

RE: Media Call Summary: February 23, 2017

From: Lars Hansen <lars.hansen@ontarioenergyboard.ca>
To: "Demetriades, Natasha (ENERGY)" <natasha.demetriades@ontario.ca>, "Coker, Meaghan (ENERGY)" <meaghan.coker@ontario.ca>, "Ruttan, Craig (ENERGY)" <craig.ruttan@ontario.ca>, "Whittington, Matt (ENERGY)" <matt.whittington@ontario.ca>, "Campbell, David (ENERGY)" <david.campbell2@ontario.ca>, "McGrath, Jessica (ENERGY)" <jessica.mcgrath@ontario.ca>, "Nekolaichuk, Colin (ENERGY)" <colin.nekolaichuk@ontario.ca>
Cc: "Barbaro, Rachel (ENERGY)" <rachel.barbaro@ontario.ca>, "Katona, Keley (ENERGY)" <keley.katona@ontario.ca>, ted.gruetzner@opg.com, martine.holmsen@ieso.ca, alexandra.campbell@ieso.ca, "@ENERGY-COMM-Issues_and_MediaRelations" <energy-comm-issues_and_mediarelations@msgov.gov.on.ca>, Karen Evans <karen.evans@ontarioenergyboard.ca>, mary.bernard@ieso.ca, john.cannella@ieso.ca, neal.kelly@opg.com, Sylvia Kovesfalvi <sylvia.kovesfalvi@ontarioenergyboard.ca>, John Bozzo <john.bozzo@ontarioenergyboard.ca>, Chuck Farmer <chuck.farmer@ieso.ca>, "Martin, Eric (ENERGY)" <eric.martin@ontario.ca>, "Berg, Denna (ENERGY)" <denna.berg@ontario.ca>, "McGoey, Eric (ENERGY)" <eric.mcgoey@ontario.ca>, "Chatterjee, Jeet (ENERGY)" <jeet.chatterjee@ontario.ca>, "Pagel, Alexa (ENERGY)" <alexa.pagel@ontario.ca>, "Maguire, Lauren (ENERGY)" <lauren.maguire@ontario.ca>, "Biggs, Megan (ENERGY)" <megan.biggs@ontario.ca>
Date: Thu, 23 Feb 2017 18:08:21 -0500
Attachments: dec_order_LDC_Lic Amd_20170223.pdf (36.72 kB); Letter to Utilities - Winter Disconnections and Customer Service Rule Re....docx (42.78 kB)

OEB Media Call Summary

Agencies: 3 inquiries

Agency: OEB

Topic : Protecting Vulnerable Energy Consumers Act

Reporter & Outlet : Brian Hill, Global TV

Response Type : Email

Reporter's Questions:

1. How quickly will the OEB move to implement the Act?
2. Once the Act receives royal ascent, will companies automatically be prohibited from disconnecting customers?
3. I assume you'll be making changes to the DSC: can you please provide exact wording of these changes?

4. Once the Act receives royal ascent, will the OEB have the authority to compel, and will the OEB require, LDCs to reconnect customers who are without power during winter months?

Response:

– Please find attached a copy of the letter that the Ontario Energy Board has sent today to all Ontario Local Distribution companies pursuant to the changes announced yesterday in the legislature and the *Protecting Vulnerable Energy Consumers Act, 2017*.

Media may also be interested in the associated Decision & Order that relates to this letter. (see attached)

Agency: OEB

Topic : Protecting Vulnerable Energy Consumers Act

Reporter & Outlet : Ainslie Cruickshank, iPolitics.ca

Response Type : Email

Reporter's Questions:

1. How quickly might the OEB enforce the proposed new disconnection legislation?
2. What would this mean for consumers who have been disconnected?
3. The EDA has concerns about who this might apply to...can the OEB speak to this?

Response:

– Please find attached a copy of the letter that the Ontario Energy Board has sent today to all Ontario Local Distribution companies pursuant to the changes announced yesterday in the legislature and the *Protecting Vulnerable Energy Consumers Act, 2017*.

