



ANNUAL REPORT

2020-21

Rapport annuel



Information contained in this document may vary slightly from the printed version.

June 22, 2021

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

Dear Minister Fielding:

Re: 2020/21 Annual Report of the Public Utilities Board of Manitoba

Pursuant to subsection 109(1) of *The Public Utilities Board Act*, and on behalf of all Board members, I am pleased to submit the 2020/21 Annual Report of the Public Utilities Board (“PUB or Board”) for the year ended March 31, 2021. The year under review was the PUB’s 108th year of service to Manitoba.

This was an unusual year as a result of the COVID-19 pandemic. The Board’s physical offices closed March 16, 2020 and remained closed during and after the fiscal year, ending March 31, 2021. Staff rotated into the office but were otherwise directed to work from home. The PUB work continued unabated through the use of technology. Occasional hearings were held pursuant to strict public health guidelines.

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

As of March 31, 2021, the Board had a staff of seven 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 Board’s work.

Sincerely,



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

HIGHLIGHTS	1
A. Mandate, Vision, Mission and Values.....	1
B. Board Membership.....	2
C. Strategic Plan 2020-2023	2
Excellence in the Provision of Regulatory Decisions.....	2
Activities in 2020/21	3
Effective Communications in Relationships with Stakeholders.....	5
Activities in 2020/21	5
Efficient Internal Operations.....	6
Advisors.....	7
PUB 2023 and Beyond.....	7
Operational Priorities.....	8
D. Board Oversight.....	9
General Comments.....	9
Water and Wastewater.....	9
Efficiency Manitoba.....	10
Safety.....	11
Infrastructure Investment.....	11
Utility Reserves	11
Compliance with Board Orders.....	12
Overview of Board Orders	12
Assigned Duties.....	12
Inquiries.....	12
Legal Matters	13
Financial Results	13
Regulatory Costs and PUB Fees.....	15
REGULATED UTILITIES AND ENTITIES	35
I. Manitoba Hydro – Electricity.....	35
Weekly Surplus Energy Rate Program.....	35
Electrical Reliability.....	35
Organization of MISO States Activities.....	36
II. Centra Gas Manitoba Inc.	36
Rate and Operational Reviews.....	36

Primary Gas	37
Non-Primary Gas	38
General Rate Application	38
Applications	39
III. Other Gas Matters	41
Service Disconnections	41
Gas Safety	41
IV. Stittco Utilities Man Ltd.	42
V. Natural Gas Marketers	42
VI. Manitoba Public Insurance	43
Background	43
Overview 2020/21	44
Special Rebate Application I - Orders 57/20 and 71/20	44
General Rate Application - Orders 146/20 and 1/21	44
Special Rebate Application II – Orders 145/20 and 2/21	46
VII. Water and Wastewater Utilities	46
<i>THE EMERGENCY 911 PUBLIC SAFETY ANSWERING POINT ACT</i>	48
<i>THE CITY OF WINNIPEG CHARTER ACT (Passenger Transport)</i>	48
<i>THE CONSUMER PROTECTION ACT</i>	48
Payday Loans	48
Maximum Fees for Cashing Government Cheques	48
GOVERNANCE AND ADMINISTRATION	49
Rules of Practice and Procedure	49
Members, Employees and Advisors	49
Members of the Board	49
Employees as at March 31, 2021	50
Advisors	50
SUMMARY OF ACTIVITIES	52
Licences Issued	52
Orders Issued 2020/21	53
Summary of Board Orders Issued in 2020/21	54
APPENDIX A - BILL 35 THE PUBLIC UTILITIES RATEPAYERS PROTECTION REFORM ACT	64

HIGHLIGHTS

A. Mandate, Vision, Mission and Values

Mandate

The Public Utilities Board of Manitoba (PUB or Board) is an independent quasi-judicial administrative tribunal that acts as a rate-setting tribunal for various utilities and Crown Corporations. It operates pursuant to *The Public Utilities Board 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 either assign regulatory and/or adjudicative responsibilities to the Board or may by means of direct assignment by Order-in-Council:

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, 2020 to March 31, 2021 (the "Reporting Period"), are Manitoba Hydro, Centra Gas Manitoba Inc. (Centra Gas) (a wholly owned subsidiary of Manitoba Hydro), Manitoba Public Insurance (MPI), Stittco Utilities Man Ltd. (Stittco), 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 PUB. 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.

Vision: The Board is a trusted, respected regulator that contributes to fair rate determinations and long-term, reliable utility services for Manitobans.

