2 (2) of the Act.	Definition 0.1 In this Regulation, “invoice” means an invoice issued in respect of electricity to, except in section 8.3, a low-volume consumer.	This proposed amendment is intended to clean up the regulation to remove reference to the Debt Retirement Charge (DRC), which will no longer be payable by consumers for electricity consumed on or after April 1, 2018.

Current Regulation	Proposed Amendment	Rationale for Change
(“Programme ontarien d’aide relative aux frais d’électricité”) O. Reg. 161/15, s. 2; O. Reg. 191/17, s. 1.		
0.1.1 This Regulation does not apply to invoices issued by Hydro One Inc. O. Reg. 191/17, s. 2.	Revoked.	Hydro One was exempt from O. Reg. 275/04 to allow it to undertake a comprehensive redesign of its electricity bills. The exemption is no longer required as the new bill would be compliant with the regulation if the proposed amendments are approved.
1. (1) An invoice issued to a low-volume consumer must include the heading, “Your Electricity Charges”. O. Reg. 275/04, s. 1 (1).	Revoked.	The proposed amendment would provide flexibility to Invoice Issuers to enable them to provide relevant information on electricity invoices that is tailored to different customer needs.
1. (2) An invoice issued to a low-volume consumer must include, below the heading required by subsection (1), the following sub-headings in the order listed: 1. Electricity. 2. Delivery. 3. Regulatory charges. 4. Debt retirement charge. O. Reg. 275/04, s. 1 (2).	1. (2) An invoice issued to a low-volume consumer must include the following headings, in the following order: 1. Electricity. 2. Delivery. 3. Regulatory charges.	Per section 85(4) of the <i>Electricity Act, 1998</i> , the DRC is no longer payable on electricity consumed on or after April 1, 2018. To align with this section, the Ministry proposes to remove the DRC as a line item on electricity bills.
1. (3) A distributor that bills on behalf of a retailer using distributor-consolidated billing in accordance with the Retail Settlement Code may include other information on the invoice provided to the distributor by the retailer in accordance with the	1. (3) A distributor that bills on behalf of a retailer using distributor-consolidated billing in accordance with the Retail Settlement Code may include other information on the invoice provided to the distributor by the retailer in accordance with the Code, if the	Consequential amendment to align with the removal of the “Your Electricity Charges” heading in section 1(1). “Sub-headings” would be changed to “headings”.

Current Regulation	Proposed Amendment	Rationale for Change
Code, if the distributor includes the sub-heading “Electricity” on the invoice as required by paragraph 1 of subsection (2). O. Reg. 275/04, s. 1 (3).	distributor includes the heading “Electricity” on the invoice as required by paragraph 1 of subsection (2).	
2. Under the sub-heading “Electricity”, the invoice must indicate clearly and separately the amount of electricity consumed, the commodity price for the electricity and any other information related to the consumption of electricity that may be required as the result of other regulations made under the Act, an order of the Board or a licence condition imposed by the Board. O. Reg. 275/04, s. 2.	2. Under the heading “Electricity”, the invoice must indicate clearly and separately the amount of electricity consumed, the commodity price for the electricity and any other information related to the consumption of electricity that may be required as the result of other regulations made under the Act, an order of the Board or a licence condition imposed by the Board.	Consequential amendment to align with the removal of the “Your Electricity Charges” heading in section 1(1). “Sub-headings” would be changed to “headings”.
3. (1) Under the sub-heading “Delivery”, the invoice must clearly indicate the total cost of the delivery charges. O. Reg. 275/04, s. 3 (1).	3. (1) Under the heading “Delivery”, the invoice must clearly indicate the total cost of the delivery charges.	Consequential amendment to align with the removal of the “Your Electricity Charges” heading in section 1(1). “Sub-headings” would be changed to “headings”.
4. (1) Under the sub-heading “Regulatory charges”, the invoice must clearly indicate the total cost of the regulatory charges. O. Reg. 275/04, s. 4 (1).	4. (1) Under the heading “Regulatory charges”, the invoice must clearly indicate the total cost of the regulatory charges.	Consequential amendment to align with the removal of the “Your Electricity Charges” heading in section 1(1). “Sub-headings” would be changed to “headings”.