Media may also be interested in the associated Decision & Order that relates to this letter. (see attached)

Agency: OEB

Topic : Protecting Vulnerable Energy Consumers Act

Reporter & Outlet : Hilary Thompson, North Grenville Times

Response Type : Email

Reporter's Questions:

I was wondering if you could tell me how much of the average household's energy bill is comprised of the Global Adjustment Fee?

Response:

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The global adjustment is expected to represent about 8.45 cents out of the average RPP unit cost of electricity for the twelve month period ending October 2017.

So, for a typical customer consuming 750 kWh of electricity a month, global adjustment charges represent about \$67 or about half of a typical customer's current bill.

If you want more detailed information you can look at our website where the [Regulated Price Plan Report \(RPP Report\)](#) and specifically section 2.2.7 of the report (page 17) highlights the anticipated portion of Global Adjustment charges that can be expected to be paid by consumers in total between November 2016 and October 2017.

From: Demetriades, Natasha (ENERGY) [mailto:Natasha.Demetriades@ontario.ca]
Sent: February-23-17 5:01 PM
To: Coker, Meaghan (ENERGY); Ruttan, Craig (ENERGY); Whittington, Matt (ENERGY); Campbell, David (ENERGY); McGrath, Jessica (ENERGY); Nikolaichuk, Colin (ENERGY)
Cc: Barbaro, Rachel (ENERGY); Katona, Keley (ENERGY); 'Ted.Gruetzner@opg.com'; 'martine.holmsen@ieso.ca'; 'alexandra.campbell@ieso.ca'; @ENERGY-COMM-Issues_and_MediaRelations; Karen Evans; 'mary.bernard@ieso.ca'; 'john.cannella@ieso.ca'; 'neal.kelly@opg.com'; Sylvia Kovesfalvi; John Bozzo; Chuck Farmer; Martin, Eric (ENERGY); Berg, Denna (ENERGY); McGoey, Eric (ENERGY); Chatterjee, Jeet (ENERGY); Pagel, Alexa (ENERGY); Maguire, Lauren (ENERGY); Biggs, Megan (ENERGY); Lars Hansen
Subject: Media Call Summary: February 23, 2017

Media Call Summary

Agencies: 1 inquiry

Agency: IESO

Topic : Global Adjustment

Reporter & Outlet : Hillary Thompson, North Grenville Times

Response Type : Agency Spokesperson

Reporter's Questions:

Background on the GA, how is it calculated, and how much do residential and industrial consumers pay for the GA?

Response:

- The cost of electricity in Ontario includes the total of both the wholesale electricity price and the global adjustment. Together, they represent the cost of providing electricity in Ontario.
- The wholesale or market price is determined by matching supply with Ontario's demand for electricity. It is set based on the bids and offers that are settled in the electricity market operated by the IESO. The wholesale price of electricity is dynamic – changing every five minutes based on the availability of supply and changes in demand. Factors that affect demand include: consumer behaviour, weather, time of day, day of the week and economic conditions. The IESO accepts the lowest-cost offers to supply electricity until sufficient megawatts are available to meet Ontario's demand.
- The global adjustment (GA) was implemented on January 1, 2005, and covers the cost for providing both adequate generating capacity and conservation

programs for Ontario. The GA is calculated based on the difference between the wholesale price and:

- o Regulated rates to Ontario Power Generation nuclear and baseload hydroelectric generating stations
- o Contracts with the IESO, such as gas-fired facilities, renewable facilities, and the Bruce nuclear refurbishments, which cover the fixed costs of building these facilities, as well as providing conservation and demand response programs
- o Contracted rates administered by the Ontario Electricity Financial Corporation.

- All electricity consumers pay for the global adjustment. For residential customers who pay the Regulated Price Plan, the global adjustment is included in the prices set by the OEB every six months. For residential customers who have signed up with an electricity retailer, the global adjustment is listed as a separate item on their bill, as it is for commercial and industrial customers and municipalities.

IESO pointed her to the IESO website [here](#) for global adjustment costs and consumption figures divided by customer class and provided an explanation of the difference between Class A and Class B Customers.

The reporter also asked how much of a residential consumers (RPP customers) bill is made up of the GA. For this piece, IESO referred her to the OEB.

Minister's Office : 0 inquiries

Ministry: 0 Inquiries

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