Mission: The Board makes decisions based on efficient, transparent regulatory processes and communicates its decisions in a timely manner.

Values: The Board is independent, impartial and objective, transparent, accessible to all Manitobans, supports a respectful work environment and focuses on the public interest.

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 2020/21. As at March 31, 2021, the full-time Chair and nine continuing part-time members are:

Member Name	Date of Appointment	Term Expires
Robert Gabor Q.C., B.A., LLB, Chair	September 6, 2016	September 6, 2021
Marilyn Kapitany, B.Sc. (Hons), M.Sc., Vice-Chair	July 23, 2012	July 23, 2021
Hugh Grant Ph.D. (Economics)	December 18, 2013	December 18, 2021
Larry Ring, Q.C., B.A., LLB	June 8, 2016	September 20, 2021
Carol Hainsworth, C. B. A.	June 8, 2016	September 20, 2021
Susan Nemec, FCPA, FCA	June 8, 2016	September 20, 2019
Sharon McKay, B.GS	September 21, 2016	September 20, 2019
Shawn McCutcheon	September 21, 2016	September 20, 2019
Michael Watson	April 5, 2017	March 21, 2020
Irene Hamilton, Q.C., B.A., LLB	September 6, 2017	September 6, 2020

C. Strategic Plan 2020-2023

The Board'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:

Excellence in the Provision of Regulatory Decisions

The Board remains committed to a continuous enhancement to its decision-making and timely responses 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 2020/21

- **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 MPI; (2) the current intervener policy, including cost awards; and (3) the current rules for the handling of commercially sensitive information.
- **Water/Wastewater Process** - During the Reporting Period the Board continued its work with the Association of Manitoba Municipalities (AMM) and the Manitoba Municipal Administrators Association (MMAA) to discuss ways to improve existing processes. The working group is led by Board Member, Shawn McCutcheon.
- **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 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 indicated 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 awards. 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 by PUB staff of intervener work products and proposed budgets;
- A mandatory requirement of interveners to collaborate on common issues to avoid duplication of resources and save time and costs; and
- Changes to intervener scope of work, or requested budgets must be reviewed by PUB staff and acknowledged, reducing the administrative work.

The Interim Policy was applied to the general rate applications (GRAs) filed by MPI, Manitoba Hydro, Centra Gas and 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 reduced. The Board will seek input from utilities and interveners as to whether it should 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 multi-year 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 Québec in Canada, Rhode Island in the US and New Zealand. A member of the Alberta Utilities Commission presented, in person, the PBR process used in Alberta. The Chair met with a senior member of the Régie de Québec to review the process followed in Québec.

The Board noted that other jurisdictions in Canada were 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 reflected 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. The last (2016) Cost of Service Study (COSS) was completed for Manitoba Hydro, and it is in the fourth year of implementation. Centra Gas is filing a COSS for that utility as well. Neither utility has requested a move to PBR.

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

The Board concluded that it is not in the interests 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 2020/21. The Board increased the use of technology to encourage distance participation of witnesses and the public in PUB processes. This became especially important during the pandemic. 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 Reporting 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) have used the PUB infrastructure in its hearing room to present different webinars.

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 Board 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 2020/21

- **Meetings with Stakeholders** - During the Report Year, the Chair and/or the Executive Director of PUB met and communicated with key stakeholders including the offices of Manitoba Hydro, MPI and representatives of the AMM. These meetings were held virtually, rather than in person because of COVID-19, and focussed on issues of interest to the parties, but did not involve any issues related to a Board 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>.
Upon the advice of the MMAA, the Public Utilities Board Water and Wastewater Team (Team) completed one webinar in the 2020/21 fiscal year on the topic of Deficit Applications and it has been posted on the Board's website at <http://www.pubmanitoba.ca/v1/regulated->

[utilities/w-ww/water-ww/w-ww-educational-webinars.html](http://www.pubmanitoba.ca/v1/regulated-utilities/w-ww/water-ww/w-ww-educational-webinars.html). A second webinar on the topic of The Simplified Filing Process was completed in early 2021.

<http://www.pubmanitoba.ca/v1/regulated-utilities/w-ww/water-ww/w-ww-educational-webinars.html>

Future webinars are currently under review by the Team and include: Calculation of a Utility's Working Capital; Statements of Rate Adequacy; and Municipal Councillor Training (regarding pertinent Board information and processes). The Team will be meeting with the Chair of the Water and Wastewater Panel to review and discuss future webinars.

