

Ontario Energy Board Act, 1998
Loi de 1998 sur la commission de l'énergie de l'Ontario

ONTARIO REGULATION 275/04
INFORMATION ON INVOICES TO CERTAIN CLASSES OF CONSUMERS OF ELECTRICITY

Consolidation Period: From January 1, 2017 to the [e-Laws currency date](#).

Last amendment: O. Reg. 368/16.

This Regulation is made in English only.

Definitions

0.1 In this Regulation,

“debt retirement charge regulation” means Ontario Regulation 493/01 (Debt Retirement Charge – Rates and Exemptions) made under the *Electricity Act, 1998*;

“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;

“eligible residential unit” has the meaning set out in subsection 1 (1) of the debt retirement charge regulation;

“invoice”, except in sections 7.1, 8.2 and 8.3, means an invoice described in subsection 1 (1);

“Ontario Electricity Support Program” means the Ontario Electricity Support Program referred to in subsection 79.2 (2) of the Act. O. Reg. 161/15, s. 2.

Headings on invoice

1. (1) REVOKE

(2) An invoice issued to a low-volume consumer must include the following line items in the order listed:

1. Electricity Generation.
2. Infrastructure and Basic Services.
3. System Management.

. O. Reg. 275/04, s. 1 (2).

(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 distributor includes the line item “Electricity Generation” on the invoice as required by paragraph 1 of subsection (2). O. Reg. 275/04, s. 1 (3).

(4) An invoice issued to a low-volume consumer that 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, must include the line item “Debt Retirement Charge” immediately following the line items listed in subsection (1).

Electricity Generation

2. 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.

Infrastructure and Basic Services

3. (1) Under the line item “Infrastructure and Basic Services”, the invoice must clearly indicate the total cost of the delivery charges. O. Reg. 275/04, s. 3 (1).

(2) Infrastructure and Basic Services charges are to be calculated as the sum of,

- (a) all variable and fixed distribution charges;

- (b) all charges based on the retail transmission network service rate;
- (c) all charges based on the retail transmission connection service rate; and
- (d) all charges related to losses incurred in the distribution of electricity, except for such amounts that are already included in regulatory charges under subsection 4 (2). O. Reg. 275/04, s. 3 (2); O. Reg. 405/12, s. 1.

System Management

4. (1) Under the line item “System Management”, the invoice must clearly indicate the total cost of the system management charges. O. Reg. 275/04, s. 4 (1).

(2) The System Management 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.

Debt retirement charge

5. (1) REVOKE. O. Reg. 161/15, s. 4.

(2) REVOKE.

(3) If a low-volume consumer 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 line item “Debt retirement charge”, the invoice must clearly indicate the amount of the debt retirement charge payable under subsection 85 (4) of the *Electricity Act, 1998* 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) REVOKE.

Historical information

6. At a minimum, the invoice must include information on the historical consumption of electricity by the consumer in a manner that enables the consumer to readily compare electricity consumption from the current billing period to electricity consumption from:

- (a) the same billing period from the previous year; and
- (b) the immediately previous billing period. O. Reg. 275/04, s. 6.

Metered consumption

7. The invoice must clearly indicate the consumer’s consumption of electricity as indicated on the consumer’s meter. O. Reg. 405/12, s. 2.

Debt retirement charge – eligible complex

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 who do not fall within a residential-rate classification as specified in a rate order made by the Board under section 78 of the Act. 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 subsection(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 *Electricity Act, 1998*. O. Reg. 161/15, s. 5.

(4) REVOKE. (5) If the account does not fall 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 the amount of the debt retirement charge payable under subsection 85 (4) of the *Electricity Act, 1998* net of any applicable exemption under section 5.2 or 5.3 of the debt retirement charge regulation. O. Reg. 161/15, s. 5.

Conservation message

8. (1) When the Minister provides a conservation message, the conservation message must be included on or with the invoice. O. Reg. 275/04, s. 8 (1).

(2) If the Minister has not provided a conservation message, the distributor may include its own conservation message on or anywhere on the invoice (including underneath the Electricity Generation sub-heading). O. Reg. 275/04, s. 8 (2).

