

June 30, 2020

Honourable Scott Fielding
Minister Responsible for the Public Utilities Board
103 Legislative Building
Winnipeg, Manitoba
R3C 0V8

Dear Minister Fielding:

Re: 2019/20 Annual Report, The Public Utilities Board

Pursuant to subsection 109(1) of *The Public Utilities Board Act*, and on behalf of all Board members, I am pleased to submit the 2019/20 Annual Report of the Public Utilities Board (“PUB or Board”) for the year ended March 31, 2020. The year under review was the PUB’s 107th year of service to Manitoba.

A total of eleven Board members, ten of whom are part-time, participated in the PUB’s deliberations during the year.

The Board has a staff of nine employees, including the Chair, who supported the Board members. The Board was also assisted by its advisors and by approved interveners.

Various individuals also presented evidence before the Board during its proceedings, either as witnesses, independent experts, subject-matter experts or presenters.

As a result of those contributions, the PUB achieved the results outlined in this report.

Thank-you to you and the members of your department for the support of the PUB’s work.

Sincerely,



Robert Gabor, Q.C.
Chair

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HIGHLIGHTS

A. Mandate

The PUB is an independent quasi-judicial administrative tribunal. It operates pursuant to The Public Utilities Board Act (the “Act”) and is responsible for the regulation of public utilities and other matters, as defined under the Act as well as the following enactments which assign regulatory and/or adjudicative responsibilities to the PUB:

The Consumer Protection Act (Payday Loans and Government Cheque Cashing)

The Crown Corporations Governance and Accountability Act

The Efficiency Manitoba Act

The Emergency 911 Public Safety Answering Point Act (Appeals)

The Gas Allocation Act

The Gas Pipeline Act

The Greater Winnipeg Gas Distribution Act

The Manitoba Water Services Board Act (Appeals)

The Municipal Act

The entities for which the Board set rates and otherwise regulated during the report period from April 1, 2019 to March 31, 2020 (the “Reporting Period”), are Manitoba Hydro, Centra Gas Manitoba Inc. (a wholly owned subsidiary of Manitoba Hydro), Manitoba Public Insurance (MPI), Stittco Utilities Man Ltd., seven gas marketers and approximately 240 municipal, cooperative, and private water and wastewater utilities, other than the City of Winnipeg which is exempt from the rate-setting jurisdiction of the PUB. Municipal water and sewer utilities owned and operated by the Manitoba Water Services Board are also excluded from the Board’s jurisdiction, except that customers may appeal decisions of the Manitoba Water Services Board to the Public Utilities Board. At the Government of Manitoba’s request, during the Reporting Period, the Board also reviewed and provided recommendations on the efficiency plan filed by Efficiency Manitoba.

B. Board Membership

The Government of Manitoba, through the Lieutenant Governor-in-Council, appoints all Board members at pleasure. The term of Board members continues until terminated by Order-in-Council. The Lieutenant Governor-in-Council did not establish appointment terms for any new members in 2019/20. The full-time Chair and ten continuing part-time members are:

Member	Date of Appointment	Term Expires
Robert Gabor, Q.C.	September 6, 2016	September 6, 2021
Marilyn Kapitany (Vice-Chair)	July 23, 2012	July 29, 2021
Hugh Grant	December 18, 2013	December 18, 2021
Larry Ring	June 8, 2016	September 20, 2021
Carol Hainsworth	June 8, 2016	September 20, 2021
Susan Nemec	June 8, 2016	September 20, 2019
Sharon McKay	September 21, 2016	September 20, 2019
Shawn McCutcheon	September 21, 2016	September 20, 2019
Michael Watson	April 5, 2017	March 21, 2020
Robert Vandewater	April 5, 2017	March 21, 2020
Irene Hamilton	September 6, 2017	September 6, 2020

C. Strategic Plan 2020-2023

The PUB's Strategic Plan was developed to guide the work of the organization. The Plan was revised and updated during the Reporting Period to reflect the period 2020-2023. The complete Strategic Plan can be reviewed at <http://www.pubmanitoba.ca/v1/index.html>.

The four strategic priorities for the 2020-2023 period are:

1. Excellence in the provision of regulatory decisions;
2. Effective communications and relationships with stakeholders;
3. Efficient internal operations; and
4. PUB 2023 and beyond

The PUB also establishes operational priorities for each year to achieve its overall strategic priorities under the Strategic Plan.

Highlights of the priorities for 2020-2023 include the following:

C.1 Excellence in the Provision of Regulatory Decisions

The PUB is committed to a continuous enhancement to its decision-making and responsiveness to stakeholders. It addresses this commitment through its continual refinement of the pre-hearing and hearing processes, ongoing comprehensive oversight, implementing processes to improve the efficiency of hearings, increasing the use of different approaches to review and process written applications, and developing ways to more effectively handle commercially sensitive information.

Activities in 2019/20

- **PUB Review.** The PUB is continuing with the process to review a number of its procedures. The goal of the PUB Review is to provide regulatory services in an efficient and cost-effective manner. The ongoing PUB Review is focussed on key Board procedures: (1) the pre-hearing and hearing processes for applications by Manitoba Hydro, Centra Gas, and Manitoba Public Insurance; (2) the current intervener policy, including cost awards; and (3) the current rules for the handling of confidential information.
- **Water/wastewater process.** During the Reporting Period the Board received an additional full time employee which resulted in a significant reduction in the backlog of applications and the time-frame to process applications. More detailed information is set out in section VII Water and Wastewater Utilities of this report. During the Reporting Period the Board also established a working group with the Association of Manitoba Municipalities and the Manitoba Municipal Administrators Association. The working group, led by Board Member Shawn McCutcheon, has met a number of times to discuss ways to improve existing processes.

- **Scope of hearings.** Previously the scope of a hearing was only determined by the Board after an application was filed and the applicant and interveners appeared at a Pre-hearing conference. This meant the application had to address all issues that could possibly be heard at a hearing. In order to reduce applicants' workload, provide a clearer focus to the hearing process and reduce the total cost, the Board proposed to advance the scoping exercise before the utility filed the application.

For example, with the Manitoba Public Insurance (MPI) General Rate Application (GRA), the Board issued a preliminary order identifying the issues to be heard in the normal course of the hearing, the issues that would require additional attention and the issues which would be postponed to a technical conference or later hearing or would not be heard at all. The Board sought comments from the parties on the preliminary order and then made a final determination at the Pre-hearing Conference. The change in process for the MPI GRA reduced the length of time for the hearing and, from the Board perspective, placed a stronger focus on the issues. The Board suggested a similar change to the rate applications for both Manitoba Hydro and Centra Gas. Both utilities rejected the proposed process change and took the position that they controlled the application.

- **Intervener Costs Policy.** In order for interveners to be eligible for funding at a hearing, they must apply and demonstrate that costs are incurred in a responsible manner and they have assisted the Board in making its decisions. The Board determined that it needed to revise its policy to bring greater clarity to the process, simplify it and reduce the administrative and adjudicative work associated with intervener budgets, invoices and cost award. As a first step, the Board developed an Interim Policy.

Previously, the Board panel was involved in reviewing the budgets of interveners. Under the Interim Policy, Board members were removed from reviewing the budgets of interveners and only review the application for cost awards after the hearing is completed. PUB staff provided comments to the interveners as to the reasonableness of their budgets, when submitted, and the Board only determined the cost awards, based on the performance of the interveners and assistance to the Board after the hearing. The interveners assumed all risks if the Board did not grant the full cost award.

The Interim Policy was expected to save money through the following:

- Tighter control on intervener work products and control budgets by PUB staff;
- A mandatory requirement of interveners to collaborate on common issues to avoid duplication of resources and save time and costs;
- Changes to intervener scope of work, or the budget must be reviewed by PUB staff and acknowledged, reducing the administrative work; and

The Interim Policy was applied to the general rate applications filed by Manitoba Public Insurance, Manitoba Hydro and Centra Gas, as well as the review of the efficiency plan filed by Efficiency Manitoba. A review of the Interim Policy has now been undertaken and the Board has determined that costs were better constrained. The Board will review the issue and determine whether or not to adopt the Intervener Costs Policy.

- **Performance Based Regulation.** Performance-based regulation (PBR) is an approach to utility regulation designed to strengthen utility performance incentives. Thus defined, the term PBR is synonymous with incentive regulation. The two most common forms of PBR are award-penalty mechanisms and multiyear rate plans. Both involve mathematical formulas that can lower regulatory cost at the same time that they encourage better performance.

The Board considered the use of PBR in Manitoba by reviewing how it is used in a number of jurisdictions in Canada and other parts of the world. Jurisdictions reviewed were British Columbia, Ontario and Quebec in Canada, Rhode Island in the US and New Zealand.

The Board noted that other jurisdictions in Canada are considering delaying the implementation of PBR (BC Hydro) or ending parts of their PBR regimes (Hydro Québec). The Board concluded that, while there are a wide variety of PBR models in use in various jurisdictions in Canada and other places in the world, none of the models reviewed exactly reflects the situation in Manitoba.

Many of the jurisdictions that have introduced PBR have privately owned utilities. The model is based on the utility and jurisdiction sharing savings – that is the incentive – the shareholders receive a financial benefit and, in turn, reward management. Manitoba Hydro is an integrated Crown Corporation providing generation, transmission, distribution and customer service. Furthermore, Centra Gas is a wholly-owned subsidiary of Manitoba Hydro. This fact makes Manitoba Hydro different from privately owned utilities as there is no financial incentive available to it. A recent (2016) Cost of Service Study (COSS) was completed for Manitoba Hydro, and it is in the third year of implementation. Centra Gas is considering a COSS for that utility as well. Neither utility has requested a move to PBR. In addition, Manitoba Hydro (and by extension Centra Gas) have been undertaking an extensive planning exercise and were unlikely to have the resources to consider PBR.

MPI is regulated using modified Cost of Service model and MPI has not approached the Board to request a further move to PBR.

The Board concluded that it is not in the interest of Manitoba ratepayers or the utilities it regulates to proceed with any further action on PBR at this time. The Board further concluded that it should instead streamline processes to ensure that hearings, when required, are as cost-effective as possible.

- **Technology.** PUB continued to implement state-of-the-art technology solutions in 2019/20. The Board increased the use of technology to encourage distance participation of witnesses and the public in PUB processes. To date, this process has been highly successful and has continued to reduce the costs required for interveners and experts to travel to Winnipeg to provide testimony or to assist the Board. In addition, during the Report Period, the PUB hearing facilities were used by other departments and organizations to run webinars which were viewed by people around the world. For

example, the Manitoba Council of Administrative Tribunals (MCAT) used the PUB infrastructure in its hearing room to present a webinar on aboriginal awareness.

C.2 Effective Communications in Relationships with Stakeholders

The PUB uses clear and continual communication to demonstrate that it is an independent, impartial, competent, transparent and responsive regulator and thereby builds trust with stakeholders. It cannot function effectively without the trust of stakeholders and the public at large. The PUB seeks different ways to facilitate and increase participation in the hearing process. It has also instituted ongoing communication with different participants in the process. It communicates the content of Orders with Ministers and senior government officials immediately prior to the release to the public. It also holds ongoing discussions with utilities outside of the hearing process period.

Activities in 2019/20

- **Meetings with Stakeholders.** During the Report Year, the Chair of PUB and/or the Executive Director met and communicated with key stakeholders including the Chair and President/CEO of Manitoba Hydro, the Chair and President/CEO of Manitoba Public Insurance and representatives of the Association of Manitoba Municipalities. These meetings focussed on issues of interest to the parties, but did not involve any issues related to a PUB order or a matter that would be before a Board panel at a public hearing. The Chair of the PUB does not otherwise meet with senior staff of the utilities as that has the potential of creating a conflict if the same matters are considered at a hearing. Instead, the PUB Executive Director and staff met and/or communicated with the senior staff of the utilities on a regular basis.
- **Website.** The PUB encourages the use of its website to receive communications from the public and make the content of those comments known, in one form or another, at the public hearing. The Board receives emails during hearings and, after review by PUB staff, makes the emails without contact information available to interveners. The site can be found at <http://www.pubmanitoba.ca/v1/index.html>.
- **Livestreaming Hearings.** PUB continues the use of technology in the hearing room that allows all hearings to be livestreamed and recorded, with people watching them on the Board's website, either live or at a later time. This technology has allowed thousands of people to watch the MPI, Centra Gas and Manitoba Hydro General Rate Applications, as well as the review of the Efficiency Manitoba Efficiency Plan, at the time of the hearing or at a later time or date of their choosing. It has also used the technology to allow interveners' counsel to participate from a distance during the hearing by watching the livestream and communicate by telephone. The Board continually meets with different government departments to discuss and promote the livestreaming technology. PUB has provided a standing offer to use its hearing room for all government departments when not in use by the Board.

- **Changes to Public Notice.** The PUB continues to take steps to improve the form, content, and distribution of its notices that advise the public of applications before PUB. PUB notices are now shorter and easier to understand in order to promote greater public participation in the hearing process. Such participation could occur either through requests for intervention or presentations to the Board panel hearing an application. The template for the new notice was used by PUB for applications received during the Reporting Period.

C.3 Efficient Internal Operations

PUB will continue to look for operational efficiencies to make the best possible use of resources in fulfilling its mandate and delivering on its vision and mission.

- PUB now uses digitized historical records which originally comprised of 800,000 paper documents and makes the filings and documents available in electronic format.
- All filings by applicants and interveners are now made electronically.
- PUB uses enhanced technology (SmartBoard) for remote communications and information sharing (SharePoint) with PUB members and advisers.
- PUB uses Dropbox to share information on a restricted basis.
- PUB's website allows members of the public to file comments and complaints electronically.
- PUB continues to invest in Board and staff education programs so they may carry out their respective duties more effectively.
- The Board continues to revise and monitor the succession plan for PUB staff and PUB advisers. The Board also manages the performance of PUB advisers.

PUB Advisers. The PUB has a small staff of nine employees including the full-time Board Chair and ten part-time Board members. To fulfill its mandate, the PUB augments its resources with the services of legal, engineering, accounting and actuarial advisers. These PUB advisers provide the continuity of expertise and corporate memory required for efficient PUB operations. In that way, they are different from independent experts or other advisers that are engaged by the PUB from time to time to support its work on specific issues or at utility hearings.