- **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. The use of technology was even more important given the COVID-19 public health emergency throughout the Reporting Period. This technology has allowed thousands of people to watch the MPI, Centra Gas and Manitoba Hydro GRAs, 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 and witnesses to participate from a distance during the hearing by watching the livestream and communicating 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 the Board. 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.

Efficient Internal Operations

The Board 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.

- Board staff relied more heavily on technology during the Reporting Period, especially virtual meetings, for internal operations.
- PUB now uses digitized historical records which originally was 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 Board members and advisers.
- PUB uses Dropbox to share information on a restricted basis.

- The Board’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 advisors. The Board also manages the performance of PUB advisors.

Advisors

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

PUB advisors report to the PUB Executive Director who directs their work, including assigning specific tasks. Advisors are required to follow the Board’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 advisors 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. The Executive Director and/or designated Board sub-committee meets with advisors annually to discuss performance evaluations.

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 Ratepayer Protection and Regulatory Reform Act (Bill 35) which has been tabled in the Manitoba legislature. Key changes are outlined in Appendix “A”. When Bill 35 is passed by the Manitoba legislature, the Board will review and revise its strategic plan as well as its external and internal operational priorities, human resource requirements and Board policies and procedures to reflect the change in mandate.

Operational Priorities

The Board's operational priorities are:

External priorities:

1. Address rate applications from major utilities (Manitoba Hydro, Centra Gas, and MPI). **ONGOING**
2. Continue to implement the strategies and practical processes to improve the water and wastewater rate review system. The results of these changes have been very positive. (See Section VII) **ONGOING**
3. Increase the use of the simplified filing process for water and wastewater applications through awareness building and support to eligible Utilities. **ONGOING**
4. Complete and have available a series of webinars for water and wastewater applications, including deficits, simplified filing and updated Board Guidelines. **UNDERWAY**
5. 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**
6. Continue to follow up on directives from prior Board Orders and to address outstanding compliance issues. **ONGOING**
7. Upon direction of the responsible Minister, prepare to conduct public hearings on Payday Loans and Government Cheque Cashing, and to report the results to the Government. **AS REQUIRED (subject to direction from Government of Manitoba)**
8. Taking into consideration the views of major utilities and interveners of record, approve and implement a revised policy to deal with the granting of status and the funding of interveners in PUB processes and implement changes as required. **UNDERWAY**
9. Develop and implement a process for dealing with Commercially Sensitive Information. **UNDERWAY**
10. Continue to employ technology solutions to encourage distance participation of witnesses and the public in PUB processes. **ONGOING**
11. Continue to meet with the AMM, the MMAA, and other stakeholders as required, to build better mutual understanding with members. **ONGOING**
12. Monitor the results of Efficiency Manitoba as required, following the decision of Government regarding the PUB report and recommendations in the Efficiency Manitoba Plan 2020-2023. **ENDED**

Internal priorities:

1. Revise the succession plan for PUB staff. **UNDERWAY**
2. Update the 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. Increase the focus on education and training to address frequently occurring issues in water utility applications. **ONGOING**

5. Monitor the succession plan of PUB advisors. Review and address, to the extent possible, the risk that PUB advisors may not be readily available to advise the PUB. **ONGOING**
6. Monitor the ongoing involvement and the performance of advisors, including requiring annual reporting against established objectives and retrospective review of all major processes to facilitate continuous improvement. **ONGOING**
7. Undertake pandemic and post-pandemic planning to ensure the PUB meets Government requirements while maintaining an efficient regulatory schedule. **ONGOING**
8. Prepare a risk matrix to identify potential risks to PUB operations and develop mitigating strategies for each. **UNDERWAY**

D. Board Oversight

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 the Board when considering rate applications by Manitoba Hydro, Centra Gas, and MPI, the major Crown Corporations.

- PUB scrutinizes operating and maintenance costs including employee levels, which 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 GRA;
- As they are monopoly service providers, and not subject to competition, PUB has started to target the benchmarking of operating results in order to evaluate the utilities' performances from year to year 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 and 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, the Board 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 recommending that municipalities file for modest rate increases on a regular basis rather than waiting for many years which could result in significant rate hikes that can contribute

to rate shock. To facilitate this practice, PUB continues to implement strategies and practical processes to improve the water and wastewater rate review system. For example, the Board is working with MMAA to increase the use of the Simplified Filing Process for water and wastewater applications through awareness building and support to eligible utilities. PUB is also developing a series of webinars for water and wastewater applications including deficits, simplified filing, and updated Board Guidelines.