Renewable or alternative energy source message

8.1 When the Minister provides an informational message concerning alternative energy sources or renewable sources, the message must be included on or with the invoice. O. Reg. 555/05, s. 1.

Debt retirement charge exemption message

8.2 (1) When the Minister provides an informational message concerning the debt retirement charge or an exemption under section 5.1, 5.2 or 5.3 of the debt retirement charge regulation, the message must be included on or with the invoice referred to in section 5 or 7.1 of this Regulation, as required by the Minister. O. Reg. 161/15, s. 6.

- (2) Without limiting the generality of subsection (1), the Minister may require that the informational message,
- (a) specify the amount of the debt retirement charge that would have been payable for the period covered by the invoice but for the exemption provided in the debt retirement charge regulation;
 - (b) describe in reasonable detail how the exempted amount was calculated;
 - (c) be in the form required by the Minister.
 - (d) REVOKE.. O. Reg. 161/15, s. 6.

(3) 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.

Ontario Electricity Support Program message

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.

(2) For the purposes of section 79.17 of the Act, all classes of consumer are prescribed under this section, subject to clause (3) (a). O. Reg. 161/15, s. 6.

- (3) Without limiting the generality of subsection (1), the Minister may require that the informational message,
- (a) be provided to such classes of consumers as the Minister may require;
 - (b) clearly show on a separate line in the invoice , the name of the Ontario Electricity Support Program or a reference to the program by another name or acronym and the amount of the rate assistance provided to the consumer for the period covered by the invoice;
 - (c) include such information respecting the consumer's eligibility period as a rate-assisted consumer as the Minister may specify, including a notice reminding the consumer to make any necessary renewals prior to expiry;
 - (d) include such information as the Minister may specify respecting how to apply for rate assistance under the Ontario Electricity Support Program, whether or not the consumer is currently a rate-assisted consumer;
 - (e) include different information for consumers in different circumstances;
 - (f) be in the form required by the Minister; and
 - (g) REVOKE. O. Reg. 161/15, s. 6.

(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.

Restriction

9. (1) An invoice may include on it information about the subject matters to which the heading and sub-headings in section 1 refer provided that such information does not conflict with:

- (a) this Regulation or another regulation made under the Act;
- (b) the *Electricity Act, 1998* or a regulation made under that Act;
- (c) the *Ontario Clean Energy Benefit Act, 2010* or a regulation made under that Act; or
- (d) the *Ontario Rebate for Electricity Consumers Act, 2016* 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.

information

10. (1) The distributor must include the following minimum information about each of the sub-headings prescribed under subsection 1(2) on or with the invoice in location(s) determined by the distributor:

Term	Required Minimum Information	Optional Information
Electricity Generation	This is the cost of generating the electricity you used this period. For SSS Customers: The Ontario Energy Board (OEB) sets electricity rates and the money collected goes directly to electricity generators. For Retailer-Enrolled Customers: The money collected goes to your Retailer.	It's more expensive to generate electricity during high demand times of the day, so your rates change according to your Time-of-Use.
Infrastructure and Basic Service	This is the cost of ensuring your home is continuously connected to the electricity grid so that you have power when you need it. Sample language: [Amount, % or portion] of this money goes to [name of distributor] towards building, maintaining and operating powerlines, steel towers and wood poles [optional: in its (size in square km) service territory]. The remainder goes to transmitters towards building, maintaining and operating the provincial high-voltage electricity grid.	
System Management.	This money goes to the Independent Electricity System Operator (IESO). The IESO is responsible for balancing electricity supply and demand in the province, which is necessary to ensure that there is enough energy to meet Ontario's needs at all times. Regulatory charges are the	
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

O. Reg. 161/15, s. 7.

11. REVOKED: O. Reg. 161/15, s. 8.

Temporary rules, retailer contracts [Clean-up: Should be deleted as it only applied to invoices issued on or before June 30, 2015]

12. (1) **REVOKE.**

O. Reg. 405/12, s. 4.

Ontario Rebate for Electricity Consumers Act, 2016
Loi de 2016 sur la remise de l'Ontario pour les consommateurs d'électricité

ONTARIO REGULATION 364/16
INVOICING REQUIREMENTS

Consolidation Period: From January 1, 2017 to the [e-Laws currency date](#).