PUB advisers report to the PUB Executive Director who directs their work, including assigning specific tasks. Advisers are required to follow the PUB's Policy and Billing Rates for Advisory Services. The approved advisor rate schedule is published on the PUB website, ensuring full disclosure to the public. The scope of services to be provided by an advisor is set out in writing and approved by the Board and may be revised from time to time upon request of the Board.

To ensure maximum value to ratepayers, the performance of PUB advisers is evaluated on a regular basis. The Chair, or a designated subcommittee of the Board, and the Executive Director, conduct an annual review of the performance of each advisor and provide a report to the Board

with recommendations on continued use of the advisor and the required scope of advisory services.

C.4 PUB 2023 and Beyond

To meet its vision of effective, innovative regulatory processes and decisions for Manitobans, PUB continues to take a long-term view and build for the future. The PUB's continued review of the processes to streamline the hearing process fall within PUB 2023. During the Reporting Period, PUB sought legislative changes to align *The Public Utilities Board Act* with the standards followed in other Canadian jurisdictions. These include the powers to enforce its orders. The Board also communicates with other Canadian jurisdictions on a continual basis, and meets with representatives of other Canadian utility regulators at conferences and discusses how to introduce and follow best practices to the greatest extent possible based on its limited resources.

The role of the PUB will change significantly under the proposed Public Utilities Board Reform Act (Bill 44) which has been tabled in the Manitoba legislature. Key changes are outlined in Appendix "A". When Bill 44 is passed by the Manitoba legislature the PUB will review and revise its strategic plan as well as its external and internal operational priorities, human resource complements and Board policies and procedures to reflect the change in mandate.

C.5 PUB Operational Priorities

The Board's operational priorities in 2019/20 were:

External priorities:

1. Address rate applications from major utilities (Manitoba Hydro, Centra Gas, Manitoba Public Insurance Corporation). **ONGOING**
2. Develop strategies and practical processes to improve the water and wastewater rate review system. **ONGOING** The results of these changes have been very positive. See Section VII.
3. Increase the use of the simplified filing process for water and wastewater applications through awareness building and support to eligible Utilities. **ONGOING**
4. Continue to work with stakeholders to develop and implement policies and processes to improve the efficiency and effectiveness of the pre-hearing and hearing processes. **ONGOING**
5. Continue to follow up on directives from prior PUB Orders and to address outstanding compliance issues. **ONGOING**
6. Upon direction of the responsible Minister, prepare to conduct public hearings on Payday Loans & Government Cheque Cashing and to report the results to the Government. **As required, subject to direction from Government of Manitoba**
7. Review the revised policy to deal with the granting of status and the funding of interveners in PUB processes and implement changes as required. **UNDERWAY**
8. Develop and implement a process for dealing with Commercially Sensitive Information. **UNDERWAY**

9. Promote technology solutions to encourage distance participation of witnesses and the public in PUB processes. **ONGOING**
10. Meet with the Association of Manitoba Municipalities, and with other stakeholders as required, to build better mutual understanding with members. **ONGOING**
11. Review the Regulations to the Efficiency Manitoba Act to understand their implications for the PUB, and prepare to implement their requirements. **UNDERWAY**

Internal priorities:

1. Revise the succession plan for PUB staff. **UNDERWAY**
2. Develop an inventory of issues and report on the status of each area of PUB responsibility to the Board on a regular basis. **ONGOING**
3. Identify and monitor the status of PUB directives to Utilities, and report to the Board on a regular basis. **ONGOING**
4. Monitor the succession plan for and performance of PUB advisers. **ONGOING**

In March 2020, the Board revised its external and internal operational priorities for the 2020-2021 fiscal year:

External priorities:

1. Address General Rate Applications from major utilities (Manitoba Hydro and Centra Gas) as well as for MPI. **ONGOING**
2. Develop strategies and practical processes to improve the water and wastewater rate review system. **ONGOING** The results of these changes have been very positive. See section VII.
3. Increase the use of the simplified filing process for water and wastewater applications through awareness building and support to eligible Utilities. **ONGOING**
4. Continue to work with stakeholders to develop and implement policies and processes to improve the efficiency and effectiveness of the pre-hearing and hearing processes. **ONGOING**
5. Continue to follow up on directives from prior PUB Orders and to address outstanding compliance issues. **ONGOING**
6. Upon direction of the responsible Minister, prepare to conduct public hearings on Payday Loans & Government Cheque Cashing and to report the results to the Government. **As required, subject to direction from Government of Manitoba**
7. Approve and implement the revised policy and procedures to deal with the granting of status and the funding of interveners in PUB processes. **UNDERWAY**
8. Develop and implement a process for dealing with Commercially Sensitive Information. **UNDERWAY**
9. Promote technology solutions to encourage distance participation of witnesses and the public in PUB processes. **ONGOING**

10. Meet with the Association of Manitoba Municipalities, the Manitoba Municipal Administrators Association and with other stakeholders as required, to build better mutual understanding with members. **ONGOING**
11. Review the regulations to the Efficiency Manitoba Act to understand their implications for the PUB and prepare to implement their requirements. **UNDERWAY**

Internal priorities:

1. Revise the succession plan for PUB staff. **UNDERWAY**
2. Develop an inventory of issues and report on the status of each area of PUB responsibility to the Board on a regular basis. **ONGOING**
3. Identify and monitor the status of PUB directives to Utilities, and report to the Board on a regular basis. **ONGOING**
4. Monitor the succession plan for and performance of PUB advisers. **ONGOING**

D. PUB Oversight

D1. General Comments

PUB decisions relating to the rate applications of the major utilities focus on issues that are specific to either the utility and/or the application before it.

Some issues are routinely addressed by PUB when considering rate applications by Manitoba Hydro, Centra Gas, and MPI, the major crown corporations.

- PUB scrutinizes operating and maintenance costs, in part because of the steady increase in those expenses, related in part to increasing employee levels, make up a large part of the expenses of a utility and have an impact on rates and investments in infrastructure;
- PUB reviews and approves capital expenditures for MPI and Centra Gas. This process is critical because capital expenditures have an impact on rates;
- PUB is excluded by statute from reviewing and approving capital expenditures for Manitoba Hydro but it may consider them as a factor in setting rates for a Manitoba Hydro General Rate Application;
- Given they are monopoly service providers and not subject to competition, where possible, PUB has started to target the benchmarking of operating results in order to evaluate the utility's performance from year to year and, where applicable, relative to utilities providing similar services in other jurisdictions. PUB will continue to emphasize benchmarking results in order to focus on performance measurements; and
- Accounting standards for utilities are in continuous evolution. International Financial Reporting Standards (IFRS), for example, are affecting all rate-regulated utilities. PUB extensively examines accounting changes and their impacts on rates.

Water/Wastewater

Municipal water and wastewater rates do not always reflect the true cost of providing services. PUB is concerned some costs that are the responsibility of ratepayers are being borne by the taxpayers. To correct this situation, PUB has taken steps to ensure that costs are properly accounted for, deficits are addressed, rate increases are timely, and municipalities are not subsidizing rates with tax revenues. PUB is also trying to persuade municipalities to file for modest rate increases on a regular basis rather than waiting for many years which results in significant rate hikes that trigger outbursts from ratepayers. To help facilitate this practice, PUB has introduced process changes to streamline the rate-setting process for municipal water and wastewater utilities.

In 2019, the PUB hired a university student under the summer intern program to create a database for water and wastewater orders for the approximately 240 utilities the PUB oversees. The tool was created to assist in the review of how utilities function and to assist in decision-making. It would provide Board staff with up-to-date information and provide a platform to monitor the current position of the utilities. It analyzed the audited financial statements (AFS) for municipalities to determine the last date they were filed. It reviewed each municipality's debentures by describing the projected project value and date of approval. It set out information about planned upgrades. It also set out the status of rate applications, rate increases and deficits for the utilities.

As a result of the project, the PUB is able to better triage the applications before it and focus its energies on the utilities that require greater assistance. It is also better able to review the dates when utilities should file to provide for rate adequacy and protect against rate shock. The review assists the Board in reducing the time between rate filings, which may reduce rate increases. This is required as 42 utilities saw a water rate increase of 50% or more and 110 utilities saw an increase of 10% or more. For wastewater, 40 utilities saw a rate increase of 50% or more and 88 utilities saw an increase of 10% or more. In terms of deficits, 110 utilities had one or more deficits since 2010.

The goals moving forward following completion of the project include:

- Transition the dataset into day-to-day tool for Board staff to use to
 - Assess current standing of utilities
 - Track utilities that have not filed for rates, and draw comparisons between utilities
 - Note discrepancies, and provide a platform to launch further review
- Increase transparency
 - Any information relating to water and wastewater utilities is published and publicly available
 - Make it easier for rate payers to navigate/find relevant information
 - Publish more information related to Manitoba utilities
- Using public reports and increase ability to make decisions
 - Place appropriate emphasis on the water and wastewater portfolio

During the Reporting Period the PUB received an additional FTE to assist in reducing the backlog of water/wastewater applications. The Board experienced dramatic improvements since April 2019 when the new person started. The number of applications in queue declined from 48 on April 10, 2019 to 39 on November 1, 2019. The number of days applications were in queue declined by 60% in the same time frame from 8,895 days to 3,549 days. The backlog timeframe has been reduced as follows:

	April 5, 2019	November 1, 2019
Over 2 years	1	0
Between 18-24 months	3	0
Between 12-17 months	9	0
Between 10-11 months	3	1 *
Between 7-9 months	7	6
Less than 6 months	25	32
Total	48	39
*Snow Lake – Order drafted and before panel for approval		

As of the end of the Reporting Period of March 30, 2020, there were only two applications before PUB that had been in the queue for than nine months.

Efficiency Manitoba

When PUB addressed earlier electricity and natural gas applications, PUB thoroughly considered energy efficiency plans, emphasizing the need for improved customer awareness of energy efficiency programs and the savings that can be achieved by insulation and furnace upgrades. The PUB also emphasized the need to make energy efficiency programs accessible to low-

income ratepayers as a means of mitigating the impact of future electricity rate increases. In 2014, the Needs for and Alternatives To report recommended that the responsibility for energy efficiency be removed from Manitoba Hydro and placed with a separate entity. The Government accepted the recommendation for Manitoba Hydro and extended it to Centra Gas. The authority for energy efficiency plans has now moved to Efficiency Manitoba under the Efficiency Manitoba Act. As a result of that new statute, the PUB was directed to review Efficiency Manitoba's initial efficiency plan and provide a report with recommendations to the responsible Minister.

Safety

PUB considers safety of citizens to be a high priority and it continues to be very attentive to safety issues. Pipeline and gas distribution safety is a major consideration when reviewing the activities and services of Centra Gas and Stittco Utilities Manitoba Inc. PUB carefully reviews the road safety expenditures made by MPI which will receive additional scrutiny with the decision of the Government of Canada to legalize small amounts of cannabis use on October 17, 2018. The PUB ordered a road safety conference which was held in April, 2019. The findings of this Technical Conference, as with all technical conferences, was filed with the Board at MPI's 2020/21 General Rate Application.

Infrastructure Investment

Infrastructure renewal and investment is an ongoing issue for all Manitoba utilities. PUB has made it a priority to examine infrastructure investments. Rate decisions must address funding to support infrastructure investments. Manitoba Hydro's plans encompass significant capital expenditures over the next decade. MPI makes significant investments in technology, specifically in its computer systems and software applications. These capital expenditures are closely examined by PUB because they have a significant impact on rates.

Utility Reserves

During the Reporting Period PUB continued to monitor the reserve and equity levels of the utilities it regulates. Adequate reserves, or equity, allow utilities to mitigate the impact of unexpected expenditures or cope with revenue shortfalls without resorting to significant rate increases which can lead to rate shock.

- Manitoba Hydro's forecast indicates that it has incurred, and will continue to incur, very significant electricity infrastructure expenditures as part of its major capital expansion program. Capital expenditures forecasted to be \$1.82 Billion in 2019/20 and \$1.57 Billion in 2020/21 will lead to a reduction in its equity levels for a period of time. Manitoba Hydro's other risks include inclement weather, such as drought, infrastructure damage or equipment failure, export market price fluctuations, and rising interest rates.
- MPI is at risk from inclement weather which lead to higher claims, interest rate increases, and fluctuations in the financial markets. The determination of a target level of reserves for MPI's basic line of business has been an issue for a number of years. The Board's Order 176/19 on insurance rates approved a capital management plan which set a

Minimum Capital Test (MCT) ratio of 100% for Basic coverage, 200% for Extension coverage and 300% for Special Risk Extension coverage.

- The adequacy of financial reserves and working capital levels of water and wastewater utilities have been of continuing concern of PUB. Board decisions have addressed deficits, shortfalls in reserves, and working capital levels when necessary. In the case of water and wastewater utilities, the major risks involve the requirement for expensive repairs because of system breakdowns, reductions in customer base and related regulatory changes.

Compliance with Board Orders

Board Orders form an important part of the regulatory framework designed to protect rate payers. The PUB is concerned with utilities failing to comply with its Orders, especially as it has limited enforcement powers. As in other jurisdictions, when a Board Order is issued, an applicant is required to comply with the Order, seek a request for a review and variance from the Board, or seek leave to appeal the Board's decision from the Manitoba Court of Appeal. Ignoring a Board Order is not an option. The Board only has the jurisdiction to impose financial penalties to the maximum of \$100.00 per day and/or stay future applications in the event the utility does not comply with all or part of a Board Order. This represents less enforcement power than any other rate-setting regulator in Canada.

D.2 Overview of Board Orders

All Orders issued by the Board are posted on the PUB's website, located at: <http://www.pubmanitoba.ca/v1/index.html>.

Numerous rate applications approved by the Board are based on pre-set formulas for calculating rates: Manitoba Hydro's weekly surplus energy rates, Stittco's propane gas rates, and Centra's quarterly Primary Gas rates are calculated on such a basis. Typically, these applications are considered on an ex parte (without public consultation) basis and finalized in General Rate Applications.

Applications may be made by the utility or affected parties requesting that PUB review and vary its decisions. Board decisions on a Review and Vary Application may be appealed by way of a leave application to the Manitoba Court of Appeal.

