

Market Manual 5: Settlements

Part 5.10: Settlement Disagreements

Issue 0.1

This procedure provides information required by the IESO and market participants to prepare and process settlement invoices for the physical markets administered by the IESO.

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This *market manual* may contain a summary of a particular *market rule*. Where provided, the summary has been used because of the length of the *market rule* itself. The reader should be aware, however, that where a *market rule* is applicable, the obligation that needs to be met is as stated in the "Market Rules". To the extent of any discrepancy or inconsistency between the provisions of a particular *market rule* and the summary, the provision of the *market rule* shall govern.

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Issue 0.1

Reason for Issue First (draft) issuance of new manual covering settlement disagreements as per proposed

market rule amendment MR-00472

Effective Date April 14, 2022

Document Change History

Issue	Reason for Issue	Date
0.1	First (draft) issuance of new manual covering the settlement disagreement process based on the limitation period for resettlement of a trading day and the addition of new settlement statements (as per proposed market rule amendment MR-00472)	April 14, 2022

Related Documents

Document ID	Document Title

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Table of Changes

Reference	Description of Change
(Paragraph and Section)	
Throughout	Draft version of new market manual relating to settlement disagreements and related processes. This new manual contains some information currently found in Market Manual 5.5 Physical Market Settlement Statements

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Market Manuals

The *market manuals* consolidate the market procedures and associated forms, standards, and policies that define certain elements relating to the operation of the *IESO-administered markets*. Market procedures provide more detailed descriptions of the requirements for various activities than is specified in the *market rules*. Where there is a discrepancy between the requirements in a document within a *market manual* and the *market rules*, the *market rules* shall prevail. Standards and policies appended to, or referenced in, these procedures provide a supporting framework.

Market Procedures

The "Settlements Manual" is Volume 5 of the *market manuals*, where this document forms "Part 5.10: Settlement Disagreements".

A list of the other component parts of the "Settlements Manual" is provided in "Part 5.0: Settlements Overview", in Section 2, "About This Manual".

Structure of Market Procedures

Each market procedure is composed of the following sections:

- 1. "Introduction", which contains general information about the procedure, including an overview, a description of the purpose and scope of the procedure, and information about roles and responsibilities of the parties involved in the procedure.
- 2. "Procedural Work Flow", which contains a graphical representation of the steps and flow of information within the procedure.
- 3. "Procedural Steps", which contains a table that describes each step and provides other detail related to each step.
- 4. "Appendices", which may include such items as lists of forms, standards, policies, and agreements.

Conventions

The *market manual* standard conventions are defined in the "Market Manual Overview" document. In this document, "we" and "us" refers to the *IESO*; "you" refers to *market participants* unless specifically identified otherwise.

- End of Section -

1. Introduction

1.1 Purpose

This procedure describes the process for *market participants* to make queries and initiate disagreements in regards to *settlement statements* for the *physical markets* and *financial market*.

- For the purposes of this procedure, all references to the *physical market* refer to: *the real-time market* for *energy*, which consists of:
 - o a market for energy; and
 - o a market for several classes of operating reserve;
- procurement markets, which consists of:
 - o markets for *contracted ancillary services*, including: *reactive support* and *voltage control*, *regulation* service and *black start capability*;
 - o a market for reliability must-run contracts; and
- the *transmission rights (TR)* market, except for *settlement amounts* relating to the purchase or sale of a *transmission right* in any round of a *TR auction*.

For the purposes of this procedure, all references to the *financial markets* refer to:

• settlement amounts relating to the purchase or sale of a transmission right in any round of a TR auction

1.2 Scope

This procedure is intended to provide *market participants* with a summary of the steps and interfaces between *market participants* and the *IESO* in regards to disagreements that *market participants* may have in respect of their *settlement statements*.

The procedures related to the issuance and retrieval of *settlement statements* are provided in "Market Manual 5: Settlements, Part 5.7: Settlement Statements". The procedures related to the dispute resolution process are provided in "Market Manual 2: Market Administration, Part 2.1: Dispute Resolution".