No amendments.

This Regulation is made in English only.

Definitions

1. In this Regulation,

“financial assistance” has the same meaning as in Ontario Regulation 363/16;

“Minister” means the Minister of Energy;

“remote unlicensed distributor” has the same meaning as in section 16 of Ontario Regulation 363/16.

Invoices – electricity vendors

2. (1) Subject to subsection (2) and sections 4 and 5, the following rules apply in the case of an invoice issued by an electricity vendor for a billing period in respect of an eligible account, commencing with the first invoice with respect to a period in which financial assistance is provided:

1. The total amount of the credited financial assistance for the billing period and, if applicable, the amount of any credits for financial assistance for previous billing periods that were not provided in previous billing periods, must be clearly shown as a line item on the face of the invoice at an appropriate location below the itemized charges for electricity generation, infrastructure and basic services, system management, debt retirement charge (where applicable) and harmonized sales tax and below any line item related to financial assistance under the Ontario Electricity Support Program,.
2. The line item must be displayed no less prominently than the itemized charges referred to in paragraph 1.
3. The label for the line item for the credit must contain the following words: “8% Rebate”.
4. The invoice must set out, in a location where conservation or other utility messages to consumers are usually placed, the following statement: “The Ontario government is providing a rebate on your electricity costs equal to the provincial portion of HST”. [Note – see proposed changes to 5(1) and (2) below to time limit this requirement otherwise this is a permanent bill message]
5. Where the invoice is provided in paper form, the envelope that contains the invoice must,
 - i. set out the following statement in an appropriate location on the face of the envelope: “Ontario is helping reduce electricity costs for families, businesses and farms”, and
 - ii. include, in a reasonably prominent location on the face of the envelope, in a reasonably prominent font size, the words “8% Provincial Rebate”. [Note – see question under 5(2) below re. Do we want to propose to reduce the time limit for these envelope requirements further?]
6. Where the invoice is provided in paper form, the invoice must be accompanied by a bill insert that meets the requirements of the Schedule.

Note: On July 1, 2018, paragraph 6 of subsection 2 (1) of the Regulation is revoked. (See: O. Reg. 364/16, s. 6)

(2) Paragraphs 4 to 6 of subsection (1) do not apply to remote unlicensed distributors.

(3) Where the invoice is presented in French, any requirement as to wording stipulated in the rules under subsection (1) may be met by using the equivalent wording in French.

Invoices – unit sub-meter providers

3. (1) Subject to sections 4 and 5, the following rules apply in the case of an invoice issued to a person by a unit sub-meter provider who provides unit sub-metering for a consumer to whom subsection 3 (7) of the Act applies, commencing with the first invoice with respect to a period in which financial assistance is provided:

1. The invoice must clearly show, as a line item on the face of the invoice at an appropriate location below the itemized charges for electricity generation, infrastructure and basic services, system management, debt

retirement charge (where applicable) and harmonized sales tax, and below any line item related to financial assistance under the Ontario Electricity Support Program, ,

- i. a credit equal to the sum of,
 - A. the amount of the credit to which the person is entitled in respect of the financial assistance to which the consumer is entitled under the Act or a regulation made under the Act for the period to which the invoice relates,
 - B. the amount of financial assistance to which the person is entitled for that period under the Act or a regulation made under the Act in respect of any fees and charges for unit sub-metering, and
 - C. the amount of any credits to which the person was entitled for previous invoice periods that were not provided in previous invoices, and
 - ii. the net amount of the invoice after deducting the credit.
2. The line item must be displayed no less prominently than the itemized charges referred to in paragraph 1.
 3. The label for the line item for the credit must contain the following words: “8% Rebate”.
 4. The invoice must set out, in a location where conservation or other utility messages to consumers are usually placed, the following statement: “The Ontario government is providing a rebate on your electricity costs equal to the provincial portion of HST”. [Note – see proposed changes to 5(1) and (2) below to time limit this requirement otherwise this is a permanent bill message]
 5. Where the invoice is provided in paper form, the envelope that contains the invoice must,
 - i. set out the following statement in an appropriate location on the face of the envelope: “Ontario is helping reduce electricity costs for families, businesses and farms”, and
 - ii. include, in a reasonably prominent location on the face of the envelope, in a reasonably prominent font size, the words “8% Provincial Rebate”. [Note – see question under 5(2) below re. Do we want to propose to reduce the time limit for these envelope requirements further?]
 6. Where the invoice is provided in paper form, the invoice must be accompanied by a bill insert that meets the requirements of the Schedule.