As a result of a database creation project, the PUB is better able to triage the applications before it and focus its resources on the utilities that require greater attention. 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 41 utilities saw a water rate increase of 50% or more and 111 utilities saw an increase of 10% or more. For wastewater, 39 utilities saw a rate increase of 50% or more and 94 utilities saw an increase of 10% or more. In terms of deficits, 120 utilities had one or more deficits since 2010.

The backlog timeframe has been reduced as follows:

	April 5, 2019	March 31, 2021
Over 2 years	1	0
Between 18-24 months	3	0
Between 12-17 months	9	0
Between 10-11 months	3	3
Between 7-9 months	7	3
Less than 6 months	25	16
Total	48	22

As of the end of the Reporting Period of March 31, 2021, there were only three applications before the Board that had been in the queue for more than nine months.

Efficiency Manitoba

When the Board 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. It provided the report to the Government of Manitoba, which accepted it as of April 1, 2020. Since the delivery of the report, there has been no request by the Government for the PUB to review the operations of Efficiency Manitoba.

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. PUB reviews the road safety expenditures made by MPI each year and holds road safety technical conferences every few years, with the resulting report going to the hearing of the GRA. The last technical conference was held in April, 2019. The technical conference scheduled for April 2021 was postponed as a result of the pandemic.

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 the Board because they have a significant impact on rates.

Utility Reserves

During the Reporting Period, the Board continued to monitor the reserve and equity levels of MPI. PUB did not receive the equity level of Manitoba Hydro as the Utility did not appear before the Board during the Reporting Period. 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 \$1.45 Billion 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 leads 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. This was confirmed in Order 01/21.
- The adequacy of financial reserves and working capital levels of water and wastewater utilities have been of continuing concern for the Board. PUB 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 Board 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, noting that other jurisdictions have the authority to impose financial penalties of up to \$1 million a day.

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 Gas'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 GRAs.

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 2020/21 Reporting Period, the Board issued 206 Orders and 7 gas broker licences compared to 167 Orders and 9 licences in 2019/20.

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 (LGIC), 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 did not receive an order of the LGIC.

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 LGIC, inquire into, hear, and determine any matter or thing within its jurisdiction.

During 2020/21, no inquiries were undertaken by PUB and, consequently, no related Orders or reports were issued by the Board.

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”). 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 Directive 6. The Manitoba Court of Appeal granted leave on Directive 6 and heard the appeal January 22-23, 2020. The Court held that the PUB exceeded its jurisdiction by creating the First Nations on Reserve class. The Board did not participate in an application for leave to appeal to the Supreme Court of Canada filed by the Assembly of Manitoba Chiefs. The leave application was subsequently denied.

Financial Results

The budget of the PUB is determined through the government’s appropriation process. Board expenses are paid out of its budget appropriation. Unspent appropriated funds in one year are not accumulated in the PUB budget for the following year.

The Board spent a total of \$1.317 million in 2020/21, slightly lower than the \$1.348 million spent in 2019/20. The actual expenditures reflect PUB’s lower operating costs, but higher salaries and benefits costs.

**Public Utilities Board
Statement of Revenues and Expenditures
As of March 31, 2021**

	<u>2020-21</u> ((\$000's))	<u>2019-20</u> ((\$000's))
Sources of funding		
Appropriation	\$1,629	\$1,671
	\$1,629	\$1,671
Expenditures		
Salaries & Per Diems	\$993	\$ 944
Rate Regulation and Safety Related Costs	\$ 0	\$ 0
General Overheads (rent, technology, utilities, etc.)	\$324	\$ 342
	\$1,317	\$ 1,348
Excess (Shortfall) of Revenues Over Expenses ¹	\$(312)	\$ (323)

Net Government Funding of PUB				
Appropriation Spent by PUB ¹	\$1,317		\$1,348	
Fees Collected by PUB ²	\$1,111		\$ 827	
Net Government Funding to the PUB		\$ 490		\$ 521

¹Expenses of the PUB are paid out of the departmental appropriation.

² PUB fees are paid by utilities and licensees into the Consolidated Revenue Fund via the Minister of Finance.

Regulatory Costs and PUB Fees

Regulation is a way to address the natural monopoly position of utilities. The laws, rules and requirements that regulators enforce act as a substitute for the economic forces that would provide the checks and balances if these utilities operated in a competitive market. In this way, regulation protects the interests of ratepayers.

Regulation by PUB and similar regulators adds value through transparent evidence-based processes that not only protects ratepayers, but also ensures that utilities remain viable by setting just and reasonable rates. All regulators assess fees to facilitate the operation of effective regulatory systems.