1.3 Roles and Responsibilities

Responsibility for *settlement statements* is shared among:

- *market participants*, who are responsible for:
 - making queries pertaining to settlement statement files and companion data files; and
 - identifying errors in the *settlement statements* and data files and providing a *notice of disagreement*.
- the *IESO*, which is responsible for:
 - responding to queries received from the *market participants* pertaining to the issued *settlement statement* files and companion data files;
 - investigating and responding to a *notice of disagreement* received from a *market participant*;
 - applying adjustments as required to the settlement statement files and companion data files;

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dealing with inquiries related to adjustments as shown in settlement statements.

1.4 Contact Information

As part of the participant authorization and registration process, applicants identify contacts within their organization that address specific areas of market operations. For real-time *energy settlement statements*, this contact will most likely be the *Settlements Statements* Market Contact Type as indicated by Registration in the MPI (MP Contacts screens). If you have not identified a specific contact, we will try to contact the 'main contact' identified during the participant authorization process.

We will try to contact these individuals for activities within this procedure, unless alternative arrangements have been set up between us and the *market participant*. For more information on MPI Registration and the participant authorization process, see "Market Entry, Maintenance and Exit, Part1.1-Participant Authorization Maintenance and Exit".

If you wish to contact us, you can reach our *Customer Relations* department at customer.relations@ieso.ca or via telephone, mail or courier to the numbers and addresses on our web site (www.ieso.ca- or click on 'Have a question?' to go to the 'Contacting the IESO' page). If Customer Relations is closed, you can leave telephone messages or emails, which will be answered as soon as possible by Customer Relations staff.

Appendix A lists the forms you need for this procedure – most forms are available on our web site. Please send signed forms and supporting documentation to us by mail or courier, using the address on our web site or on the form. Please identify the subject as: **Settlements Statements.**

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1.5 Submitting Queries

If a *market participant* has any questions about a *settlement statement* and/or its companion data files, the *market participant* may submit queries to the *IESO* regarding the *settlement statement* and/or its companion data files (see Section 1.4 above for contact information). The *IESO* will endeavor to provide a response within 2 *business days*.

Please note that all queries about the contents of your *settlement statement* and/or its companion data files are only requests for information. Such queries are not considered to be any formal disagreement with the contents of the *settlement statement* and/or its companion data files. Therefore, the *IESO* will not modify your *settlement* files in response to a query.

The *IESO* will only discuss *settlement statements* queries with contacts registered as the "Settlement Data File Submitter" contact role in Online IESO.

1.6 Overview of the Disagreement and Dispute Channels

This procedure covers the following topics that comprise the *settlement statements* process:

- summary of all of the disagreement/dispute channels;
- steps to submit a notice of disagreement; and
- the resolution of a *notice of disagreement*.

1.6.1 Market Participant Validation of Settlement Statements

Market participants are, pursuant to the market rules, required to review their settlement statements to ensure they are correct. A failure to identify an error or omission within the required timeframe may result in losing any potential recourse in regards to such error or omission. Market participants bring such issues to the IESO's attention by submitting a notice of disagreement.

A market participant may submit a notice of disagreement in respect of the following matters:

- For a preliminary settlement statement, a market participant may submit a notice of disagreement for any settlement amounts with which it disagrees.
- For a final settlement statement or a recalculated settlement statement, other then a final recalculated settlement statement, a market participant may only submit a notice of disagreement for:
 - o items or calculations that are new (i.e. an item with a settlement type of 'P'); or
 - o an adjustment to an item or calculation that appeared on a previous *settlement* statement (i.e. an item with a settlement type of 'A')

For greater certainty, if a *market participant* disagrees with a new item or adjustment contained on a *final recalculated settlement statement*, it should pursue the matter through the dispute resolution process outlined in Chapter 3 of the *market rules*.