During the 2019/20 Reporting Period, PUB issued 206 Orders and 7 gas broker licences compared to 167 Orders and 9 licences in 2018/19.

D.3 Assigned Duties

Pursuant to section 107 of *The Public Utilities Board Act*, PUB may be assigned duties by Act or resolution of the legislature, by order of the Lieutenant Governor in Council, or as an appellate or arbitrating body under an agreement between a municipality and the owner of a public utility.

During the Reporting Period the Board was directed to review the efficiency plan of Efficiency Manitoba and to provide a report with recommendations to the Minister responsible for Efficiency Manitoba. The hearing concluded January 28, 2020 and the report was delivered to the Minister on February 28, 2020.

D.4 PUB Inquiries

Pursuant to subsection 27(1) of *The Public Utilities Board Act*, the Board may of its own motion, and will upon the request of the Legislature or the Lieutenant Governor in Council, inquire into, hear, and determine any matter or thing within its jurisdiction.

During 2019/20, no inquiries were undertaken by PUB and, consequently, no related Orders or reports were issued by the Board.

D.5 PUB Fees

Fees assessed by PUB are paid by applicants, utilities and licensees to the Minister of Finance and added to Manitoba Government's Consolidated Revenue Fund. The fee schedule has remained unchanged since 1994.

Fees payable to the Minister of Finance by utilities and persons who are parties to, or interested in, matters coming before PUB are set out in the Public Utilities Board Fees Regulation and amendments as prescribed by PUB pursuant to s. 57 of *The Public Utilities Board Act*.

D.6 Legal Matters

There were two legal proceedings involving PUB in the Reporting Period. Among the directives in PUB Order 59/18 the Board created a First Nations On-Reserve class whose rate for service would be different from those customers remaining in the existing "residential class" ("Directive 6"). The Board also directed Manitoba Hydro retain an independent consultant to assess the Utility's development of its asset management program ("Directive 14"). Manitoba Hydro filed an application to the Manitoba Court of Appeal seeking leave to appeal to the full court, claiming the Board exceeded its jurisdiction in issuing Directives 6 and 14. The Manitoba Court of Appeal granted leave on Directive 6 but denied leave on Directive 14. The Court heard the appeal of Directive 6 on January 22-23, 2020. As of the end of the Reporting Period the decision of the Court of Appeal was pending.

D.7 PUB Financial Results

PUB fees are paid into the Consolidated Revenue Fund. PUB expenses are paid out of the departmental appropriation; the budget amount is determined via the government's appropriation process. Unspent appropriated funds are not accumulated in PUB reserves.

The PUB is the smallest and most cost-efficient utility rate-setting regulator in Canada and possibly in North America.

The regulatory costs of the PUB are embedded in existing consumer rates and are amortized annually. According to Manitoba Hydro figures put forward as an exhibit to its 2018/19 General Rate Application the regulatory costs have been less than or approximately equal to ¼ of 1% of the utility's annual revenues. Manitoba Hydro's regulatory costs include costs for other regulatory proceedings such as National Energy Board (now Canadian Energy Regulator) as well as environmental and other hearings.

There are few studies that examine expenditures per capita among the other rate setting provincial utility regulators. A 2015 KPMG study done for the BC Utilities Commission found the PUB had the lowest expenditure per capita in Canada.

PUB spent a total of \$1.348 million in 2019/20, slightly lower than the \$1.353 million spent in 2018/19. The actual expenditures reflect PUB's lower operating costs, but higher salaries and benefits costs.

PUB directs utilities and applicants to pay the costs of PUB advisors and independent expert consultants appointed by the Board as well as all intervener costs. By Board Order, PUB requires utilities and applicants to also pay all or a portion of the costs incurred by interveners in its hearings. The costs are paid directly by the utilities and applicants to the parties granted cost awards after review and comments of the costs by the utilities and applicants and approval by the PUB. These payments are not made to PUB or the Consolidated Revenue Fund.

The following table sets out the total hearing costs referred by PUB to applicants for fiscal 2018/19 and 2019/20. The numbers are based on costs incurred during the fiscal years and include costs allocated to Crown Corporations for hearings during a fiscal year where the costs were assessed after the fiscal year.

Fiscal 2018/19

	Advisor Costs	Intervener Costs	Court Reporter	Working Lunches	TOTAL
Hydro	1,080,373.61	1,554,316.32	9,650.40	2,577.26	2,646,917.59
Centra	809,244.52	0	698.40	1,518.21	811,461.13
MPI	665,546.72	255,754.70	13,709.60	4,365.54	939,376.56
				TOTAL	4,397,755.28

Fiscal 2019/20

	Advisor Costs	Intervener Costs	Court Reporter	Working Lunches	TOTAL
Hydro	498,735.51	329,381.22	8,032.20	1,739.99	837,888.92
Centra	1,018,890.23	713,627.95	8,551.40	3,808.79	1,744,878.37
MPI	682,771.05	375,025.09	25,875.20	3,573.55	1,087,244.89
EM	877,303.10	311,334.57	18,928.90	3,412.84	1,210,979.41
				TOTAL	4,880,991.59

REGULATED UTILITIES AND ENTITIES

I. Manitoba Hydro – Electricity

2019/20 General Rate Application

On November 30, 2018, Manitoba Hydro filed a GRA that sought an across-the-board increase of 3.5% to customer rates, to be effective April 1, 2019. If approved by the Board, the rate increase was projected to generate additional revenues in the 2019/20 fiscal year of \$59 million. Without the requested 3.5% rate increase, Manitoba Hydro projected that it would experience a net loss of \$28 million from electric operations.

On February 14, 2019 Manitoba Hydro filed a Supplement to their 2019/20 GRA which included updated financial statements and revenue information for 2018/19 and 2019/20, based on actual results as of December 31, 2018.

Rather than the \$28 million loss previously projected, without any rate increase, Manitoba Hydro projected an improvement of \$92 million, with positive net income of \$64 million in 2019/20. This came about as a result of higher than projected water levels and export rates and revenues, and lower interest rates. Additionally for the 2018/19 fiscal year which ended March 31, 2019, Manitoba Hydro projected net income of \$95 million, rather than the \$51 million projected in the November 30, 2018 filing.

The Board approved the following parties to be Interveners at the hearing:

- Assembly of Manitoba Chiefs - a political, advocacy and technical body that represents 62 of 63 First Nations communities in Manitoba and approximately 130,000 people.
- Consumers Coalition - a coalition of the Consumers' Association of Canada (Manitoba)/Winnipeg Harvest, that seeks to represent the interests of all Manitoba residential consumers, including low-income consumers, the working poor, and those living on reserve and in remote and rural communities.
- Manitoba Industrial Power Users Group - an association of companies who are substantial users of power in the General Service Large rate classes.
- Manitoba Keewatinowi Okimakanak (MKO) - a non-profit advocacy organization that represents more than 65,000 treaty First Nations citizens in northern Manitoba.

In Order 69/19, dated May 28, 2019, the Board approved a 2.5% rate increase for most customer classes effective June 1, 2019. The Board found that Manitoba Hydro did not require an increase to its revenues in the 2019/20 fiscal year based on the supplemental information it filed on February 14, 2019 which showed positive net income of \$64 million without any rate increase. The Board found that a rate increase of 2.5% with all revenues directed to a major project deferral account would be just and reasonable. The funds in the deferral account would partially mitigate future rate increases when new major capital projects are in-service, consistent with the principles of rate stability and predictability. The increase would contribute additional revenues to Manitoba Hydro in 2019/20 and in future years.

Weekly Surplus Energy Rate Program (SEP)

Manitoba Hydro's United States export revenues are either generated from contracted sales at predetermined prices or from opportunity sales. The opportunity revenues are based on current electricity market wholesale prices and the level of excess generation and transmission available to Manitoba Hydro.

Manitoba Hydro makes surplus energy (i.e. generated or purchased energy exceeding its domestic and export requirements) available on an interruptible basis to its General Service (GS) customers. This energy is available at prices comparable to Manitoba Hydro's opportunity (not contracted) United States export sales or, in the case where the utility expects to import power, at a price reflective of Manitoba Hydro's cost with a 10% surcharge.

SEP energy prices are forecast by Manitoba Hydro on a weekly basis for each of the peak, off-peak, and shoulder time periods using United States export sales prices and submitted to PUB for approval. During the Reporting Period, PUB issued weekly interim ex parte SEP rate orders which are finalized as part of a GRA process.

All SEP customers are billed a monthly basic charge, distribution charge and an energy charge. The monthly basic charge is fixed and depends on the size of the connected load. The distribution charge per kWh (kilowatt-hour) varies by customer class. The energy charge per kWh, applicable to three pricing periods, varies based on expected market prices from week-to-week.

The SEP was first approved by PUB in Order 90/00, which stipulated that the SEP would terminate on March 31, 2004. Since that time, the SEP has been repeatedly extended.

Electrical Reliability

Under the reliability provisions of *The Public Utilities Board Act*, PUB has the authority to:

- (a) decide whether a reliability standard has been violated and what penalty, if any, to impose for a violation;
- (b) review a reliability standard at the request of a Manitoba entity that is required to comply with a standard; PUB can confirm a standard or remand it back to the North American Electric Reliability Corporation (NERC) for consideration; and
- (c) when requested by the Minister responsible for PUB, provide advice/recommendations about fees that Manitoba entities must pay to the standards body or compliance body in relation to making or enforcing reliability standards.

During 2019-20, the PUB did not exercise any of its powers related to electric reliability.

Organization of MISO States (OMS) Activities

PUB is a full-voting member of OMS. The Chair of PUB is a member of its Board of Directors.

OMS is a non-profit, self-governing organization of representatives from each member state and Manitoba with regulatory jurisdiction over entities participating in the Midcontinent Independent System Operator, Inc. (MISO), a regional transmission organization as defined by the Federal Energy Regulatory Commission (FERC). Manitoba Hydro is an associate member of MISO. The purpose of the OMS is to coordinate regulatory oversight among the member states and Manitoba, including recommendations to MISO, the MISO Board of Directors, the FERC, NERC, and other relevant government entities, and state commissions or provincial government as appropriate.

OMS is an important source of independent information about the MISO market, which is the principal market for Manitoba Hydro electricity exports.

OMS officially expresses the views of member American state jurisdictions and Manitoba, unless Manitoba abstains, on issues related to electricity generation and transmission across state/province and national boundaries, for joint presentation to United States federal regulators and to MISO. Many issues are specific to United States jurisdiction, consequently PUB's representative usually abstains from voting.

II. Centra Gas Manitoba Inc. (Centra)

Centra is a wholly-owned subsidiary of Manitoba Hydro. PUB regulates all aspects of Centra's operations including capital expenditures and rates charged by Centra for the transportation and distribution of gas, as well as rates charged for Primary and Supplemental Gas.

Centra distributes natural gas to over 250,000 residential, commercial and industrial customers. Since its purchase by Manitoba Hydro in 1999, it has been fully integrated within Manitoba Hydro's general operations.

Rate and Operational Reviews

The price of natural gas is set on continental energy markets based on supply and demand. Gas is purchased from Western Canadian and United States producers and transported by pipeline to Manitoba for immediate or later distribution within Manitoba through Centra's infrastructure. Gas storage facilities located in Michigan are filled during the summer months and then emptied, at times notionally, during the high consumption winter months.

Centra does not mark up its gas costs and earns no profit on the sale of gas. To ensure that the exact cost is passed on to customers, Centra maintains deferral accounts which record differences between the gas costs embedded in rates and Centra's actual costs.

The five components of natural gas rates billed to Centra's customers are:

- Primary Gas – gas sourced by Centra under its Western Canadian gas supply contract, which is priced quarterly by Centra, or gas purchased by consumers from either Centra or independent gas marketers and brokers under contracts, usually for a fixed rate and a fixed term;
- Supplemental Gas - gas required to meet the needs of Centra's customers during periods of peak load or other seasonal requirements. Supplemental Gas is applicable to the majority of customers, whether they purchase quarterly-priced Primary Gas from Centra or fixed-rate gas through contracts;
- Transportation (to Centra) – the cost of transporting natural gas to Manitoba, including charges for pipelines not owned by Centra and the cost of gas storage facilities and is applicable to the majority of Centra's customers;
- Distribution (to Customer) - the cost of delivering natural gas to a customer's home or business, including the cost of facilities and pipelines owned by Centra, as well as the operation and maintenance costs for the distribution system and a small cost component related to unaccounted-for gas; and
- Basic Monthly Charge - the cost related to customer service including meter reading and billing, as well as the cost of the service line and the meter.

Order 89/13, dated August 2, 2013, and arising out of Centra's 2013/14 General Rate Application, approved the current Basic Monthly Charge.

Primary Gas

Centra's Primary Gas rates are subject to quarterly amendment. Orders were issued as follows: Order 47/19 for rates effective May 1, 2019; Order 102/19 for rates effective August 1, 2019; Order 161/19 for rates effective November 1, 2019; and Order 10/20 for rates effective February 1, 2020.

These regularly-scheduled, quarterly Primary Gas rate reviews occur in accordance with the Board-approved Rate Setting Methodology (RSM), which is formula-driven and relies on established accounting and rate setting conventions. The Rate Setting Methodology determines a Primary Gas rate based on the forecast of natural gas prices and includes several factors that reflect the costs Centra incurs in providing Primary Gas to its customers.

The quarterly primary gas rate setting does not involve a public hearing, given the formulaic nature of the RSM, and the PUB's goal of minimizing regulatory costs. Public reviews of primary gas rates are conducted at periodic Cost of Gas or General Rate Application hearings.

Non-Primary Gas

Non-Primary Gas components of Centra's rates, for all customers including those receiving natural gas through fixed-rate contracts, are also periodically reviewed and approved by PUB. These non-Primary Gas rate reviews occur either through periodic Cost of Gas hearings, which also provide for the finalization of past interim quarterly Primary Gas rate changes, or in the context of a GRA.

Before the General Rate Application filed on November 30, 2018, which resulted in Order 152/19, dated October 11, 2019, Centra's last General Rate Application was held in 2013, followed by a Cost of Gas Hearing that addressed regulatory matters with respect to Centra's non-Primary Gas rates that have arisen since that time. The last Cost of Gas Order 108/15 was issued by PUB in October of 2015 and amended in January 2016.