Fees are assessed by the Board to Utilities and applicants for licenses, such as Gas Brokers, and may be assessed to other parties who come before the Board. The fees are payable to the Minister of Finance and are added to Manitoba Government's Consolidated Revenue Fund. The fees 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*. The fee schedule has remained unchanged since 1994.

The PUB has a small staff and relies on advisors and interveners to supplement its resources at hearings, and allow it to fulfill its regulatory responsibilities. The following table provides a human resource comparison in terms of full time equivalent positions (FTEs) and budgets of the PUB to other utility regulators that set rates in Canada. As noted in the table, the Manitoba PUB has relatively few FTEs and a lower budget than its counterparts do in other jurisdictions.

Human Resource Comparisons Rate Regulating Jurisdictions		
Province/Territory	FTEs	Budget (\$000,000)
Alberta	143	35.4
British Columbia	41	9.1
Manitoba	8	1.4
New Brunswick	25	3.2
Newfoundland	16	2.6
Northwest Territories	16	2.5
Nova Scotia	40	5.9
Ontario	191	40
Prince Edward Island	21	3.0
Québec	79	16.1
Yukon Territory	1 part-time	*

*Technical support provided by Alberta Utilities Commission

The following tables set out the total hearing costs referred by the Board to applicants at Manitoba Hydro, Centra Gas and MPI for the past two fiscal years, including the costs of advisors and interveners.

Fiscal 2020/21

	Advisor Costs	Intervener Costs	Court Reporter	Working Lunches	TOTAL
MB Hydro	254,966.74	7,186.14	0.00	0.00	262,152.88
Centra Gas	278,258.33	0.00	0.00	73.84	278,332.17
MPI	783,345.38	374,998.36	18,717.00	1,725.09	1,178,785.83
				TOTAL	1,719,270.88

Fiscal 2019/20

	Advisor Costs	Intervener Costs	Court Reporter	Working Lunches	TOTAL
MB Hydro	498,735.51	329,381.22	8,032.20	1,739.99	837,888.92
Centra Gas	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
Efficiency MB	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

In early 2019, Manitoba Hydro notified the Board that it would file a GRA by the end of the year for a rate in 2020. In December 2019 it advised the Board that it would not be doing so as it would rely upon a rate increase approved by the Government of Manitoba. There was no hearing in 2020 as the Government of Manitoba introduced legislation through The Budget Implementation and Tax Statutes Amendment Act by which the rates Manitoba Hydro charges customers was increased by 2.9%, effective December 2020.

Weekly Surplus Energy Rate Program

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.

Surplus Energy Rate Program (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 kilowatt-hour (kWh) 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*, the Board 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 2020/21, the PUB did not exercise any of its powers related to electric reliability.

Organization of Midcontinent Independent System Operator, Inc. (MISO) States Activities

PUB is a full-voting member of the Organization of MISO States (OMS). The Chair of the Board 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, 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 Gas is a wholly-owned subsidiary of Manitoba Hydro. PUB regulates all aspects of Centra Gas' 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 Gas 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 Gas' 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 Gas 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 Gas' actual costs.

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

- Primary Gas – gas sourced by Centra Gas under its Western Canadian gas supply contract, which is priced quarterly by Centra Gas, or gas purchased by consumers from either Centra Gas 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 Gas 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 Gas or fixed-rate gas through contracts;
- Transportation (to Centra Gas) – the cost of transporting natural gas to Manitoba, including charges for pipelines not owned by Centra Gas and the cost of gas storage facilities and is applicable to the majority of Centra Gas 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 Gas 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 Gas' 2013/14 GRA, approved the current Basic Monthly Charge.

Primary Gas

Centra Gas Primary Gas rates are subject to quarterly amendment. Orders were issued as follows: Order 62/20 for rates effective May 1, 2020; Order 96/20 for rates effective August 1, 2020; Order 128/20 for rates effective November 1, 2020; and Order 14/21 for rates effective February 1, 2021.

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 RSM determines a Primary Gas rate based on the forecast of natural gas prices and includes several factors that reflect the costs Centra Gas 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 GRA hearings.

Non-Primary Gas

Non-Primary Gas components of Centra Gas 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.

General Rate Application

On November 30, 2018, Centra filed a GRA with the Board.

In the GRA, Centra Gas did not seek, nor did the Board grant, a general revenue increase. Centra Gas sought rate changes that resulted in a number of customer classes receiving rate decreases, which Centra Gas 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 Gas 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.