Market participants may not submit a *notice of disagreement* regarding the matters listed in section 6.8.12 of Chapter 9. Some of these matters, including those identified in section 6.8.12.4 and matters described in the processes outlined in section 10.4 of Chapter 6 and section 6C of Chapter 10, are still subject to the dispute resolution process outlined in Chapter 3. Other matters, including the

calculation of prices listed in section 6.8.12.8 and matters which are subject to the *notice of disagreement* process but the *market participant* missed the timeframe to initiate such a process, are not subject to the dispute resolution process outlined in Chapter 3.

In some cases, an item or calculation in the *final settlement statement* or *recalculated settlement statement* may either:

- consist of an adjustment to a previously issued *settlement statement* as a result of a *notice of disagreement*, but the adjustment does not properly reflect the final resolution of such *notice of disagreement* as communicated to the *market participant*; or
- differ in amount from the same item or calculation set forth on a previously issued *settlement statement*, but the item or calculation on the new *settlement statement* does not have an adjustment flag indicating that an adjustment has been made.

In such cases, the *market participant* may attempt to resolve the disagreement with the *IESO* on an informal basis, separate from the formal *notice of disagreement* process. If the *IESO* cannot resolve the disagreement, the *market participant* may submit the matter to the dispute resolution process outlined in Chapter 3 of the *market rules*.

1.6.2 IESO Validation of Settlement Statements

Section 6.9 of Chapter 9 of the *market rules* outlines the process by which the *IESO* can address material errors within an *IESO* system or *settlement process* which results in *settlement amounts* being calculated incorrectly. This process does not alleviate a *market participant's* responsibility to review and identify any errors in its *settlement statements* and is intended to capture those issues which a *market participant* would not have been reasonably able to identify on their own.

If the *IESO* identifies any such errors that warrant correction, such corrections will appear on a *market participants' settlement statement(s)*. If a *market participant* has any questions in regards to such adjustment, they may submit a *settlement statement* query in accordance with section 1.5 above. If a *market participant* disagrees with any such adjustment on a *settlement statement*, other than in respect of a *final recalculated settlement statement*, they may submit a *notice of disagreement* in regards to the adjustment, in accordance with Section 1.6.1.

If a *market participant* disagrees with such an adjustment contained on a *final recalculated settlement* statement, it should pursue the matter through the dispute resolution process outlined in Chapter 3 of the *market rules*.

1.6.3 Metering Corrections

Section 10.4 of Chapter 6 and section 6C of Chapter 10 contain the identification and correction of errors in metering data and other meter related information.

If a *market participant* disagrees with an adjustment to its *settlement statement* as a result of these processes, it should pursue the matter through the dispute resolution process outlined in Chapter 3 of the *market rules*. For greater clarity, the *market participant(s)* interacting with the *IESO* in regards to Section 10.4 of Chapter 6 or section 6C of Chapter 10, as the case may be, should pursue any disagreement through the dispute resolution process, while other *market participants* that may be impacted by an adjustment as a result of such processes may submit a *notice of disagreement* in regards to such adjustments.

1.7 Submitting a Notice of Disagreement

If a market participant disagrees with a settlement amount on a settlement statement, other than in respect of a final recalculated settlement statement, it may submit a notice of disagreement. Notices of disagreement must be submitted within two business days after the settlement statement has been issued in respect of the financial market and within six business days after the settlement statement has been issued in respect of the physical market, subject to any additional time resulting from settlement statement delays or a failure to access a settlement statement as determined in accordance with market manual 5.7¹. For greater clarity, notice of disagreements relating to a settlement statement issued in the physical market for a trading day prior to November 1, 2022 must be submitted within four business days after the applicable settlement statement.

To submit a *notice of disagreement*, all required sections of the *notice of disagreement* form available through Online IESO must be completed². *Market participants* are encouraged to provide as detailed information as possible in the *notice of disagreement* form, as incomplete submissions may result in a delay in processing the *notice of disagreement*.

The *notice of disagreement* form available through Online IESO can be accessed by the *market participant's notice of disagreement* contact(s) registered in Online IESO.