At the Centra Cost of Gas proceeding in 2015, the Board expressed concern that Centra had over-earned net income over the three-year period since the 2013/14 GRA at a level approximately \$9.5 million higher (when the effects of weather are removed from calculation of earnings) than what was approved by the Board at the GRA. As only Centra's gas costs were before the Board at the Cost of Gas proceeding, the Board held that the non-gas cost revenue requirement, which gives rise to Centra's allowed net income, needed to be reviewed in the context of a GRA. As such, the Board directed Centra to file a full GRA on or before January 20, 2017, at which time Centra's earnings were expected to be reviewed. At the time of the GRA, Centra's retained earnings were at the highest they have ever been under Manitoba Hydro's ownership of Centra.

General Rate Application

On November 30, 2018, Centra filed a General Rate Application (GRA) with the Board.

In the General Rate Application, Centra did not seek, nor did the Board grant, a general revenue increase in its GRA. Centra sought rate changes that resulted in a number of customer classes receiving rate decreases, which Centra stated in its Application arose largely from the decreased cost of gas and decreases in interest rates. The rate decreases also arose as a result of rate riders that would refund, over a 12-month period, amounts paid by customers in excess of the actual costs of gas. As well, all Demand Side Management programs became the responsibility of Efficiency Manitoba on April 1, 2020. As a result, Centra discontinued the funding of the Furnace Replacement Program and customers in the Small General Service class, which includes residential customers, will collectively pay \$3.8 million less annually.

On January 24, 2019, the Board conducted a Pre-Hearing Conference with Centra and prospective Interveners. All parties provided submissions respecting the scope of the GRA process and the issues to be canvassed during the GRA. The Board approved Intervener status to the following parties for the hearing:

Five large users

- Bunge Canada
- Koch Fertilizer Canada, ULC
- McCain Foods (Canada)
- Richardson International Limited
- Simplot Canada (II) Limited

Five organizations

- BP Canada Energy Group ULC – a registered natural gas marketer in Manitoba that provides gas management services and gas supply services to several Transportation-service customers of Centra. It is also a major shipper on the TransCanada PipeLines Limited's Mainline.
- Consumer's Association of Canada (Manitoba) Inc. – a non-profit, independent organization working to inform and empower consumers, and to represent the consumer interest in Manitoba.
- Industrial Gas Users (IGU) – an informal association of companies who are substantial users of natural gas. Its core membership represents a substantial portion of industrial customer natural gas service in Manitoba.
- TransCanada PipeLines Limited – an owner and operator of a high-pressure natural gas transmission system that extends from Alberta to Ontario and through a portion of Quebec, connecting to various downstream Canadian and international pipelines (Mainline).
- Unifor Local 681 – a membership representing approximately 250 natural gas workers at Centra

On March 22, 2019, Centra filed a Supplement to its November 30, 2018 GRA filing which provided an update to financial information following the approval by Centra's Board of Directors of Centra's 2018-19 financial Outlook and 2019-20 Budget. On July 24, 2019, pursuant to the directives of the Board in Order 24/19, Centra filed a Pre-Hearing Update. The Pre-Hearing Update included updated information on gas costs for the 2017-18 and 2018-19 gas years, non-Primary Gas costs for the 2019-20 gas year and the balances of the non-Primary Gas Purchased Gas Variance Accounts accumulated between November 1, 2015 and October 31, 2019 with updated carrying costs. The Pre-Hearing Update also updated Centra's 2019-20 cost of service study to reflect the changes in gas costs, updated detailed Operating and Administrative budgets for gas operations for 2019-20 as well as changes to the Power Station class volume forecast. In addition, Centra filed an Interest Rate Forecast Update, specifically Manitoba Hydro's Summer 2019 Forecast of Key Economic and Financial Indicators, and updated Information Request responses based on updated forecasts for Centra's Finance Expense.

The Board issued Order 152/19 on October 11, 2019. In that Order, the Board approved adjustments to the rates charged by Centra to customers, to be effective November 1, 2019. The Board denied the revenue requirement proposed by Centra for its 2019-20 fiscal year and approved a lower non-gas revenue requirement based on the evidence presented on the revenue requirement. The Board approved some changes to Centra's Terms and Conditions of Service and directed Centra to provide a strategic plan for Centra, separate from that of Manitoba Hydro. The Board also directed Centra as to the timing of subsequent proceedings, specifically a cost of service study methodology review and a financial feasibility test methodology review.

More detailed information on some areas of the Order follows.

- The Board did not accept Centra's 2019-20 Operating and Administrative expense target of \$61.25 million for 2019-20 and directed a reduction to the Operating and Administrative expense of \$2.55 million, resulting in a total expense of \$58.7 million.
- The Board approved the recovery from ratepayers of Centra's capital expenditures from the period 2013-14 through 2017-18 and did not disallow any of the capital projects proposed or completed in 2018-19 and 2019-20 from inclusion in rate base. The Board found, however, that Centra should transition to more advanced asset management processes and ordered that at the next GRA and subsequent GRAs, unless otherwise ordered by the Board, Centra is to file a five-year asset management and capital expenditure plan for the Board's review and approval. This will allow the Board to review proposed capital expenditures before construction commences.
- With respect to Centra's net income, the Board approved Centra's recovery from ratepayers of \$3 million in net income in 2019-20 on an annualized and weather normalized basis. The Board found that more information is required regarding the use of rules, targets, and tests for examining Centra's financial health for rate-setting in future years and directed Centra to participate in a technical conference hosted by an independent facilitator to examine the use of rule-based regulation for Centra, the appropriate level of retained earnings, and the use of financial metrics in the context of Centra's ownership structure, operations, and risks.

- A Cost of Service Study (COSS) is used by utilities to determine the extent to which customer classes pay their costs of service through rates. The Centra COSS methodology has not been reviewed since 1996. Centra was directed to file a Cost of Service Study Methodology Review submission by no later than May 1, 2020. This date was subsequently varied to November 1, 2020 following a Review and Vary application submitted by Centra.

The Board did not provide a date for Centra to bring forth its next GRA or Cost of Gas application to the Board, but noted that with the expiration of Centra's storage and transportation arrangements on March 31, 2020, Centra's future gas costs will differ from those embedded in rates. Accordingly, the Board noted that Centra should not delay in filing its next GRA or Cost of Gas application.

Franchise Extensions

The Public Utilities Board Act provides that a franchise granted to any owner of a public utility by a municipality is subject to the approval of the Board. The Board has the authority to grant or refuse a franchise to sell gas, or to directly purchase gas, or revoke an existing franchise to sell gas, or to directly purchase gas within the Province. Centra applies to the Board for approval, renewal or extension of franchise agreements. The franchise does not take effect until approved by an Order of the Board. Franchise agreements are granted by the Board on an interim *ex parte* basis subject to the passing of a financial feasibility test, to be finalized at a hearing of the Board.

PUB has not finalized any franchise agreements since the last GRA in the issuance of Board Order 85/13. Any interim *ex parte* orders issued since that time are subject to review and are available for comments from the public and interveners. PUB issued four Franchise Agreements on an interim basis in Orders 48/19, 85/19, 133/19, and 134/19 for the 2019/20 year.

III. Other Gas Matters

Service Disconnections

PUB has broad responsibilities with respect to the regulation of gas and propane services as supplied by Manitoba utilities. PUB oversees service disconnections for gas customers. Most service disconnections occur as a result of non-payment of accounts.

Disconnection for non-payment of gas services in arrears can only occur from May 15 to September 30. Disconnection will not occur on gas services for occupied residential premises from October 1 to May 14.

No gas disconnections were appealed in 2019/20.

Board Order 14/08 contains PUB's approved policies and procedures for disconnection and reconnection. PUB also has review and appeal processes for disconnection. The Board only has authority over disconnections for gas customers. All electric customers fall outside the jurisdiction of PUB. There is no right of appeal to the Board for an electrical service disconnection as Manitoba

Hydro sets its own disconnection policies and any customer appeals go to Manitoba Hydro. PUB reviewed an earlier policy that purported to provide it jurisdiction over combined electricity/natural gas customers. After revising the earlier policy, PUB notified Manitoba Hydro that it would not consider appeals of the disconnection of electricity services, whether or not the customer used electricity or gas for heating purposes.

The Board receives numerous calls from gas/electric customers every year regarding actual or potential disconnections.

The Board also receives numerous calls from electric-only customers wanting to appeal a disconnection. In both instances customers are advised the Board does not have jurisdiction over electricity disconnections. These customers are encouraged to contact Manitoba Hydro directly.

Gas Safety

PUB monitors natural gas and propane pipeline safety activities in the Province under *The Gas Pipe Line Act*. PUB's activities include the designation of minimum standards for gas pipeline systems, receiving engineering certifications for the construction of pipelines, and reviewing liability insurance requirements. PUB also monitors key performance indicators and management systems used by utilities to ensure that gas is safely distributed to customers.

IV. Stittco Utilities Man Ltd. (Stittco)

Since the early 1960s, Stittco has provided propane distribution services to customers in Thompson, Snow Lake, Flin Flon, and Churchill. Stittco also now services The Pas. PUB regulates both Stittco's non-commodity and commodity costs to customers.

Non-commodity costs consist of costs incurred by Stittco for the distribution of propane to its customers. These costs include operating expenses, depreciation, a provision for corporate income tax, and a return on Stittco's rate base for its owners. Stittco applies annually for an increase in its non-commodity rates. Allowed costs are recovered in rates through a basic monthly charge and delivery charges based on customer consumption. With lower projected propane consumption volumes, combined with the approved increases in non-commodity costs, there is a resulting ongoing annual increase in charges to customers separate from the costs of supply and transportation to Manitoba.

Decisions for Stittco were issued for non-commodity costs in Order 178/19, effective January 1, 2020.

Commodity rates for propane are adjusted quarterly using the Quarterly Rate Setting (QRS) process approved by the Board in Order 141/08 and 45/09. The Board issued the following quarterly propane rate decisions:

- Order 46/19 effective May 1, 2019;
- Order 104/19 effective August 1, 2019;

- Order 155/19 effective November 1, 2019; and
- Order 71/20 effective February 1, 2020.

V. Natural Gas Marketers

PUB regulates independent natural gas marketers that sell natural gas directly to Manitoba consumers.

Natural gas marketers are independent businesses that sell Primary Gas to Manitoba customers or otherwise deliver, distribute, store, or transmit gas within Manitoba.

Nearly all marketers licensed by PUB serve the commercial and industrial gas supply market. Larger gas users are assumed to be informed buyers and can either negotiate fixed rate and terms contracts on their own or receive Centra's quarterly gas supply product.

PUB issued renewal licenses to seven natural gas marketers during 2019/20. The broker licences became effective November 1, 2019 and will expire on October 31, 2020. Marketer licences are reviewed by PUB every year.

In Manitoba, a consumer of natural gas can purchase Primary Gas from:

- 1) Centra Gas at a variable gas rate that is approved every three months by PUB;
- 2) an independent gas marketer or Centra Gas under a fixed-rate, fixed-term contract.

One licensed gas marketer, Just Energy, offers residential consumers a fixed-rate fixed-term option as an alternative to Centra's regulated quarterly cost-based Primary Gas Rate. Centra began offering fixed-rate fixed-term Primary Gas offerings in February 2009.

PUB controls the sales activities of marketers through a Code of Conduct. In addition to overseeing the terms under which Centra distributes Primary Gas for the marketer to its customers and establishing and monitoring the Code of Conduct that governs a marketer's marketing to consumers, PUB intervenes and investigates complaints from marketer customers. Typically, PUB is able to facilitate a reasonable outcome through discussions between the marketer and the customer; it is not required to hold a public hearing to address complaints.

PUB adopted a new gas marketer Code of Conduct in Order 65/15 issued July 2015, which took effect on January 1, 2016. The Code is intended to mitigate small volume consumers' complaints of aggressive and fraudulent marketing practices of natural gas marketers. The Code gives small volume consumers a mandatory 48 hour waiting period before a contract can be executed by the broker. The customer signs an "Intent to Buy" agreement with a gas marketer followed by the signing on an actual contract after 48 hours if the customer decides to enter into a contract. The Code requires improved marketer training and mandatory natural gas rate comparison disclosures so consumers can make informed decisions without the pressure tactics of some marketers. Under the Code, door-to-door, telephone, direct mailings, and web-based transactions

with small volume customers are governed by detailed instructions approved by PUB.

III. Efficiency Manitoba

The responsibility for energy efficiency programs has shifted from Manitoba Hydro to the new crown corporation Efficiency Manitoba with the introduction of *The Efficiency Manitoba Act*. Under the Act, PUB has the mandate to review the efficiency plan of Efficiency Manitoba and make a report with recommendations to the Minister appointed by Lieutenant-Governor-in-Council.

PUB received a request from the Minister responsible in 2019/20 to undertake a review in 2020 and issue a report to the Minister.

On February 28, 2020 the PUB issued its Report on Efficiency Manitoba's 2020/21 to 2022/23 Efficiency Plan Submission (the Plan). This was its first Submission under the Efficiency Manitoba Act. The Report, with recommendations, followed a three week public hearing with representatives and expert witnesses for Interveners from the Assembly of Manitoba Chiefs, Consumers Coalition, Manitoba Industrial Power Users Group, and Manitoba Keewatinowi Okimakanak, as well as public presenters and independent expert witnesses.

The Plan consisted of Efficiency Manitoba's proposed portfolios of demand-side management (DSM) programs for electrical and natural gas energy, previously carried on by Manitoba Hydro and Centra Gas under the "Power Smart" brand. DSM is the reduction of energy consumption through targeted energy efficiency and demand response initiatives, and can include the adoption of alternative energy resources or technologies that may result in energy reductions. DSM programs are implemented on the demand-side, or customer side, of a utility system.

The Board recommended the Minister approve the Plan with amendments. The Board made 26 recommendations to the Plan and nine amendments to the legislation. Many of the Panel's recommendations related to the Energy Efficiency Advisory Group (EEAG), the need to clarify its mandate and clearly define how broader consultation and engagement would be accomplished, and its role in developing the next three year plan. The Board also recommended: a public engagement strategy; a First Nations Direct Engagement Strategy; a project management plan and risk management strategy; as well as steps to monitor and evaluate different aspects of progress in the portfolio following implementation of the Plan.

