

Disclosure: Assurance of Voluntary Compliance

PUC Distribution Inc. discovered a billing system discrepancy where some charges were higher than the Ontario Energy Board (OEB) approved charges. The billing errors were due to the application of prorated fixed monthly charges, which impacted first and final billings for customers.

The errors affected approximately 15,257 customers resulting in overcharges of \$16,878.53 over the four-year period from January 1, 2020, to December 31, 2023. The four-year customer credit would be small (averaging \$0.46 cents per account), and many of those affected by the billing errors may no longer be customers of PUC Distribution Inc.

We apologize for this error and assure you that the necessary changes to the billing system were completed in January 2024.

PUC Distribution Inc. provided an Assurance of Voluntary Compliance to the OEB, which was accepted by the OEB on September 5, 2024.

For more details

See the “Enforcement Proceedings” section on www.oeb.ca or contact Regulatory@ssmpuc.com.