A notice of disagreement may only pertain to one item (or issue). For example, a disagreement about generation cost guarantee and RSVC (reactive support and voltage control) during the same trading period must be submitted as two separate notices of disagreement, so that the IESO can investigate each item or issue. However, when a notice of disagreement pertains to input data for multiple dispatch intervals on the same trading day, only one notice of disagreement is required.

The *notice of disagreement* must contain the proposed resolution and supporting documentation.

- a *notice of disagreement* that pertains to "Settlement Amount Adjustments Resulting from Administration of Prices Due to Failure or Planned Outages of Market Systems or Due to Publication of Incorrect Prices" must include, as an attachment, a completed IMO_FORM_1549 "Administrative Pricing Event Correction".
- For other issues, a *market participant* may provide the proposed correction and supporting documentation as an attachment to the *notice of disagreement* form. The attachment may be in the form of a table or spreadsheet. Table 1-1: "Data Requirement for Notice of Disagreement Submission" provides a template for the data that may be included for specified *notice of disagreement* issues. If the information provided in the *notice of disagreement* is incomplete or invalid, the *notice of disagreement* processing may be delayed.

Table 1–1: Data Requirement for Notice of Disagreement Submission

Notice of Disagreement Issue Type	Data Requirements	IESO Data	Participant Data
Physical Bilateral	Seller's Market Participant ID		
Contract (PBC)	Buyer's Market Participant ID		

¹ See Chapter 9, Sections 6.3.3, 6.3.5, 6.3.7, 6.3.14, 6.3.16, 6.3.18 and 6.3.25.2 of the *market rules*.

² For more information, refer to Online IESO page on the IESO's public website.

³ See Chapter 7, Sections 8.4A.13-8.4A.16 of the *market rules*. See also Section 1.6.7 "Administrative Pricing Event" in this manual.

Notice of Disagreement Issue Type	Data Requirements	IESO Data	Participant Data
Issue Type	Location ID of PBC contract		Dutt
	Zone ID		
	Trading Hour(s)		
	Trading Interval(s)		
	NEMSC Hourly Uplift Component		
	reallocation flag (Y/N)		
	ORSC Hourly Uplift Component		
	reallocation flag (Y/N)		
	CAPRSC Hourly Uplift Component		
	reallocation flag (Y/N)		
	CMSC Hourly Uplift Component		
	reallocation flag (Y/N)		
	CRSSD Hourly Uplift Component		
	reallocation flag (Y/N)		
	ORSSD Hourly Uplift Component		
	reallocation flag (Y/N)		
	PBC Percent flag		
	Traded Quantity (MWh)		
Schedules, Bids and	Location ID		
Offers, Energy,	Market Type (<i>Dispatch</i> or Market)		
Operating Reserve,	Scheduling Component (Energy, 10-		
CMSC, IOG, or day-	minute spinning Operating Reserve,		
ahead or real-time intertie	10-minute Non-spinning <i>Operating</i>		
failure, or day-ahead	Reserve, 30-minute Operating		
production cost	Reserve, , Schedule of Record, Hour		
guarantee, or real-time	Ahead Pre-dispatch)		
generation cost	Trading Hour(s)		
guarantee, or day ahead	Trading Interval(s)		
withdrawal Settlement	Scheduled Quantity (MW)		
Amounts	Tie Point Zone Number		
	Tie Point Zone ID		
	Reason Code (TLRE, TLRI, OTH,		
	ORA, MrNh, ADQh, NY90, VGNE,		
	VGE1, AUTO, {NULL})		
	Bid/Offer Price		
	NERC Tag ID (if an intertie		
	transaction)		

Samples of the Online IESO *notice of disagreement* form appear in Appendix B. *Market participants* must send supporting materials as attachments to their *notice of disagreement* when submitting it through Online IESO.

An e-mail confirmation will be sent upon receipt of a *notice of disagreement*. The email will include a unique identifier for the submission and a date and time stamp of when the *notice of disagreement* was received. *Market participants* can check the status and the history of their *notice of disagreement*, provide additional information requested by the *IESO* and respond to decision notification through the Online IESO *notice of disagreement* form.