VI. Manitoba Public Insurance (MPI)

Background

MPI was established in 1971 as the monopoly provider of basic motor vehicle insurance.

Pursuant to *The Crown Corporations Governance and Accountability Act*, PUB approves just and reasonable rate bases and premiums charged for basic compulsory driver and vehicle insurance (Basic) provided by MPI.

Manitoba residents are required to purchase MPI's Basic insurance. It includes:

- all-perils coverage for accidental damage to most registered vehicles;
- third party liability for claims if a registered vehicle injures other people elsewhere in Canada or the United States, or damages the property of other people anywhere in Canada or the United States; and
- Personal Injury Protection Plan (PIPP) for injury or death caused by an automobile.

Under PIPP, all Manitobans have accident benefit coverage in case of a vehicle accident, whether they are drivers or not, and whether the accident occurs in Manitoba or anywhere in Canada or the United States.

Basic insurance provides \$200,000 third party liability and a \$500 deductible. Any additional coverage for third party liability or a lower deductible falls under Extension coverage. PUB has no authority over rates or the separate Extensions coverage reserve fund. PUB also does not approve rates for MPI Special Risk Extension (SRE) nor have any jurisdiction over that reserve fund.

Unlike PUB's other regulated utilities, MPI's rates are in force only for an insurance year (February 1 to January 31) and an annual rate hearing is required.

Order 176/19

In Order 176/19 (December 3, 2019) PUB approved an overall rate decrease of 0.6% for Basic premiums for the 2020/21 insurance year, effective March 1, 2020, for a 13 month period to March 30, 2021 (the government year end) for all major classes combined, as requested by MPI. Based on MPI's rate design, each major vehicle class had different average vehicle premium changes.

PUB also approved MPI's proposal for no change in permit and certificate rates, the Driver Safety Rating System, vehicle premium discounts, service and transaction fees, and fleet rebates or surcharges. The Board also approved the discontinuance of the anti-theft discount for newly insured vehicles.

The Board's order for a rate decrease of 0.6% resulted from the Board's approval of rates calculated in accordance with Accepted Actuarial Practices in Canada (AAP) based on a Naïve interest rate forecast (which assumes no change to interest rates), adjusted to take into account interest rates as of September 30, 2019.

The Board also approved the Capital Management Plan proposed by MPI which encompassed the finances of the Corporation and included, among other things, minimum, maximum and/or target capital levels for all lines of business, a capital maintenance provision built into ratemaking, and capital build and release methodology based on the capital targets.

Prior to the hearing, the Government enacted the Reserves Regulation 76/2019 (the Regulation) which set out the manner to determine the amount to be maintained by the Corporation in its

reserves for the Basic, Extension and Special Risk Extension lines of business. The effect of the Regulation was to set the Basic Rate Stabilization Reserve (RSR) at a minimum level of the amount determined using a Minimum Capital Test (MCT) ratio of 100%, rather than having the Basic RSR set by the Board through the GRA process.

The Regulation was challenged by the Consumers Association of Canada (Manitoba). CAC stated the Regulation was invalid as it usurped the jurisdiction of the Board to set just and reasonable rates in the public interest. The Board was required to deliberate on the challenge based on a binding decision of the Supreme Court of Canada which held that a regulatory tribunal may only decline to hear a challenge if its governing statute gives it the authority to do so. The statutes which govern the PUB do not grant the Board such authority.

The Board found certain sections of the Regulation to be invalid as the statute from which the Regulation flowed did not contain the prerequisite provision to allow the Regulation to circumscribe or limit the Board's authority to set the level of the RSR. The Board specifically noted that the Regulation stated that the Corporation "must maintain" the Basic RSR at a minimum of 100% MCT at all times, while MPI interpreted the Regulation to mean that it must only achieve 100% MCT once every five years. Under MPI's interpretation, the Basic RSR could be in compliance with the Regulation without it ever achieving 100% MCT because the MCT rate changes constantly. The Board disagreed with MPI's interpretation.

Although the Board found the Regulation invalid it still found the proposed Capital Management Plan (CMP) and proposed Basic target capital level reflecting a 100% MCT to be just and reasonable. It approved the CMP for a three year trial period in order to allow the Board to fully assess the performance of the CMP and the Basic target capital level over the trial period.

The Board also directed that a technical conference be held on road safety in early 2021. The findings from the technical conference will be reflected in the 2022 GRA.

VII. Water and Wastewater Utilities

PUB has rate and other regulatory responsibilities for all of Manitoba's water and/or wastewater utilities. The City of Winnipeg Charter excludes Winnipeg from PUB jurisdiction to approve rates for water and wastewater used by ratepayers in the City of Winnipeg.

Water utilities are public utilities as defined in *The Public Utilities Board Act* and their regulation is mandatory.

Wastewater (or sewer)-only utilities need to be declared by the Board to be public utilities to be regulated. A general declaration was made to this effect in Order 93/09.

At the end of the 2019/20 fiscal year, PUB had a regulatory caseload of approximately 240 water and/or wastewater utilities, including approximately 200 municipal utilities and 40 cooperative and privately owned utilities. At the end of March 2020, PUB had 39 active water and wastewater files, down 9 files from the previous year.

In Order 86/17, the Board introduced a simplified rate application for water and wastewater rate applications and revised the minimum filing requirements for public utilities owned by municipalities. Utilities that wanted to increase rates up to 3% could do so, provided they met designated criteria by operating without deficit, they filed an annual audited financial statements and remained compliant with Board policies. The minimum filing requirements were reduced by 40% and focused strictly on rate issues. The Board received three simplified rate applications in 2019/20 and expects that this number will increase as utilities become more familiar with the simplified process.

When regulating cooperative and privately-owned utilities, PUB uses a complaints-based process in order to limit or reduce regulatory costs. Many of these utilities are able to introduce rate changes by simply notifying their customers and providing PUB with financial information in support of the rate changes. If the increase is significant or if a rate increase results in many complaints, PUB will hold a public hearing in the region served by the utility.

In an effort to mitigate costs and resources for municipal utilities, guidelines and forms are available on PUB's website to assist in developing utility rate applications. Training sessions are offered by PUB to municipal staff on the use of the guidelines.

In 2019/20 there were three formal hearings, for the Rural Municipalities of Victoria Beach, Riding Mountain West and Pinawa as well as for the Inglis Utility.

Pursuant to subsection 165(2) of *The Municipal Act*, municipalities must obtain PUB's approval if budgeted expenditures exceed the sum of budgeted revenues (including transfers to the utility). In Order 151/08 the Board extended this requirement to all owners of water and/or wastewater utilities. Unless prior approval has been obtained, an owner of a public utility must report the actual operating deficit in its utility to PUB where such deficit either exceeds \$10,000 or represents 5% of the utility's operating budget, and must advise the Board of the proposed method to recover the deficit.

In Order 105/04, the Board issued an order affecting all municipalities which set out the late payment fees to be charged on overdue utility accounts.

In Order 39/09, the Board issued an order affecting all public utility owners, setting out the conditions precedent for the disconnection of utility service for nonpayment. Disconnections can be appealed to the Board. There were no appeals on disconnections last year.

Pursuant to subsection 82(1) of *The Public Utilities Board Act*, the Board must approve utility amalgamations, decommissioning, or transfers of ownership. There were no applications for decommissioning or transfer of ownership from private to public utilities in 2019/20. There was one application for the amalgamation of the four water and wastewater utilities in the Rural Municipality of Montcalm.

PUB meets and communicates with officials of the Association of Manitoba Municipalities (AMM) and the Manitoba Municipal Administrators Association (MMAA) on a periodic basis to discuss water and wastewater issues.

The Board issued 104 water and/or wastewater Orders during 2019/20, up from 68 Orders issued in 2018/19.

HIGHWAY TRAFFIC BOARD APPEALS

Jurisdiction over Highway Traffic Board appeals was removed from PUB during the Reporting Period pursuant to the provisions in *The Traffic and Transport Modernization Act*.

THE EMERGENCY 911 PUBLIC SAFETY ANSWERING POINT ACT

During 2005/06, *The Emergency 911 Safety Answering Point Act* was enacted. Applicants for provision of 911 service provision can appeal to the Board. To-date, no appeals have been filed.

THE CITY OF WINNIPEG CHARTER ACT (Passenger Transport)

The City of Winnipeg Charter Act provides that, where the City of Winnipeg signs an agreement with an operator to transport customers for a fixed fee within the City of Winnipeg, the agreement must be approved by the Board. The Board must also approve the operator, who then becomes subject to ongoing PUB oversight. Few of these agreements have been considered by PUB; they have mostly been limited to transport services for children and the elderly.

No passenger transport agreements were signed by the City during 2019/20.

THE CONSUMER PROTECTION ACT (Manitoba)

Payday Loans

Pursuant to section 164(2) of *The Consumer Protection Act (Manitoba)*, PUB was required to conduct a review of issues related to pay day loans within three years after MR. 50/2010 came into force. PUB submitted that report to the Government on September 23, 2013.

Pursuant to section 164.1(2) of *The Consumer Protection Act (Manitoba)*, every third year the Minister responsible must review the effectiveness of Part XVIII of that Act and the related regulation, and decide whether to require a further review by PUB in accordance with section 164 of the Act and whether to recommend changes to the payday loan provisions of the Act or regulations.

Manitoba Regulation 99/2007 sets the maximum cost of credit for a payday loan under *The Consumer Protection Act (Manitoba)*. *The regulation has been amended a number of times since it came into force.* Pursuant to section 164(2) of the *Consumer Protection Act (Manitoba)*, the Board was required to conduct a review of issues related to pay day loans within three years after later amending Manitoba Regulation 50/2010 came into force. The Board submitted that report to the Government on September 23, 2013.

By his letter received June 30, 2015, the Minister responsible asked PUB to review, no later than 2016, the maximum payday loan limits. PUB was specifically asked to analyze the impacts of reducing the maximum allowable rate that may be charged for a payday loan, from \$17 per \$100 borrowed to \$15 per \$100 borrowed and the impacts of reducing the proportion of a borrower's net pay, which is used to determine the maximum loan amount from 30% to 25%.

The Board undertook the review and issued a report dated June 17, 2016 to the Minister. The Board believed that a balance was required between the financial viability of the payday loans industry and the needs to protect consumers from falling into a debt trap or debt spiral. Its recommendations were:

- The cost for a payday loan remain unchanged at 17% of principal loaned.
- The borrowing limit remain at 30% of net pay.
- The 5% “cooling-off period” rate cap imposed in the regulations only applies for a one day period. After that the client could take out another loan at the regular rate of 17%.
- If a borrower request, the lender would be required to extend the loan for at least another pay period or convert the loan to an installment loan, provided the borrower has successfully paid off three previous payday loans during the preceding 12 month period. If the instalment loan is issued the cap on the rate for the loan should be set at 7%. The instalment loan period should allow repayment over at least the next four pay periods, where no payment exceeds 35% of the sum of the principal and the cost of the borrowing.
- A 5% rate cap on extension renewal and replacement loans remain unchanged.
- Lenders be prohibited from making more than 10 payday loans to a customer in a consecutive 12 month period.

The Government accepted the Board's recommendations.

There was no Pay Day Loans hearing scheduled in 2019/20.

Maximum Fees for Cashing Government Cheques

PUB is required to review government cheque cashing rates on a triennial basis and make a report to Government. Under Order 105/16, dated August 8, 2016, the Board set the maximum fees for cashing or negotiating government cheques in accordance with *The Consumer Protection Act (Manitoba)*. Government cheques include cheques of the Government of Canada, Province of Manitoba, and any government agency listed in the Government Cheque Cashing Fees Regulation. The Board also provided a series of recommendations to the Government.

Pursuant to subsection 169(2) of *The Consumer Protection Act (Manitoba)*, PUB must, by Order, fix the maximum amount or establish a rate, formula rate or tariff for determining the maximum amount that may be charged, required or accepted as a government cheque cashing fee. Subsection 169(5) of the Act requires that PUB review its existing Orders under this section at

least once every three years. Government cheques include cheques of the Government of Canada, Province of Manitoba and any government agency listed in the provincial regulation.

The formula was originally established by Order 72/07 and continued in Order 51/10.

In March 2014, the Board issued Order 25/14 maintaining the rate set in Order 51/10.

The Board undertook a review and issued Order 105/16, dated August 8, 2016, with the following recommendations:

1. The Province of Manitoba should consider providing banks and credit unions with indemnification for provincial government cheques accepted with adequate identification for cheques of \$1,500 or lower.
2. The Province of Manitoba should work with financial institutions to reduce the holds on government cheques or eliminate the holds if indemnification is available for financial institutions accepting government cheques.
3. The Government of Manitoba should prepare a detailed report prior to the Board's next triennial review, which demonstrates how the Employment and Income Assistance (EIA) stakeholder communication efforts regarding cheque cashing have impacted participants.
4. The Province of Manitoba should expand opportunities for rural Manitobans to access low cost government issued identification.
5. The Province of Manitoba should create an outreach program regarding low cost government issued identification for Manitobans domiciled outside of the capitol region, and report to the Minister on its effectiveness, within 12-months of its deployment.
6. The Province of Manitoba should actively promote the MPI Identification Card to all EIA participants and continue to provide funding to participants to obtain this identification card.
7. The Province of Manitoba should continue to proactively promote the direct deposit of social assistance cheques in order to further increase the percentage of recipients' use of this mechanism.
8. The Province of Manitoba should mandate that all businesses domiciled in Manitoba cashing government cheques be required to post the regulated cheque cashing rates set by the Board.
9. The Province of Manitoba should create a robust compliance monitoring and sanctioning program in order to ensure that rates set by the Board are being adhered to and, if not, that appropriate penalties be assessed. Additionally, a public report on compliance and sanctioning initiatives should be provided to the Minister of Finance on an annual basis.
10. The Province of Manitoba should mandate that periodic inserts be included with government cheques involving promotion materials pertaining to:
 - a. the direct deposit option;

- b. the low fee accounts offered by financial institutions; and
 - c. MPI's free identification card for eligible applicants.
11. The Province of Manitoba should mandate the Consumer Protection Office to conduct research to determine whether *The Consumer Protection Act* should apply to other types of cheques, and include the research findings and its recommendations in its next triennial report.
 12. The Government of Manitoba should undertake research into the risks, costs and effects of extending *The Consumer Protection Act's* cheque cashing provisions to other types of cheques than government cheques.
 13. The Government of Manitoba should continue to fund programs that assist community members to obtain government issued identification and improve their financial literacy.
 14. The list of government agencies whose cheques are subject to the maximum fees set by the Board should be expanded to include:
 - a. All agencies included within the Summary Accounts of the Province of Manitoba; and
 - b. Municipal governments.