The Board issued Order 152/19 on October 11, 2019. In that Order, the Board approved adjustments to the rates charged by Centra Gas to customers, to be effective November 1, 2019. The Board denied the revenue requirement proposed by Centra Gas 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 Gas' Terms and Conditions of Service and directed Centra Gas to provide a strategic plan, separate from that of Manitoba Hydro. The Board also directed Centra Gas as to the timing of subsequent proceedings, specifically a cost of service study methodology review and a financial feasibility test methodology review.

The Board did not provide a date for Centra Gas to bring forth its next GRA or Cost of Gas application to the Board, but noted that with the expiration of Centra Gas storage and transportation arrangements on March 31, 2020, Centra Gas' 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. The Board also directed that Centra file a COSS Methodology Review submission by no later than May 1, 2020. A COSS is used by utilities to determine the extent to which customer classes pay their costs of service through rates. The Centra Gas COSS methodology has not been reviewed since 1996.

Applications

Customer Equipment Problem Program

On November 26, 2019, pursuant to Directive 27 of Order 152/19 from the GRA and the applicable provisions of *The Public Utilities Board Act*, Centra Gas applied to the Board to review and vary Order 49/95 related to the Customer Equipment Problem Program. In its Review and Vary Application, Centra Gas stated it was not seeking to alter the scope or nature of the Program as it will continue to focus on safety and advice to customers. Centra Gas provides assurance that it always has and will continue to respond to all customer calls under this program to ensure safety. Centra Gas request of the Board was to set aside the list of components shown on p. 120 of Order 49/95. Centra Gas' reasons for its Review and Vary Application include that certain parts listed in Order 49/95 are redundant or proprietary on newer high-efficiency furnaces, making it impractical or in some cases impossible for Centra Gas to stock the parts and configurations used by manufacturers. Additionally, Centra Gas confirms it will continue to offer province-wide customer emergency support services to customers, 24 hours per day and 7 days per week.

In Board Order 53/20, issued April 14, 2020, the Board accepted that since the release of Order 49/95 on May 5, 1995, there have been continuous advancements in the technology of heating appliances, resulting in a wide range of types and models of appliances now installed in Manitoba homes and businesses. As a result, the Board found that it was no longer reasonable for Centra Gas to stock all variants of the components listed in Order 49/95. The Board set aside the list of components on gas-fired furnaces, boilers, hot water heaters, stoves, and ranges that Centra Gas may replace under the Customer Equipment Problem Program as set out on p. 120 of Order 49/95, and provided interim *ex parte* approval to the revised section IV.E.c) of Centra Gas' Terms and Conditions of Service.

Cost of Service Study

Centra Gas' COSS is used to allocate costs among the utility's customer classes. The COSS methodology is intended to identify the costs of serving the different customer classes based on the nature of the costs that are incurred and the services provided. The output of the COSS may then be used as a tool in determining the rate design and the specific rates for each of the different customer classes. The last comprehensive review of Centra Gas' COSS methodology was completed in 1996.

In Order 152/19 Directive 29, the Board found that a COSS methodology review should be held prior to the next Centra Gas GRA, with the deadline for filing initially set as May 1, 2020.

On January 29, 2020 Centra Gas filed a Review and Vary Application seeking to vary the May 1, 2020 filing date of the COSS methodology review submission and defer it until November 1, 2020. Centra Gas' Application requested the Board defer the due date to accommodate Centra Gas' plan to retain an independent consultant with respect to an appropriate COSS methodology and in the context of the requirement that Centra Gas file a complete submission. At the time of the January 29, 2020 Review and Vary Application, Centra Gas anticipated that its independent

consultant would be selected in March or April 2020. In Order 49/20, issued on April 2, 2020, the Board recognized the uncertainty as a result of the COVID-19 pandemic and stated its expectation that Centra Gas would monitor the circumstances leading up to the November 1, 2020 filing deadline and advise the Board if that timeline could not be met.

On September 30, 2020, Centra filed a second Review and Vary Application requesting that the Board set aside the November 1, 2020 filing date for the COSS methodology review application, as required in Directive 2 of Order 49/20, and substitute the filing date with September 15, 2021. Centra Gas supported its Application by stating that the COVID-19 pandemic resulted in the suspension of the planned engagement of a COSS consultant to assist Centra Gas with the preparation of the review submission. Centra Gas stated that it plans to re-issue the Request for Proposal (“RFP”) for a consultant in October or November 2020, with the successful proponent likely to be selected in November or December 2020 and the work likely to commence in the January to March 2021 timeframe.