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Market participants must settle an IESO invoice regardless of whether they have raised a notice of disagreement against a settlement statement addressed by that invoice⁴.

1.8 Resolving a Notice of Disagreement

Following receipt of a *notice of disagreement*, the *IESO* will first validate the *notice of disagreement*. If the *notice of disagreement* does not relate to a matter which is subject to the *notice of disagreement* process or is otherwise not in accordance with the *market rules*, the *IESO* will notify the *market participant* through the Online IESO *notice of disagreement* form that the submitted *notice of disagreement* is rejected.

Once validated, the *IESO* will determine whether affected parties exist and notify them by email of the submitted *notice of disagreement*. For example:

in regards to notices of disagreement relating to physical bilateral contracts, the IESO will ensure that both the buying market participant and the selling market participant are aware of the notice of disagreement;

The *IESO* will consider submitted *notices of disagreement*, along with any attached supporting materials, and, if necessary, may request clarifications or additional information by sending such request through the Online IESO *notice of disagreement* form. The *market participant* must provide any requested information or clarification within the specified timeframe through the Online IESO *notice of disagreement* form. *Market participants* that fail to provide the requested information within the specified timeframe may have their *notice of disagreement* invalidated.

Once the *IESO* has finished considering the submitted *notices of disagreement*, along with any attached supporting materials and further information or clarifications provided, it will provide notice to the *market participant* and any identified affected parties of the *IESO*'s determination and intended resolution. The *market participant* has an opportunity to respond to such notice within 10 *business days* by entering a response in the Online IESO *notice of disagreement* form.

Following consideration of any such responses, the *IESO* will take one of the following actions:

- if the *IESO* determines that no error has occurred in the relevant *settlement statement*, no further action will be taken:
- if the *IESO* determines that an error has occurred, it will make the necessary adjustments on the applicable *settlement statement*, which may be a *final settlement statement*, a *recalculated settlement statement*, or, if it relates to a *trading day* prior to November 1, 2022, a subsequent *preliminary settlement statement*.

If the *market participant* does not agree with the *IESO's* determination on its *notice of disagreement*, the market participant may pursue the matter by initiating a dispute through the dispute resolution process described in Chapter 3 of the market rules. Disputes initiated in response to the *IESO's* determination on a notice of disagreement must be raised within either 20 business days after the settlement statement reflecting the outcome of the notice of disagreement or the *IESO* notifying the market participant that no adjustments will be made, as the case may be.

⁴ See "Part 5.8, Settlement Invoicing" for more details of the invoicing process.

Where the *IESO* requires a long period of time to consider a *notice of disagreement* or the timelines of the *notice of disagreement* process are otherwise approaching the limitation period to initiate a dispute, *market participants* can initiate a dispute to preserve their rights. More specifically, if the *IESO* has not made a determination on a *notice of disagreement* prior to the earlier of (1) the date that is 23 months after the date on which the relevant *trading day* was first *invoiced*; or (2) twelve months after the date the *notice of disagreement* was issued by the *market participant*, the *market participant* may initiate a dispute. In such circumstances, the minimum 30 days' period to engage in good faith negotiations does not commence until the *IESO* has made its determination. The procedures related to the dispute resolution process are provided in "Market Manual 2: Market Administration, Part 2.1: Dispute Resolution".

- End of Section -

Appendix A Forms

This appendix contains a list of forms used in the *notice of disagreement* process, which are available on the *IESO* Web site (http://www.ieso.ca). The forms included are as follows:

Form Name	Form Number
Administrative Pricing Event Correction	IMO_FORM_1549

- End of Section -

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Appendix B Online IESO Notice of Disagreement Form

The following screen captures show the Online IESO *notice of disagreement* forms that *market participants* use to register and track a *notice of disagreement*.