The Government accepted the Board's recommendations.

There was no request in 2019/20 to review the maximum fees for cashing government cheques next year and issue recommendations to the Minister.

PUB GOVERNANCE AND ADMINISTRATION

Board's Rules of Practice and Procedure

PUB adheres to relevant legislation and its Rules of Practice and Procedure:

http://www.pubmanitoba.ca/v1/pdf/pandp/rules_pandp_mar07.pdf

This framework provides assurance and guidance to regulated utilities, interveners, Members of the Legislative Assembly, government, and other interested parties about PUB's management of its processes.

PUB Members, Employees and Advisors

The Public Utilities Board Act specifies a minimum complement of three members, including a full-time Chair, but does not specify the maximum number of members. All appointees serve at the pleasure of the Lieutenant-Governor. With the exception of the full-time Chair, all members are part-time and receive the prescribed remuneration for their services.

Members are subject to the PUB's Code of Conduct:

http://www.pubmanitoba.ca/v1/pdf/misc/members_code-2011.pdf

Members complete a conflict of interest declaration every year.

Members of the Board as at March 31, 2019:

Robert Gabor, Q.C., B.A., LLB, Chair

Marilyn Kapitany, B.Sc. (Hons), M.Sc., Vice-Chair

Hugh Grant, Ph.D. (Economics)

Carol Hainsworth, C.B.A.

Irene Hamilton, Q.C., B.A., LLB

Shawn McCutcheon

Sharon McKay, B.GS

Susan Nemec, FCPA, FCA

Larry Ring, Q.C., B.A., LLB

Robert Vandewater, B.A., FCSI, CPA (Hons), CA (Hons), KStJ, CD

Michael Watson

A brief biography of the members is available on the PUB's website at:

<http://www.pubmanitoba.ca/v1/about-pub/faq/members.html>

PUB Employees as at March 31, 2020

Robert Gabor, Q.C., B.A., LLB, Chair

Darren Christle, PhD., CCLP, P. Log., MCIT, Secretary and Executive Director

Jennifer Dubois, CPA, CMA, Assistant Associate Secretary

Rachel McMillin, Assistant Associate Secretary

Frederick Mykytyshyn, B. Com. (Hons), Assistant Associate Secretary

Marjorie Ostrander, Receptionist

Kristen Schubert, Judicial Hearing Assistant

Diana Villegas, Acting Administrative Officer

Angela Wilde, Acting Office Manager, Executive Assistant to the Chair/Executive Director, Board and Committee Coordinator

Advisors

Under *The Public Utilities Board Act*, PUB has the authority to retain advisors to assist in fulfilling its obligations.

PUB relies on expert advisors from the fields of accounting, actuarial science, engineering and law. Its regular advisors as at March 31, 2019 were:

Accounting	Roger Cathcart, Cathcart Advisors Inc.
Actuarial Science	Brian Pelly, Eckler Partners LLP Blair Manktelow, Eckler Partners LLP
Engineering	Brady Ryall, Ryall Engineering Ltd. David Bonin, Ryall Engineering Ltd.
Legal	Robert Peters, Fillmore Riley LLP Dayna Steinfeld, Fillmore Riley LLP Kate Hart, Fillmore Riley LLP Kathleen McCandless, Pitblado LLP Robert Watchman, Pitblado LLP
Information Technology	Marc Caron, Paradyme Consulting Inc. Sunil Bridgelall, Paradyme Consulting Inc.

PUB advisors are subject to and paid in accordance with the Board's Policy and Billing Rates for Advisory Services.

FINANCIAL INFORMATION

**Public Utilities Board
Statement of Revenues and Expenditures
As of March 31, 2020**

	<u>2019-20</u> (\$000's)	<u>2018-19</u> (\$000's)
Sources of funding		
Appropriation	\$1,671	\$1,581
	\$1,671	\$1,581
Expenditures		
Salaries & Per Diems	\$944	\$ 942
Rate Regulation and Safety Related Costs	\$ 0	\$ 0
General Overheads (rent, technology, utilities, etc.)	\$342	\$ 411
	\$1348	\$ 1,353
Excess (Shortfall) of Revenues Over Expenses ¹	\$(323)	\$ (228)

Net Government Funding of PUB				
Appropriation Spent by PUB ¹	\$1,348		\$ 1,353	
Fees Collected by PUB ²	\$ 827		\$ 827	
Net Government Funding to the PUB		\$ 521		\$ 526
¹ PUB fees are paid by utilities and licensees into the Consolidated Revenue Fund via the Minister of Finance. Expenses of the PUB are paid out of the departmental appropriation.				
² Unspent appropriated funds are not accumulated in PUB reserves.				

SUMMARY OF PUB ACTIVITIES

Licences Issued

2019-20

	2019-20	2018-19
Direct Purchase of Natural Gas		
Brokers	7	9
Total Licenses Issued	7	9

Orders Issued

2019-20

	2019-20		2018-19	
Regulated Industry Orders				
Water and Sewer Utilities				
Applications for rates	45		29	
Applications to address deficits	29		26	
Applications to address rates and deficits	21		5	
Review and Vary decisions	4		4	
Miscellaneous, including complaints	<u>5</u>	104	<u>4</u>	68
Manitoba Hydro				
Electricity operations	60		71	
Centra Gas Manitoba Inc.	<u>16</u>	76	<u>9</u>	80
Natural Gas and Propane Utilities and Pipelines				
Stittco Utilities Man Ltd.	6		5	
Pipeline gas safety	<u>0</u>	6	<u>0</u>	5
Manitoba Public Insurance	14		10	
<i>The Highways Protection Act</i>		NA	4	
Fees for cashing Government Cheques	0		0	
Maximum Charges for Payday Loans	0		0	
Efficiency Manitoba	6			NA
Orders made of PUB's own motion	<u>0</u>	20	<u>0</u>	14
Total number of Orders issued		<u>206</u>		<u>167</u>

Note: Copies of the decisions of The Public Utilities Board of Manitoba are available from PUB's office upon request, and are posted on PUB's website

(<http://www.pubmanitoba.ca/v1/proceedings-decisions/orders/index.html>).

The Orders indicated above include Orders related to applications for costs by interveners in PUB's processes. A summary of Board Orders issued in 2019/20 is listed in the table below.

SUMMARY OF BOARD ORDERS ISSUED IN 2019/20

Order No.	Applicant	Summary
39/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of April 8, 2019 to April 14, 2019 of the Surplus Energy Program Rates
40/19	Manitoba Hydro	Procedural Order In Respect of Manitoba Hydro's 2019/20 General Rate Application
41/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of April 15, 2019 to April 21, 2019 of the Surplus Energy Program Rates
42/19	Municipality of Cartwright-Roblin	The Municipality of Cartwright-Roblin Cartwright Water and Wastewater Rates July 1, 2019, January 1, 2020, 2021, and 2022
43/19	Rural Municipality of Yellowhead	Shoal Lake Water and Wastewater Utility Interim ex parte Water & Wastewater Rates for July 1, 2019, 2020, and 2021 Actual Operating Deficit Recovery for 2015, 2016, and 2017 – Budgeted Operating Deficit Recovery for 2018 and 2019
44/19	Rural Municipality of Yellowhead	Strathclair Water and Wastewater Utility Interim ex parte Water & Wastewater Rates for July 1, 2019, 2020, and 2021 Actual Operating Deficit Recovery for 2015, 2016, and 2017 Budgeted Operating Deficit Recovery for 2018 and 2019
45/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of April 22, 2019 to April 28, 2019 of the Surplus Energy Program Rates
46/19	Stittco Utilities Manitoba Ltd.	Stittco Utilities Man Ltd. Propane Rates Effective May 1, 2019
47/19	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc. : Primary Gas Rate Application Effective May 1, 2019
48/19	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc.: Interim Approval Of A Franchise Application For The Rural Municipality Of Minto-Odanah) And A Change To Centra's Terms Of Conditions And Service
49/19	Rural Municipality of Ellice-Archie	Rural Municipality of Ellice-Archie St. Lazare Water and Wastewater Utility 2017 Actual Operating Deficit Recovery

Order No.	Applicant	Summary
50/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of April 29, 2019 to May 5, 2019 of the Surplus Energy Program Rates
51/19	Manitoba Hydro	Manitoba Hydro: Interim Ex Parte Approval Curtailable Rate Program Reference Discount, Effective April 1, 2019
52/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of May 6, 2019 to May 12, 2019 of the Surplus Energy Program Rates
53/19	Rural Municipality of Wallace-Woodworth	Rural Municipality of Wallace-Woodworth Rural Pipeline Water Utility 2013 and 2014 Actual Operating Deficit Recovery
54/19	Rural Municipality of Whitemouth	Rural Municipality of Whitemouth Seven Sisters Wastewater Utility Wastewater Rates Effective July 1, 2019, 2020, 2021, 2022, and 2023
55/19	Rural Municipality of Whitemouth	Rural Municipality of Whitemouth - Whitemouth Wastewater Utility Wastewater Rates Effective July 1, 2019, 2020, 2021, 2022 and 2023 Actual Operating Deficit Recovery For 2016 and 2017
56/19	Rural Municipality of Whitemouth	Rural Municipality of Whitemouth - Whitemouth Water Utility Water Rates Effective July 1, 2019, 2020, 2021, 2022 and 2023 Actual Operating Deficit Recovery For 2016 and 2017
57/19	Rural Municipality of Rosser	Rural Municipality of Rosser Rosser CentrePort Water Utility Initial Water Rates
58/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of May 13, 2019 to May 19, 2019 of the Surplus Energy Program Rates
59/19	Municipality of Emerson-Franklin	Amalgamation of the Dominion City Water and Wastewater Utility and Emerson Water and Wastewater Utility Revised Utility Rates Effective July 1, 2019, January 1, 2020 & 2021
60/19	Rural Municipality of St. Andrews	Rural Municipality of St. Andrews Pruden Avenue Wastewater Utility Interim ex parte Wastewater Rates for October 1, 2019 and January 1, 2021
61/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of May 20, 2019 to May 26, 2019 of the Surplus Energy Program Rates
62/19	Municipality of Louise	Municipality of Louise Pilot Mound Water and Wastewater Utility Revised Rates Effective July 1, 2019, January 1, 2020, January 1, 2021, and January 1, 2022

Order No.	Applicant	Summary
63/19	Municipality of Lorne	Notre Dame de Lourdes Water and Wastewater Utility Interim ex parte Water and Wastewater Rates Budgeted Operating Deficits for 2018 and 2019 Actual Operating Deficits for 2009 through 2017
64/19	Municipality of Hamiota	Municipality of Hamiota – Hamiota Water and Wastewater Utility Interim ex parte Water & Wastewater Rates for July 1, 2019, 2020, 2021, and 2022 Operating Deficit for 2017, 2018, and 2019
65/19	Riverdale Municipality	Riverdale Municipality Rural Water Line Utility Water Rates Effective July 1, 2019, 2020, and 2021
66/19	Manitoba Public Insurance	Interim Procedural Order Respecting Preliminary Issues List for 2020 General Rate Application for Compulsory 2020/2021 Driver and Vehicle Insurance Premiums and Other Matters
67/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of May 27, 2019 to June 2, 2019 of the Surplus Energy Program Rates
68/19	Municipality of McCreary	McCreary Urban Water and Wastewater Utility 2013, 2014, 2015, and 2016 Actual Operating Deficit Recovery 2018 Anticipated Deficit Recovery
69/19	Manitoba Hydro	Final Order With Respect To Manitoba Hydro's 2019/20 General Rate Application
70/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of June 3, 2019 to June 9, 2019 of the Surplus Energy Program Rates
71/19	Town of Winnipeg Beach	Town of Winnipeg Beach Winnipeg Beach Water and Wastewater Utility Final Water and Wastewater Rates
72/19	Rural Municipality of Morris	Rural Municipality of Morris Water and Wastewater Utility
73/19	Rural Municipality of Rosser	Rural Municipality of Rosser Grosse Isle Water and Wastewater and Rosser Regional Water System Actual Operating Deficit Recovery For 2012, 2013, 2014, and 2015
74/19	Municipality of Ste. Rose	Municipality of Ste. Rose Laurier Water & Wastewater Utility Water and Wastewater Rates Effective July 1, 2019, 2020, and 2021
75/19	Manitoba Hydro	Final Order Approving June 1, 2019 Electricity Rates for Manitoba Hydro
76/19	Municipality of Boissevain Morton	Municipality of Boissevain-Morton - Boissevain Water and Wastewater Utility 2017 Actual Operating Deficit Recovery