In Board Order 130/20, issued October 29, 2020, the Board found that a new filing date was necessary and in the public interest to allow Centra Gas to file a complete submission. The Board granted Centra Gas’ application to defer the November 1, 2020 deadline but did not accept Centra Gas’ submission that the new deadline should be September 15, 2021. The Board varied the new filing deadline to May 3, 2021.

On November 5, 2020, Centra Gas filed a Review and Vary Application requesting the Board set aside the directive that a pre-filing workshop be held by April 1, 2021 and substitute the scheduling of the workshop for after the COSS Methodology Review submission. Centra Gas further submitted that rescheduling the workshop, as requested, would provide all parties with the opportunity to review and then openly discuss the consultant’s findings as well as Centra Gas’ submissions to determine what, if any, issues are contested.

In Board Order 135/20, issued November 19, 2020, the Board granted Centra Gas’ Review and Vary Application and set aside both the April 1, 2021 workshop date and the scheduling requirement that the workshop be held prior to Centra Gas’ filing of its COSS submission with the Board. Following Centra Gas’ filing of its COSS methodology review submission, the Board will schedule the date for the post-filing workshop.

The Board notes that at the end of the 2020/2021 fiscal year, Centra Gas had indicated that it will be filing a third Review and Vary application to defer the COSS filing date from May 3, 2021 to June 15, 2021.

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 Gas 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 issued any Franchise Agreements on an interim basis for the 2020/21 year and previously issued Franchise Agreements in Orders 133/19, and 134/19 for the 2019/20 year that require finalization in the next proceeding.

III. Other Gas Matters

Service Disconnections

The Board 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 is not permitted to occur on gas services for occupied residential premises from October 1 to May 14.

No gas disconnections were appealed in 2020/21.

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

The Board 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.

Since the early 1960s, Stittco has provided propane distribution services to customers in Thompson, Flin Flon, and Snow Lake. Stittco also now services The Pas. The Board 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 127/20, effective November 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 64/20 effective May 1, 2020;
- Order 97/20 effective August 1, 2020;
- Order 127/20 effective November 1, 2020; and
- Order 13/21 effective February 1, 2021.

V. Natural Gas Marketers

The Board 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 Gas quarterly gas supply product.

The Board issued renewal licenses to seven natural gas marketers during 2020/21. The broker licences became effective November 1, 2020 and will expire on October 31, 2021. 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; or
- 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 Gas' regulated quarterly cost-based Primary Gas Rate. Centra Gas 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 Gas 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.

The Board 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 the Board.

VI. Manitoba Public Insurance

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 rates and premiums charged for basic compulsory driver and vehicle insurance (Basic) provided by MPI.

Manitoba vehicle owners 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 a vehicle.

Under PIPP, all Manitobans have accident benefit coverage in case of a vehicle accident, whether they are drivers or not, for any accident that occurs in North America.

Basic insurance provides third party liability and a maximum 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 although 96% of extension coverage is purchased from MPI by registered owners. PUB also does not approve rates for MPI Special Risk Extension (SRE) nor have any jurisdiction over that reserve fund.

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

Overview 2020/21

On March 20, 2020 the Government of Manitoba declared a province-wide state of emergency pursuant to *The Emergency Measures Act*, C.C.S.M. c. E80 as a result of the COVID-19 pandemic. As a result, during the year, MPI experienced fewer claims and a more positive financial position than projected. As such, it filed two applications for a special rebate of premiums, one in April, 2020 and a second in November, 2020 after the conclusion of hearing of MPI's GRA. The following are the Orders:

Special Rebate Application I - Orders 57/20 and 71/20

On April 27, 2020, MPI filed a 2021 Special Rebate Application (the Application), pursuant to section 44 of *The Public Utilities Board Act*, C.C.S.M. c. P280 and Rule 36 of the Board's Rules of Practice and Procedure. Among other things, MPI requested a directive from the Board that MPI issue to ratepayers a percentage of their annualized premiums in respect of universal compulsory automobile insurance policies in force and earning premium on March 15, 2020. The special rebate, in an amount equal to the approximate sum of \$58 million, would be issued by May 31, 2020, or as soon thereafter as is reasonably practicable.

MPI argued that the COVID-19 pandemic presented a pressing and unique situation that it could not have reasonably anticipated. As a result, its financial position significantly improved at a time when the financial position of many of its ratepayers may have substantially deteriorated.

The Board issued a directive to MPI and Interveners of Record on April 27, 2020, for the hearing procedure for the Application. The Board held a public hearing of the Application on April 30 and May 1, 2020. Due to the COVID-19 public health emergency, in-person appearance in the Board's hearing room was limited to ten people, with the remainder of participants attending remotely via teleconference and videoconference technology.