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4. (2) The regulatory charges are to be calculated as the sum of the standard supply service administration charge, where applicable, the wholesale market service charge, including rural or remote rate protection compensation required under subsection 79 (4) of the Act, compensation required under subsection 79.2 (10) of the Act and the charges related to the assessments made under section 26.1 of the Act. O. Reg. 161/15, s. 3.	4. (2) The regulatory charges are to be calculated as the sum of the standard supply service administration charge and, where applicable, the wholesale market service charge, including rural or remote rate protection compensation required under subsection 79 (4) of the Act.	This change removes the reference related to (i) the Ontario Electricity Support Program (OESP), which is now funded through the Consolidated Revenue Fund; and (ii) Conservation and Renewable Energy Programs (s. 26.1 of the Act) as the regulation authorizing the recovery for those amounts (O. Reg. 66/10 made under the OEBA) is now spent.
5. (1) Subject to subsections (2) and (3), under the sub-heading “Debt retirement charge”, the invoice must clearly indicate the total amount of the debt retirement charge payable under subsection 85 (4) of the <i>Electricity Act, 1998</i>. O. Reg. 161/15, s. 4. (2) If the low-volume consumer has an account with a distributor that falls within a residential-rate classification as specified in a rate order made by the Board under section 78 of the Act, then under the sub-heading “Debt retirement charge”, the invoice must clearly indicate that the total amount of the debt retirement charge payable under subsection 85 (4) of the <i>Electricity Act, 1998</i> with respect to electricity consumed after December 31, 2015 is zero. O. Reg. 161/15, s. 4. (3) If a low-volume consumer is not a low-volume consumer described in subsection (2) and has an account for the provision of electricity by a distributor that comprises or includes electricity that is consumed in one or more eligible residential units, then under the sub-heading “Debt retirement charge”, the invoice must clearly indicate the amount of the debt retirement charge payable under subsection 85 (4) of the <i>Electricity Act, 1998</i> net of any applicable exemption under section 5.2 or 5.3 of the debt retirement charge regulation. O. Reg. 161/15, s. 4. (4) Subsections (2) and (3) apply to invoices issued	Revoked.	Per section 85(4) of the <i>Electricity Act, 1998</i>, the DRC is no longer payable on electricity consumed on or after April 1, 2018. To align with this section, the Ministry proposes to remove the DRC as a line item on electricity bills.

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after December 31, 2015 with respect to electricity consumed after December 31, 2015. O. Reg. 161/15, s. 4.		
7.1 (1) This section applies to invoices issued after December 31, 2015 to consumers who are not low-volume consumers and who have an account for the provision of electricity by a distributor that is consumed in an eligible complex after December 31, 2015. O. Reg. 161/15, s. 5. (2) The invoice must include the heading or sub-heading, “Debt Retirement Charge”. O. Reg. 161/15, s. 5. (3) Subject to subsections (4) and (5), under the heading or sub-heading the invoice must clearly indicate the total amount of the debt retirement charge payable under subsection 85 (4) of the <i>Electricity Act, 1998</i>. O. Reg. 161/15, s. 5. (4) If the account falls within a residential-rate classification as specified in a rate order made by the Board under section 78 of the Act, then under the heading or sub-heading the invoice must clearly indicate that the total amount of the debt retirement charge payable under subsection 85 (4) of the <i>Electricity Act, 1998</i> is zero. O. Reg. 161/15, s. 5. (5) If the account is not an account described in subsection (4), then under the heading or sub-heading the invoice must clearly indicate the amount of the debt retirement charge payable under subsection 85 (4) of the <i>Electricity Act, 1998</i> net of any applicable exemption under section 5.2 or 5.3 of the debt retirement charge regulation. O. Reg. 161/15, s. 5.	Revoked.	Per section 85(4) of the <i>Electricity Act, 1998</i> , the DRC is no longer payable on electricity consumed on or after April 1, 2018. To align with this section, the Ministry proposes to remove the DRC as a line item on electricity bills.
8. (2) If the Minister has not provided a	8. (2) If the Minister has not provided a	The proposed change clarifies that