Order No.	Applicant	Summary
77/19	Centra Gas Manitoba Inc.	A Motion by The Industrial Gas Users to Gain Access to Confidential Filings in Centra Gas Manitoba Inc.'s 2019/20 General Rate Application
78/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of June 10, 2019 to June 16, 2019 of the Surplus Energy Program Rates
79/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of June 17, 2019 to June 23, 2019 of the Surplus Energy Program Rates
80/19	Manitoba Hydro	Award of Costs to Manitoba Keewatinowi Okimakanak for their Intervention in the Manitoba Hydro 2019/20 General Rate Application
81/19	Rural Municipality of Wallace-Woodworth	Rural Municipality of Wallace-Woodworth Amalgamation of the Kenton Water and Wastewater Rural Pipeline Water and Wallace Water Utilities Effective January1, 2020, Rates Effective July 1, 2019, 2020, 2021, 2022 Actual Operating Deficit Recovery For 2013, 2014, 2015, and 2016
82/19	Municipality of WestLake-Gladstone	Municipality of WestLake-Gladstone Gladstone Water and Wastewater Utility Revised Rates For January 1, 2020, 2021, and 2022
83/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of June 24, 2019 to June 30, 2019 of the Surplus Energy Program Rates
84/19	The Rural Municipality of Mountain	The Rural Municipality of Mountain Local Urban District of Mafeking 2017 Actual Operating Deficit Recovery
85/19	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc.: Interim Approval of a Franchise Application for the Municipality of Glenella-Lansdowne and the Municipality of North-Cypress Langford
86/19	Rural Municipality of Prairie Lakes	Rural Municipality of Prairie Lakes Belmont Water & Wastewater Utility Water and Wastewater Rates Effective August 1, 2019, 2020, and 2021 Operating Deficit Recovery for 2016 and 2017
87/19	Rural Municipality of Ellice-Archie	Rural Municipality of Ellice-Archie McAuley Water and Wastewater Utility Revised Utility Rates Effective July 1, 2019 Simplified Rate Application
88/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of July 1, 2019 to July 7, 2019 of the Surplus Energy Program Rates
89/19	Town of Powerview-Pine Falls	Town of Powerview-Pine Falls Water and Wastewater Utility 2009, 2010, 2012, 2013 and 2014 Actual Operating Deficit Recovery

Order No.	Applicant	Summary
90/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of July 8, 2019 to July 14, 2019 of the Surplus Energy Program Rates
91/19	Centra Gas Manitoba Inc.	A Motion by Koch Fertilizer Canada, ULC to Gain Access to Confidential Filings in Centra Gas Manitoba Inc.'s 2019/20 General Rate Application
92/19	Manitoba Public Insurance	Manitoba Public Insurance Corporation: Procedural Order for the 2019/20 General Rate Application
93/19	Rural Municipality of Ellice-Archie	An Order Varying Board Order No. 87/19 for the Rural Municipality of Ellice-Archie McAuley Water and Wastewater Utility
94/19	Municipality of Lorne	Municipality of Lorne Notre Dame De Lourdes Water and Wastewater Utility Final Water and Wastewater Rates
95/19	Manitoba Hydro	Award of Costs to Manitoba Industrial Power Users Group for their Intervention in the Manitoba Hydro 2019/20 General Rate Application
96/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of July 15, 2019 to July 21, 2019 of the Surplus Energy Program Rates
97/19	Municipality of Hamiota	Municipality of Hamiota - Hamiota Water and Wastewater Utility Water and Wastewater Rates
98/19	Centra Gas Manitoba Inc.	Second Procedural Order in Respect of Centra Gas Manitoba Inc.'s 2019/20 General Rate Application
99/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of July 22, 2019 to July 28, 2019 of the Surplus Energy Program Rates
100/19	City of Brandon	An Order Respecting The City of Brandon Water and Wastewater Utility Approval in Principle To Recover Debenture Servicing Costs for Water Treatment Plant Upgrade
101/19	RM of Prairie Lakes - Dunrea	Rural Municipality of Prairie Lakes Local Improvement District No. 1 of Dunrea - Dunrea Water Utility Revised Rates for May 30, 2020 and May 30, 2021
102/19	Centra Gas Manitoba Inc.	Primary Gas Rate Application, Effective August 1, 2019
103/19	Rural Municipality of Lac du Bonnet	Rural Municipality of Lac du Bonnet - Brookfield Water Utility Initial Interim ex parte Water Rates Effective August 1, 2019

Order No.	Applicant	Summary
104/19	Stittco Utilities Manitoba Ltd.	Propane Rates effective August 1, 2019
105/19	Rural Municipality of Dufferin	The Rural Municipality of Dufferin - The Town of Carman - Carman Vegetable Storage Ltd. Discontinuation of Service
106/19	Rural Municipality of De Salaberry	Rural Municipality of De Salaberry Otterburne Wastewater Utility 2009, 2010, and 2011 Actual Operating Deficit Recovery
107/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of July 29, 2019 to August 4, 2019 of the Surplus Energy Program Rates
108/19	Centra Gas Manitoba Inc.	2019/20 General Rate Application: Final Order in Respect of Storage and Transportation Costs effective April 1, 2020
109/19	Manitoba Hydro	Award of Costs to Assembly of Manitoba Chiefs for their Intervention in the Manitoba Hydro 2019/20 General Rate Application
110/19	Rural Municipality of Wallace-Woodworth	Rural Municipality of Wallace-Woodworth Elkhorn Wastewater Utility Revised Rates for October 1, 2019 and July 1, 2020 Actual Operating Deficit Recovery for 2017
111/19	Rural Municipality of Gimli	Rural Municipality of Gimli - Gimli Wastewater Utility Revised Utility Rates Effective October 1, 2019 Simplified Rate Application
112/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of August 5, 2019 to August 11, 2019 of the Surplus Energy Program Rates
113/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of August 12, 2019 to August 18, 2019 of the Surplus Energy Program Rates
114/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of August 19, 2019 to August 25, 2019 of the Surplus Energy Program Rates
115/19	Manitoba Public Insurance	Manitoba Public Insurance Corporation (MPI or The Corporation): Procedural Order for the 2020/21 General Rate Application re: Insurance Brokers Association of Manitoba
116/19	Town of Minnedosa	Town of Minnedosa Water and Wastewater Utility, Water and Wastewater Rates and Recovery of the 2017 Operating Deficit effective October 1, 2019

Order No.	Applicant	Summary
117/19	Rural Municipality of Minto-Odanah	The Rural Municipality of Minto-Odanah – Minto-Odanah Water Distribution Utility – Pass-Through Rates effective October 1, 2019
118/19	Manitoba Hydro	Award of Costs to the Consumers Association of Canada (Manitoba) for their Intervention in the Manitoba Hydro 2019/20 General Rate Application
119/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of August 26, 2019 to September 1, 2019 of the Surplus Energy Program Rates
120/19	Rural Municipality of Oakview	The Rural Municipality of Oakview – Rapid City Rapid City Water & Wastewater Utility Pass-Through Water Rates Effective October 1, 2019
121/19	Rural Municipality of Victoria Beach	Victoria Beach Water Utility Revised Rates for September 1, 2019, January 1, 2020, AND January 1, 2021 and 2018 Actual Operating Deficit Recovery
122/19	Rural Municipality of Stuartburn	Rural Municipality of Stuartburn Vita Wastewater Utility Wastewater Rates Effective January 1, 2020
123/19	Grandview Municipality	Grandview Rural “Sugarloaf” Water Utility 2017 Actual Operating Deficit Recovery
124/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of September 2, 2019 to September 8, 2019 of the Surplus Energy Program Rates
125/19	Rural Municipality of Oakview	The Rural Municipality of Oakview – Rapid City Rapid City Water & Wastewater Utility Revised for October 1, 2019, January 1, 2020, and January 1, 2021, Actual Operating Deficit Recovery for 2016 and 2017
126/19	Grandview Municipality	Grandview Urban “G3” Water And Wastewater Utility 2017 Actual Operating Deficit Recovery
127/19	Rural Municipality of Rosedale	Rural Municipality of Rosedale Kelwood Water Utility Request for Interim Ex Parte Water Rates
128/19	Rural Municipality of Rosedale	Rural Municipality of Rosedale Eden Water Utility Interim Ex Parte Water Rates for July 1, 2019 and 2020
129/19	Town of Powerview-Pine Falls	Town of Powerview-Pine Falls Water and Wastewater Utility 2016 Actual Operating Deficit Recovery
130/19	Manitoba Public Insurance	Motion by Consumers’ Association of Canada (Manitoba) Inc. for an Order Compelling Certain Responses to Information Requests in the 2020/21 General Rate Application

Order No.	Applicant	Summary
131/19	Municipality of Bifrost-Riverton	Municipality of Bifrost-Riverton Riverton Wastewater Utility 2010, 2011, 2012, and 2016 Actual Operating Deficit Recovery
132/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of September 9, 2019 to September 15, 2019 of the Surplus Energy Program Rates
133/19	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc. Centra Gas Manitoba Inc.: Interim Approval for a Franchise Application for the Municipality of Oakland-Wawanesa
134/19	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc.: Interim Approval for a Franchise Application for the Rural Municipality of St. Francois Xavier
135/19	Town of Churchill	Churchill Water and Wastewater Utility Revised Rates for October 1, 2019 January 1, 2020, and January 1, 2021, Actual Operating Deficit for 2017
136/19	Rural Municipality of West St. Paul	West St. Paul Water Utility Request for Interim Ex Parte and Pass Through Wastewater Rates
137/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of September 16, 2019 to September 22, 2019 of the Surplus Energy Program Rates
138/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of September 23, 2019 to September 29, 2019 of the Surplus Energy Program Rates
139/19	Rural Municipality of Souris-Glenwood	Rural Municipality of Souris-Glenwood Water & Wastewater Utility Water and Wastewater Rates
140/19	Rural Municipality of Rosser	Rural Municipality of Rosser CentrePort Water and Wastewater Utility Initial Interim ex parte and Pass Through Water and Wastewater Rates Effective January 1, 2020
141/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of September 30, 2019 to October 6, 2019 of the Surplus Energy Program Rates
142/19	Local Government District of Pinawa	Local Government District of Pinawa – Pinawa Water and Wastewater Rates for October 1, 2019, January 1, 2020, and January 1, 2021, 2016 and 2017 Actual Operating Deficit Recovery
143/19	Rural Municipality of Portage la Prairie	Rural Municipality of Portage la Prairie Oakville Water and Wastewater Utility 2018 Actual Operating Deficit Recovery

Order No.	Applicant	Summary
144/19	Rural Municipality of Whitemouth	Rural Municipality of Whitemouth Seven Sisters Wastewater Utility 2018 Actual Operating Deficit Recovery
145/19	Rural Municipality of Argyle	Rural Municipality of Argyle Local Improvement District of Baldur – Baldur Water and Wastewater Utility 2018 Actual Operating Deficit Recovery
146/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of October 7, 2019 to October 13, 2019 of the Surplus Energy Program Rates
147/19	Rural Municipality of Thompson	Rural Municipality of Thompson Miami Urban Water and Wastewater Utility 2016, 2017 & 2018 Actual Operating Deficit Recovery
148/19	Rural Municipality of Thompson	Rural Municipality of Thompson-Thompson Rural Water Utility 2017 and 2018 Actual Operating Deficit Recovery
149/19	Manitoba Public Insurance	<ul style="list-style-type: none"> • NO ORDER ISSUED DUE TO CHANGES REQUIRED (SEE 154-19 FOR FINALIZED ORDER)
150/19	Rural Municipality of Whitemouth	Rural Municipality of Whitemouth Whitemouth Water Utility 2018 Actual Operating Deficit Recovery
151/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of October 14, 2019 to October 20, 2019 of the Surplus Energy Program Rates
152/19	Centra Gas Manitoba Inc.	Final Order with Respect to Centra Gas Manitoba Inc.'s 2019/20 General Rate Application
153/19	Municipality of WestLake-Gladstone	Municipality Of WestLake-Gladstone Plumas Water & Wastewater Utility Water And Wastewater Rates Effective January 1, 2020 And 2021 Operating Deficit Recovery For 2017, 2018, 2019 And 2020
154/19	Manitoba Public Insurance	Motion by Manitoba Public Insurance Seeking Confidential Treatment of Certain Information and Documents in the 2020/2021 General Rate Application
155/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of October 21, 2019 to October 27, 2019 of the Surplus Energy Program Rates
156/19	Municipality of Norfolk-Treherne	Municipality of Norfolk Treherne – Lavenham Water Utility – 2018 Actual Operating Deficit Recovery

Order No.	Applicant	Summary
157/19	Rosburn Municipality	An Order Respecting the Rosburn Municipality Water and Wastewater Utility Approval in Principle to Recover Debenture Servicing Costs Water Pipeline Connection to the Russell Regional Water Treatment Plant
158/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of October 28, 2019 to November 3, 2019 of the Surplus Energy Program Rates
159/19	Stittco Utilities Manitoba Ltd.	Stittco Utilities Man LTD. Propane Rates Effective November 1, 2019
160/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of November 4, 2019 to November 10, 2019 of the Surplus Energy Program Rates
161/19	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc.: 2019/20 General Rate Application Approval of Rate Schedules Effective November 1, 2019
162/19	Efficiency Manitoba	Procedural Order in Respect to Efficiency Manitoba's 2020/23 Efficiency Plan Submission
163/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of November 11, 2019 to November 17, 2019 of the Surplus Energy Program Rates
164/19	Town of Snow Lake	Town of Snow Lake Snow Lake Water and Wastewater Utility Revised Water and Wastewater Rates for January 1, 2020, 2012, 2017, and 2018 Actual Operating Deficit Recoveries
165/19	Town of Powerview-Pine Falls	Town of Powerview-Pine Falls Powerview-Pine Falls Water and Wastewater Utility Surcharge To Recover Debenture Servicing Costs Effective December 1, 2019
166/19	Efficiency Manitoba	An Order in Respect of the Review of Confidential Information in Efficiency Manitoba's 2020/23 Efficiency Submissions
167/19	Town of Morris	Rural Municipality of Morris Water and Wastewater Utility
168/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of November 18, 2019 to November 24, 2019 of the Surplus Energy Program Rates
169/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of November 25, 2019 to December 1, 2019 of the Surplus Energy Program Rates
170/19	Town of Beausejour	Order Varying Board Order No. 81/11 For The Town of Beausejour Water and Wastewater Schedule A
171/19	Rural Municipality of Hanover	Rural Municipality of Hanover Kleefeld Water & Wastewater Utility Water and Wastewater Rates