Note: On July 1, 2018, paragraph 6 of subsection 3 (1) of the Regulation is revoked. (See: O. Reg. 364/16, s. 6)

(2) Where the invoice is presented in French, any requirement as to wording stipulated in the rules under subsection (1) may be met by using the equivalent wording in French.

Alternatives authorized by Minister

4. (1) If the Minister is satisfied that, for technical or operational reasons, it would be impossible, impractical or unreasonably difficult for an electricity vendor or a unit sub-meter provider to use on its invoices the wording required by this Regulation or to follow an invoicing process required by this Regulation, and if the Minister is satisfied that using different wording specified by the Minister or following a different invoicing process specified by the Minister would also promote the purposes of the requirement, the Minister may give the vendor a written notice so stating.

(2) If an electricity vendor or unit sub-meter provider receives a notice from the Minister under subsection (1), it shall use on its invoices the wording specified in the Minister’s notice and shall follow the invoicing process specified in the Minister’s notice instead of the wording or invoicing process otherwise required under this Regulation.

Transitional

5. (1) The requirements of paragraphs 1 to 3 of subsections 2 (1) and 3 (1) apply in respect of all invoices issued in respect of an eligible account that show the financial assistance under the Act.

(2) The requirements of paragraphs 4 and 5 of subsections 2 (1) and 3 (1) apply in respect of all of the invoices described in subsection (1) of this section from the first invoice issued on or after July 1, 2017 to the first invoice issued on or after July 1, 2018.

[Note: I propose that we ask to limit the period by which distributors have to include the bill message (The Ontario government is providing a rebate on your electricity costs equal to the provincial portion of HST”) to the same period that distributors have to include messages on the envelope. Do we want to limit this time further e.g. end the requirements sooner. As it presently stands, the requirements for the envelope wording apply until the 2nd bill in 2018?]

(3) The requirements of paragraph 6 of subsections 2 (1) and 3 (1) apply in respect of the first two invoices described in subsection (1) of this section.

Note: On July 1, 2018, subsection 5 (3) of the Regulation is revoked. (See: O. Reg. 364/16, s. 6)

6. OMITTED (PROVIDES FOR AMENDMENTS TO THIS REGULATION).

7. OMITTED (PROVIDES FOR COMING INTO FORCE OF PROVISIONS OF THIS REGULATION).

SCHEDULE

1. The Ontario government trillium logo must appear in a reasonably prominent place on the face of the bill insert.
2. The words “8% Provincial Rebate” must appear in a reasonably prominent location on the face of the bill insert.
3. The insert must contain the following wording:

On January 1, 2017, your electricity costs went down 8%.

Ontario’s government is reducing electricity costs by rebating an amount equal to the provincial portion of the HST on your monthly hydro bill. That’s an 8% rebate for Ontario families, and on average will mean \$130 more in your pocket each year.

This is part of Ontario’s plan to help people with the costs of everyday living by reducing electricity costs. Across Ontario, about five million residential consumers, farms and small businesses will benefit from this rebate.

[Insert Electricity vendor or unit sub-meter provider name] will implement these savings onto your bill by July 1, 2017. Applicable savings will be retroactive to January 1, 2017.

4. Where the invoice is presented in French, any requirement as to wording stipulated in this Schedule may be met by using the equivalent wording in French.

Note: On July 1, 2018, the Schedule to the Regulation is revoked. (See: O. Reg. 364/16, s. 6)