Current Regulation	Proposed Amendment	Rationale for Change
conservation message, the distributor may include its own conservation message on or with the invoice. O. Reg. 275/04, s. 8 (2).	conservation message, the person issuing the invoice may include the person's own conservation message on or with the invoice.	both LDCs and USMPs (and other invoice issuers) are subject to this provision.
8.3 (1) When the Minister provides an informational message concerning the Ontario Electricity Support Program, the message must be included on or with the invoice as required by the Minister. O. Reg. 161/15, s. 6	8.3 (1) When the Minister provides an informational message concerning the Ontario Electricity Support Program referred to in subsection 79.2 (2) of the Act , the message must be included on or with the invoice as required by the Minister.	To provide clarity since the Ontario Electricity Support Program (OESP) is now funded through the Consolidated Revenue Fund, and OESP is no longer a defined term under the regulation.
8.3 (4) This section applies to invoices issued after December 31, 2015 with respect to electricity consumed after December 31, 2015. O. Reg. 161/15, s. 6.	Revoked.	The proposed change revokes a provision that is spent.
Restriction 9. (1) An invoice shall not include on it any information about the subject matters to which the heading and sub-headings in section 1 refer, except as otherwise specified by, (a) this Regulation or another regulation made under the Act; (b) the <i>Electricity Act, 1998</i> or a regulation made under that Act; (c) the <i>Ontario Clean Energy Benefit Act, 2010</i> or a regulation made under that Act; or (d) the <i>Ontario Rebate for Electricity Consumers Act, 2016</i> or a regulation made under that Act. O. Reg. 368/16, s. 1. (2) An invoice may include information concerning any adjustments to billing information relating to any subject matter referred to in this Regulation. O. Reg. 432/04, s. 1.	Contact information 9. (1) The invoice shall include the following information: 1. The website address, if any, of the person issuing the invoice. 2. The telephone number of the person issuing the invoice. 3. The phrase “For a detailed explanation of electricity terms, please visit”, followed by the Board’s website address. (2) The information set out under subsection (1) may be located anywhere on the invoice, and need not be located together.	To provide flexibility to Invoice Issuers to enable them to provide relevant information on electricity invoices that is tailored to different customer needs.

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Glossary and information 10. (1) The distributor must include on or with the invoice the following glossary of terms and their meanings, in the language as set out in the following Table: TABLE GLOSSARY OF TERMS <table><tr><th>Term</th><th>Description</th></tr><tr><td>Electricity</td><td>This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.</td></tr><tr><td>Delivery</td><td>These are the costs of delivering electricity from generating stations across the Province to (<i>name of distributor</i>) then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business.* (<i>Name of distributor</i>) collects this money and pays this amount directly to our suppliers. *When electricity is delivered over</td></tr></table>	Term	Description	Electricity	This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.	Delivery	These are the costs of delivering electricity from generating stations across the Province to (<i>name of distributor</i>) then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business.* (<i>Name of distributor</i>) collects this money and pays this amount directly to our suppliers. *When electricity is delivered over	Defined terms 10. (1) The invoice must include each term listed in column 1 of the following Table followed by its meaning as set out in the corresponding row of column 2 of the Table: TABLE <table><tr><th>Column 1 Term</th><th>Column 2 Meaning</th></tr><tr><td>Electricity</td><td>This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.</td></tr><tr><td>Delivery</td><td>These are the costs of delivering electricity from generating stations across the Province to (<i>name of distributor</i>) then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges is fixed and does not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business.* (<i>Name of distributor</i>) collects this money and pays this amount directly to our suppliers. *When electricity is delivered over a</td></tr></table>	Column 1 Term	Column 2 Meaning	Electricity	This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition.	Delivery	These are the costs of delivering electricity from generating stations across the Province to (<i>name of distributor</i>) then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges is fixed and does not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use. The delivery charge also includes costs relating to electricity lost through distributing electricity to your home or business.* (<i>Name of distributor</i>) collects this money and pays this amount directly to our suppliers. *When electricity is delivered over a	To provide flexibility to Invoice Issuers regarding the placement of prescribed definitions on electricity invoices and to develop their own definitions, to be approved by the Minister, to better meet the needs of their particular customer-base.
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Current Regulation		Proposed Amendment	Rationale for Change
	a power line, it is normal for a small amount of power to be consumed or lost as heat. Equipment, such as wires and transformers, consumes power before it gets to your home or business.		
Regulatory Charges	Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.	Regulatory Charges Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.	
Debt Retirement Charge	The debt retirement charge pays down the debt of the former Ontario Hydro.		
O. Reg. 275/04, s. 10 (1); O. Reg. 67/10, s. 2; O. Reg. 199/11, s. 1; O. Reg. 405/12, s. 3. (2) The invoice shall include the website of the distributor, where available, and the distributor's telephone number in a note following the glossary of terms that shall read as follows: NOTE: For a detailed explanation of electricity terms, please visit (<i>website of distributor, where available</i>) or (<i>website of the Board</i>). O. Reg. 161/15, s. 7.		(2) The terms set out in subsection (1), together with their meanings, may be located anywhere on the invoice, and need not be located together. (3) Despite subsection (1), the Minister may, on the request of a person who issues invoices, authorize the person to use different wording approved by the Minister if the Minister is satisfied that, (a) the use of different wording is warranted on the basis of, (i) technical or operational reasons, and, (ii) the person's assessment of the preferences of its low-volume consumers; and (b) the wording approved by the Minister promotes the purposes of the wording required by subsection (1). (4) An authorization under subsection (3) shall be given to the person in writing, and shall specify the approved wording.	