Order No.	Applicant	Summary
172/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of December 2, 2019 to December 8, 2019 of the Surplus Energy Program Rates
173/19	City of Portage la Prairie	City of Portage la Prairie - Portage la Prairie Water and Wastewater Utility Revised Water and Wastewater Rates Effective January 1, 2020 Simplified Rate Application
174/19	RM of Riding Mountain West	Rural Municipality of Riding Mountain West – Inglis Water and Wastewater Utility – Actual and Anticipated Operating Deficits 2016 to 2021 Revised
175/19	Rural Municipality of Alexander	Rural Municipality of Alexander – Great Falls Water and Wastewater Utility – Interim Ex Parte Water and Wastewater Rates
176/19	Manitoba Public Insurance	Manitoba Public Insurance Corporation Compulsory 2020/2021 Driver and Vehicle Insurance Premiums and Other Matters
177/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of December 9, 2019 to December 15, 2019 of the Surplus Energy Program Rates
178/19	Gas Utilities	An Order Adopting CSA Z662-19 (CSA Standards – Oil and Gas Pipeline Systems)
179/19	Stittco Utilities Manitoba Ltd.	An Application by Stittco Utilities Man Ltd. Non-Commodity Costs Effective January 1, 2020 – Final Approval
180/19	Centra Gas Manitoba Inc.	Award of Costs to Consumers Association of Canada (Manitoba) Inc. for Intervention in the Centra Gas Manitoba Inc. 2019/20 General Rate Application
181/19	Centra Gas Manitoba Inc.	Award of Costs to Industrial Gas Users for Intervention in the Centra Gas Manitoba Inc. 2019/20 General Rate Application
182/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of December 16, 2019 to December 22, 2019 of the Surplus Energy Program Rates
183/19	Rural Municipality of Yellowhead	Rural Municipality of Yellowhead – Oakburn Wastewater Utility – Wastewater Rates Effective April 1, 2020, January 1, 2021 and January 1, 2022
184/19	Gilbert Plains Municipality	Gilbert Plains Municipality Gilbert Plains Rural Water Utility Revised Rates for January 1, 2020, January 1, 2021, and January 1, 2022

Order No.	Applicant	Summary
185/19	Gilbert Plains Municipality	Gilbert Plains Municipality Gilbert Plains Urban Water and Wastewater Utility Revised Rates for January 1, 2020, January 1, 2021, and January 1, 2022
186/19	Rural Municipality of Rockwood	Rural Municipality of Rockwood Balmoral Water and Wastewater Utility 2012, 2016, 2017, and 2018 Actual Operating Deficits and Recovery
187/19	Manitoba Public Insurance	Manitoba Public Insurance Corporation: An Order Approving Specific Compulsory Driver and Vehicle Insurance Premiums Pursuant to Board Order 176/19
188/19	Rural Municipality of Hanover	Rural Municipality of Hanover – Grunthal Water and Wastewater Utility – Water and Wastewater Rates
189/19	Rural Municipality of Victoria Beach	Rural Municipality of Victoria Beach - Victoria Beach Water Utility 2019 Anticipated Deficit
190/19	Town of The Pas	Town of The Pas Water and Wastewater Utility 2018 Actual Operating Deficit Recovery
191/19	Efficiency Manitoba	Second Procedural Order in Respect of Efficiency Manitoba's 2020/21 to 2022/23 Efficiency Plan Submissions
192/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of December 23, 2019 to December 29, 2019 of the Surplus Energy Program Rates
193/19	Rural Municipality of Lac du Bonnet	Rural Municipality of Lac du Bonnet Brookfield Water Utility Final Water Rates
194/19	Rural Municipality of Wallace-Woodworth	Former Utilities of Kenton Water and Wastewater Utility and Rural Pipeline Water Utility 2017 and 2018 Actual Operating Deficit Recovery
195/19	Rosburn Municipality	Rosburn Municipality Water and Wastewater Utility Surcharge To Recover Debenture Servicing Costs Effective January 1, 2020
196/19	Municipality of North-Cypress Langford Water Utility	Municipality of North Cypress–Langford Langford Water Utility Revised Rates For January 1, 2020, January 1, 2021, and January 1, 2022 and Actual Operating Deficits for 2013, 2015, 2016, and 2017
197/19	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of December 30, 2019 to January 5, 2020 of the Surplus Energy Program Rates

Order No.	Applicant	Summary
1-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of January 6, 2020 to January 12, 2020 of the Surplus Energy Program Rates
2-20	Manitoba Public Insurance	Award of Costs: Bike Winnipeg – Intervention in Manitoba Public Insurance Corporation’s General Rate Application for the 2020/21 Insurance Year
3-20	Manitoba Public Insurance	Award of Costs: Coalition of Manitoba Motorcycle Groups – Intervention in Manitoba Public Insurance Corporation’s General Rate Application for the 2020/21 Insurance Year
4-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of January 13, 2020 to January 19, 2020 of the Surplus Energy Program Rates
5-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of January 20, 2020 to January 26, 2020 of the Surplus Energy Program Rates
6-20	Manitoba Public Insurance	Manitoba Public Insurance Corporation: Compulsory 2020/2021 Driver and Vehicle Insurance Premiums and Other Matters – Application for Review and Vary of Order 176/19
7-20	Stittco Utilities Manitoba Ltd.	Stittco Utilities Man Ltd. – Propane Rates Effective February 1, 2020
8-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of January 27, 2020 to February 2, 2020 of the Surplus Energy Program Rates
9-20	Rural Municipality of Ellice-Archie	Rural Municipality of Ellice-Archie St. Lazare Water and Wastewater Utility 2018 Actual Operating Deficit Recovery
10-20	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc. Primary Gas Rate Application Effective February 1, 2020
11-20	Manitoba Public Insurance	Award of Costs: Consumers Association of Canada (Manitoba) Inc – Intervention in Manitoba Public Insurance Corporation’s General Rate Application for the 2020/21 Insurance Year
12-20	Rural Municipality of Wallace-Woodworth	Rural Municipality of Wallace-Woodworth Elkhorn Wastewater Utility 2018 Actual Operating Deficit Recovery
13-20	RM of Minto-Odanah	An Order Respecting the Rural Municipality of Minto-Odanah Request to Review and Vary Board Order No. 116/19 – Town of Minnedosa Water and Wastewater Rates & Recovery of 2017 Operating Deficit

Order No.	Applicant	Summary
14-20	RM of St. Andrews	Rural Municipality of St. Andrews – Pruden Avenue Wastewater Utility – Final Water Rates – 2016, 2017 and 2019 Operating Deficits
15-20	Rural Municipality of Cornwallis	Rural Municipality of Cornwallis - Chater Water Utility Application for Wholesale Water Rates
16-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of February 3, 2020 to February 9, 2020 of the Surplus Energy Program Rates
17-20	Rural Municipality of Yellowhead	Rural Municipality of Yellowhead – Strathclair Water and Wastewater Utility Final Water and Wastewater Rates
18-20	Rural Municipality of Yellowhead	Rural Municipality of Yellowhead - Shoal Lake Water and Wastewater Utility Final Water and Wastewater Rates
19-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of February 10, 2020 to February 16, 2020 of the Surplus Energy Program Rates
20-20	Prairie View Municipality	Prairie View Municipality –Foxwarren Wastewater Utility Wastewater Rates Effective January 1, 2020, January 1, 2021, and January 1, 2022
21-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of February 17, 2020 to February 23, 2020 of the Surplus Energy Program Rates
22-20	Rural Municipality of West Interlake	Rural Municipality of West Interlake – Ashern Water and Wastewater Utility Request for Revised Rates
23-20	Local Government District of Pinawa	Pinawa Water and Wastewater Utility 2018 Actual Operating Deficit Recovery Varying Board Order Numbers 160/18 & 142/19 Deficit Recovery
24-20	Rural Municipality of Rosedale	Rural Municipality of Rosedale Kelwood Water Utility Water Rates April 1, 2020, 2021, and 2022
25-20	Manitoba Public Insurance	Application for Award of Costs by Insurance Brokers Association of Manitoba for Intervention in Manitoba Public Insurance Corporation’s General Rate Application for the 2020/21 Insurance Year (GRA)

Order No.	Applicant	Summary
26-20	Rural Municipality of St. Francois Xavier	Rural Municipality of St. Francois Xavier St. Francois Xavier Water and Wastewater Utility 2013 and 2017 Actual Operating Deficit Recovery
27-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of February 24, 2020 to March 1, 2020 of the Surplus Energy Program Rates
28-20	Rural Municipality of Grey	Rural Municipality of Grey Grey Water and Wastewater Utility Revised Rates for April 1, 2020, January 1, 2021, and January 1, 2022 Actual Operating Deficits for 2015 and 2018, Budgeted Deficits for 2019, 2020, and 2021
29-20	Rural Municipality of Grey	Rural Municipality of Grey St. Claude Water and Wastewater Utility Revised Rates for April 1, 2020, January 1, 2021, and January 1, 2022 Actual Operating Deficits for 2012, 2015 and 2016, Budgeted Deficits for 2019, 2020, and 2021
30-20	Rural Municipality of Mountain	Rural Municipality of Mountain - Mafeking Water Utility Revised Rates for April 1, 2020, January 1, 2021, and January 1, 2022
31-20	Rural Municipality of Prairie Lakes	Belmont Water and Wastewater Utility 2018 Actual Operating Deficit Recovery
32-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of March 2, 2020 to March 8, 2020 of the Surplus Energy Program Rates
33-20	Town of Lac du Bonnet	Town of Lac du Bonnet – Town of Lac du Bonnet Water and Wastewater Utility- Request for Interim Rates
34-20	Efficiency Manitoba	Award of Costs to the Assembly of Manitoba Chiefs for their Intervention in the Efficiency Manitoba 2020 Three-Year Efficiency Plan Review
35-20	Efficiency Manitoba	Award of Costs to the Manitoba Keewatinowi Okimakanak for their Intervention in the Efficiency Manitoba 2020 Three-Year Efficiency Plan Review
36-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of March 9, 2020 to March 15, 2020 of the Surplus Energy Program Rates
37-20	Prairie View Municipality	Prairie View Municipality Miniota Wastewater Utility Wastewater Rates Effective January 1. 2021, January 1, 2022, and January 1, 2023
38-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of March 16, 2020 to March 22, 2020 of the Surplus Energy Program Rates

Order No.	Applicant	Summary
39-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of March 23, 2020 to March 29, 2020 of the Surplus Energy Program Rates
40-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim Ex Parte Approval for the Week of March 30, 2020 to April 5, 2020 of the Surplus Energy Program Rates
41-20	Rural Municipality of Rosser	Rural Municipality of Rosser CentrePort Water and Wastewater Utility Final Water Rates
42-20	Efficiency Manitoba	Award of Costs to the Manitoba Industrial Power Users Group for their Intervention in the Efficiency Manitoba 2020 Three-Year Efficiency Plan Review
43-20	Municipality of Rhineland	Amalgamation of the Rhineland, Plum Coulee, and Gretna Water and Wastewater Utilities Revised Water and Wastewater Rates
44-20	Town of Churchill	Town of Churchill – Churchill Water and Wastewater Utility 2018 Actual Operating Deficit Recovery
45-20	Rural Municipality of Rosedale	Rural Municipality of Rosedale Eden Water Utility Water Rates Effective April 1, 2020
46-20	Manitoba Public Insurance	Manitoba Public Insurance Corporation (MPI or The Corporation): Compulsory 2020/2021 Driver Vehicle Insurance Premiums and Other Matters – Application for Variance of Order 6/20

APPENDIX A

Electricity and Gas Rates

- Currently electricity and gas rates are set by the PUB by way of General Rate Applications and a public hearing process with evidence from independent experts, interveners and public presenters.
- Under Bill 44, the government will set rates by regulation until 2024.
- Thereafter the PUB will set rates for five year intervals based on anticipated revenue requirements.
- If there is a material difference between actual and projected results, based on annual financial reports filed by Manitoba Hydro, either Manitoba Hydro or the PUB may file for a review and adjustment of the rates for the five-year period which requires the prior approval of Cabinet.
- In setting rates, PUB must apply capital expenditure programs approved by Treasury Board as well as government directives and financial targets established by the government, including the debt to equity targets.
- PUB may make recommendations to Manitoba Hydro or the government about Manitoba Hydro operations or its capital management, but only if it is first authorized to do so by the government. Even if it receives such authority from the government, PUB may not issue orders or directives on those matters.
- After 2024, the PUB may only increase Manitoba Hydro electricity rates by no more than two times inflation or 4%, whichever is higher.

- The new framework for regulating Centra Gas rates will be established by regulation.

Integrated Resource Plan (IRP)

- Currently Manitoba Hydro is not required to prepare an IRP.
- Bill 44 provides that Manitoba Hydro must develop an IRP which the PUB could review and make recommendations upon referral from government.

Approval of Major New Facilities or Contracts

- Bill 44 requires the PUB to review and make recommendations about any proposal to develop a major new power generating or transmission facility or any plan to enter into a new major long-term power purchase or export contract.

Manitoba Public Insurance (MPI)

- The PUB regulates rates for commercial compulsory (Basic) auto insurance and driver insurance through annual general rate applications.
- The Bill proposes the continuation of annual rate setting hearings.

- Under Bill 44 Treasury Board, not the PUB, will review MPI's annual operations, capital management and investment strategies and make findings. The PUB will be required to deem the findings reasonable.
- The PUB may review the operations, capital management and investment strategies of MPI only once every five years and only for the purpose of providing recommendations on how MPI should maintain low and stable rates while ensuring its financial stability.
- Bill 44 provides that reimbursement may not be made from MPI reserves.

City of Winnipeg Water and Wastewater Rates

- Currently the PUB sets rates for water and wastewater utilities for all municipal utilities in Manitoba except for the City of Winnipeg, which is exempt under the City of Winnipeg Charter.
- Bill 44 proposes to remove the exception to the City of Winnipeg and have the PUB approve its rates.

Funding

- Currently regulated entities are charged a fee by regulation. Funds from the fees go to the Manitoba Consolidated Revenue Fund.
- Under Bill 44, PUB will submit a business plan including a budget, for review by Treasury Board.
- The budget will include anticipated hearing costs, including the costs of experts and intervener involvement.
- Once the budget is approved the budgeted costs will be recovered from the regulated entities.

Efficiency Manitoba

- Under Bill 44, PUB will no longer review the proposed efficiency plan of Efficiency Manitoba unless so directed by Cabinet.

Payday Loans

- Under Bill 44, PUB will no longer review and make recommendations about the cost of credit for payday loans. This will be set out in regulation.

Government Cheque Cashing Fees

- Under Bill 44, the maximum rates for cashing government cheques will be set out in regulation.