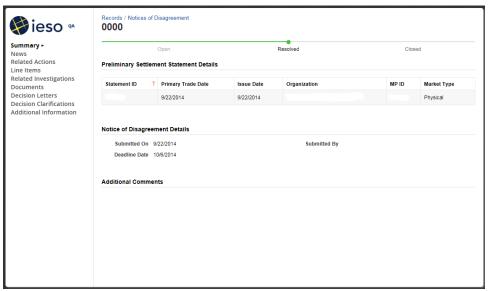


Figure B-1: NOD Detailed Records

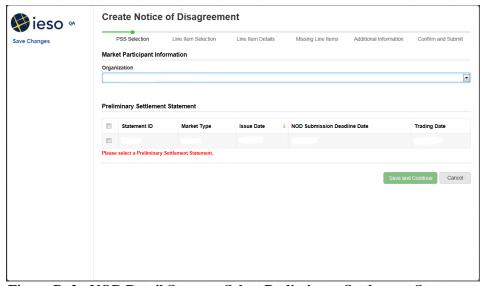


Figure B-2: NOD Detail Screen - Select Preliminary Settlement Statement

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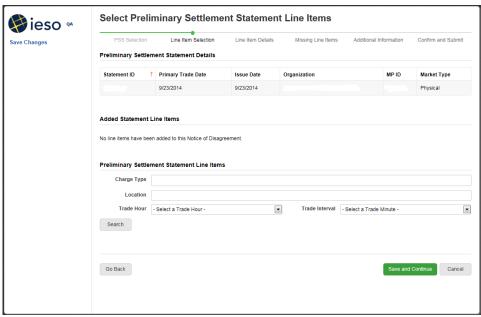


Figure B-3: NOD Detail Screen - Select Preliminary Settlement Statement Line Items

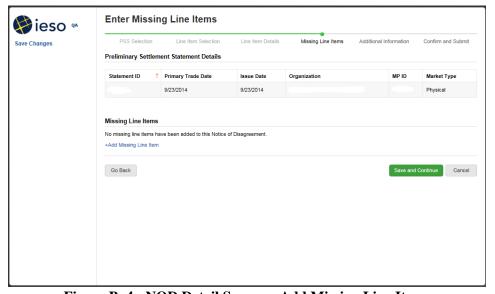


Figure B-4: NOD Detail Screen - Add Missing Line Items

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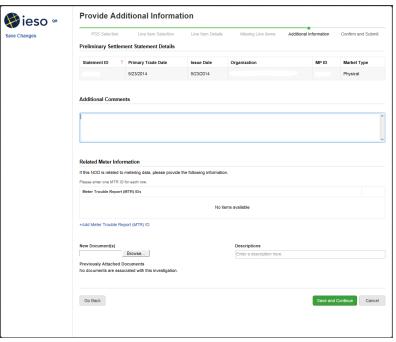


Figure B-5: NOD Detail Screen - Provide Additional Information

- End of Section -

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References

Document ID	Document Title
MDP_RUL_0002	Market Rules for the Ontario Electricity Market
MDP_PRO_0014	Market Manual 1: Market Entry, Maintenance & Exit, Part 1.1: Participant Authorization, Maintenance and Exit
MDP_PRO_0017	Market Manual 2: Market Administration, Part 2.1: Dispute Resolution
MDP_MAN_0005	Market Manual 5: Settlements, Part 5.0: Settlements Overview
MDP_PRO_0031	Market Manual 5: Settlements, Part 5.1: Settlement Schedule and Payments Calendars (SSPCs)
MDP_PRO_0032	Market Manual 5 Settlements, Part 5.2: Metering Data Processing
MDP_PRO_0034	Market Manual 5, Settlements, Part 5.3: Submission of Physical Bilateral Contact Data
MDP_PRO_0035	Market Manual 5: Settlements, Part 5.6: Physical Markets Settlement Invoicing
MDP_PRO_0036	Market Manual 5: Settlements, Part 5.9: Settlement Payment Methods and Schedule
MDP_PRO_0046	Market Manual 5: Settlements, Part 5.7: Financial Markets Settlement Statements
MDP_PRO_0047	Market Manual 5: Settlements, Part 5.8: Financial Markets Settlement Invoicing
MDP_PRO_0027	Market Manual 4: Market Operations, Part 4.2: Submission of Dispatch Data in the Real-Time Energy and Operating Reserve Markets
IMP_PRO_0034	Market Manual 4: Market Operations, Part 4.3: Real-Time Scheduling of the Physical Markets
IMP_PRO_0057	Market Manual 3: Metering, Part 3.8 Creating and Maintaining Delivery Point Relationships
IMO_MAN_0024	Market Manual 6: Participant Technical Reference Manual
IESO_MAN_0080	Market Manual 9: Part 9.5. Settlement for Day-Ahead Commitment Process
IMO_GDE_0002	HST Guide for IESO Transactions
IMO_GDE_0003	Market Participant Graphical User Interface User's Guide
IMP_GDE_0103	The Applications Status Tool: A User Guide