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	(5) A person who receives written authorization under subsection (4) shall include on the invoice the wording approved by the Minister in the authorization.	
N/A	Language 11. The words and phrases required under this Regulation to be included on or with invoices issued to low-volume consumers or invoices to which section 8.3 applies shall be included in English if the related invoices are issued in English, and in French if the related invoices are issued in French.	To clarify requirements with respect to the provision of information on electricity invoices in French.

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<p>Temporary rules, retailer contracts</p> <p>12. (1) This section applies to a distributor or other person who issues an invoice on or before June 30, 2015 to a low-volume consumer who has a contract for electricity with a retailer. O. Reg. 405/12, s. 4.</p> <p>(2) Despite subsection 3 (2), the delivery charges are to be calculated as the sum of,</p> <p class="list-item-l1">(a) all variable and fixed distribution charges;</p> <p class="list-item-l1">(b) all charges based on the retail transmission network service rate; and</p> <p class="list-item-l1">(c) all charges based on the retail transmission connection service rate. O. Reg. 405/12, s. 4.</p> <p>(3) Despite subsection 10 (1), the distributor or other person must include on or with the invoice the following glossary of terms and their meanings, in the language as set out in the following table:</p> <p style="text-align: center;">TABLE GLOSSARY OF TERMS</p> <table><tr><th>Term</th><th>Description</th></tr><tr><td>Electricity</td><td><p>This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor*. (<i>Name of distributor</i>) collects this money and pays this amount directly to our suppliers.</p><p>*When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat.</p></td></tr></table>	Term	Description	Electricity	This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor*. (<i>Name of distributor</i>) collects this money and pays this amount directly to our suppliers. *When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat.	Transition 12. (1) A person who is subject to a requirement under this Regulation shall comply with that requirement as soon as is practicable after the day section 12 of Ontario Regulation ###/18 [***number of this amending Regulation to be inserted on filing***] comes into force, but in no event later than September 30, 2018. (2) Until the person is able to comply with a requirement set out in a provision of this Regulation, the requirement set out in the corresponding provision, if any, of this Regulation as it read immediately before section 12 of Ontario Regulation ###/18 [***number of this amending Regulation to be inserted on filing***] came into force, continues to apply.	This provision is spent. The proposed transition period would provide invoice issuers a reasonable amount of time to remove the DRC line item and definition from their bill. Although the DRC will not be payable as of April 1, 2018, invoices issued after that date may still show the charge for electricity consumed prior to April 1.
Term	Description					
Electricity	This is the cost of the electricity supplied to you during this billing period and is the part of the bill that is subject to competition. The electricity consumed is multiplied by the adjustment factor*. (<i>Name of distributor</i>) collects this money and pays this amount directly to our suppliers. *When electricity is delivered over a power line, it is normal for a small amount of power to be consumed or lost as heat.					

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	Equipment, such as wires and transformers, consumes power before it gets to your home or business. The adjustment factor accounts for these losses.		
Delivery	These are the costs of delivering electricity from generating stations across the Province to (<i>name of distributor</i>) then to your home or business. This includes the costs to build and maintain the transmission and distribution lines, towers and poles and operate provincial and local electricity systems. A portion of these charges are fixed and do not change from month to month. The rest are variable and increase or decrease depending on the amount of electricity that you use.		
Regulatory Charges	Regulatory charges are the costs of administering the wholesale electricity system and maintaining the reliability of the provincial grid and include the costs associated with funding Ministry of Energy conservation and renewable energy programs.		
Debt Retirement Charge	The debt retirement charge pays down the debt of the former Ontario Hydro.		