Document ID	Document Title
	Guide to the IESO Portal
	Guide to Online Data Submission via the IESO Portal
IMP_LST_0001	IESO Charge Types and Equations
IMP_SPEC_0005	Format Specifications for Settlement Statement Files and Data Files
IMP_SPEC_0006	File Format Specification for Participant Transmission Tariff Data Files
IMP_SPEC_0007	File Format Specification for Transmitter Transmission Tariff Data File
IMP_SPEC_0008	File Format Specification for Transmitter Reconciliation Data File
IMO_SPEC_0100	Outbound Automated Document Application Programming Interface
IMP_REP_0016	Transmission Tariff Peak System Demand Data Report
Quick Take 15	Retrieving Reports via the IESO Reports Site
IESO Step-by-Step Guide	IESO Interactions for Unit Sub-Metering Providers
	OEB Retail Settlement Code
	Ontario Energy Board Act, 1998
	Legislation Bill 4 "An Act to amend the Ontario Energy Board Act 1998 with respect to energy pricing".
	Legislation Bill 100 "Electricity Restructuring Act, 2004"
	Order-in-Council 141/2006
	Regulation 42/04 (Under the Ontario Energy Board Act, 1998)
	Regulation 43/04 (Under the Ontario Energy Board Act, 1998)
	Regulation 339/02 (Under the Ontario Energy Board Act, 1998) "Electricity Pricing"
	Regulation 341/02 (Under the Ontario Energy Board Act, 1998) "Compensation and Set-Offs Under Part V of the Act"
	Regulation 342/02 (Under the Ontario Energy Board Act, 1998) "Payments to the IMO"
	Regulation 433/02 (Under the Ontario Energy Board Act, 1998) "Electricity Pricing"
	Regulation 435/02 (Under the Ontario Energy Board Act, 1998) "Payments re Section 79.4 of the Act"
	Regulation 436/02 (Under the Ontario Energy Board Act, 1998) "Payments re Various Electricity-Related Charges"

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Document ID	Document Title
	Regulation 427/04 "Payments to the Financial Corp. re Section 78.2 of the Act"
	Regulation 428/04 "Payments re Section 79.4 of the Act"
	Regulation 398/10 enacted in October 2010 Amending Ontario Regulation 429/04 "Adjustments Under Section 25.33 of the Act"
	Regulation 430/04 "Payments re Section 25.33 of the Act"
	Regulation 431/04 "Payments re Section 25.34 of the Act"
	Section 78.3 of the (Ontario Energy Board) Act
	Section 78.4 of the (Ontario Energy Board) Act
	Section 78.5 of the (Ontario Energy Board) Act
	Regulation 53/05 made under "OEB Act, 1998" re "Payments under Section 78.1 of the Act"
	Regulation 95/05 made under "OEB Act, 1998" re "Classes of Consumers and Determination of Rates"
	Regulation 98/05 made under "OEB Act, 1998" re "Payments re Various Electricity-Related Charges"
	Regulation 330/09 made under "OEB Act, 1998" re "Cost recovery regarding section 79.1 of the Act"
	Regulation 66/10 made under "OEB Act, 1998" re "Assessments for Ministry of Energy and Infrastructure Conservation and Renewable Energy Program Costs".
	Regulation 495/10 made under "Ontario Clean Energy Benefit Act, 2010".

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