On May 1, 2020 the Board found that MPI had demonstrated a substantial change in its circumstances and directed MPI to issue a special rebate in an equal to the sum of \$58 million by May 31, 2020 or as soon thereafter as practically reasonable.

General Rate Application - Orders 146/20 and 1/21

In Order 146/20, issued on December 16, 2020, the PUB approved an overall rate decrease of 8.8% for Basic premiums for the 2020/21 insurance year, effective April 1, 2021 to March 31,

2022 (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.

The rate reduction was comprised of:

- a 3% decrease resulting from changes to the Automobile Insurance Coverage Regulation which increased the minimum coverage from \$200,000 to \$500,000, increased the minimum deductible from \$500 to \$750, eliminated the \$100 deductible option, and increased Basic Maximum Insurance Coverage from \$50,000 to \$70,000;
- a 0.8% decrease in the break-even cost of Basic vehicle premiums; and
- a 5% capital release in accordance with the Capital Management Plan (CMP) approved by the Board in Order 176/19.

The Board accepted the Corporation's proposed 5% Capital Release provision, in line with the provisions of the CMP. The Board stated that it would continue to assess the performance of the CMP and the Basic target capital level over the two-year trial period, after which the Board would undertake a detailed review of the CMP. The Board directed that MPI file material in the 2022 GRA to assist in its review of the CMP. This would include an analysis supporting the level of the Basic target capital level (100% MCT) or the use of a single target capital level (vs. range) to promote rate stability, consistent with the purpose of the Rate Stabilization Reserve (RSR). Should the Board revert to a scenario-driven Basic target capital range or level (which the latest evidence from the 2019 GRA suggests is below 100% MCT), the Board acknowledged the practical impact of the current decision on the Basic target capital level would be to defer the otherwise appropriate Capital Release, given the current level of the Basic MCT ratio.

The CMP contains a commitment from MPI to transfer Extension retained earnings over 200% MCT to Basic. The evidence in this Application showed that MPI did not follow this commitment in the past year and instead issued a rebate directly to ratepayers. MPI also gave evidence in the public hearings indicating that, while there were no current plans to do so, it was possible that Extension retained earnings could be used for purposes other than transfers to Basic during the fiscal year. It was of concern to the Board that within the first year of this two-year trial period, MPI already departed from its commitment to Extension transfers and it acknowledged the possibility this could happen again.

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's order for a rate decrease of 8.8% 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 August 31, 2020.

The Board also considered whether the rate for the Passenger Vehicle For Hire (VFH) category was appropriate given the higher rates paid by Taxi VFH. The Board was satisfied that the likelihood of cross-subsidization of the Passenger VFH major class by other Basic customers was sufficiently high to warrant a significant increase in rates. The Board ordered a rate increase of 20% from current rates for the VFH category for the 2021/22 year and consecutive rates of 20% in the 2022/23 and 2023/24 GRAs subject to the Board's ability to vary such increases based upon the experience filed with those GRAs and as the Passenger VFH rates approach actuarially indicated break-even rates.

The Board also approved the CMP 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.

Special Rebate Application II – Orders 145/20 and 2/21

Following the conclusion of the public hearings, but before it issued its Order, MPI filed Special Rebate Application II (SRA II) with the Board. Contrary to the position MPI took in the GRA, in SRA II it sought an order to issue to ratepayers a rebate which reflected a percentage of their Basic premiums earned between March 16, 2020 and November 21, 2020, for all vehicle classes, through a special rebate, in an amount equal to the approximate sum of \$69 million by December 23, 2020, or as soon thereafter as reasonably practicable. The Board approved the rebate in Order 145/20, issued on December 14, 2020. In reasons provided in Order 2/21, the Board found that MPI had demonstrated a substantial change in its circumstances, justifying the rebate in the amount of \$69 million to be issued. The Board also issued a directive to MPI, in Order 145/20, to file with the Board on a quarterly basis, as soon as reasonably practicable following such information being available to MPI, a comparison of monthly claims costs versus budget for universal compulsory automobile insurance for the quarter commencing October 1, 2020 and continuing thereafter until March 31, 2021. The Board will thereby continue to monitor MPI's financial performance during this period of uncertainty.

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 the Board's jurisdiction to approve rates for water and wastewater used by ratepayers in the City of Winnipeg. This exclusion extends to rates being charged for services the City of Winnipeg provides to other jurisdictions.

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 2020/21 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 2021, PUB had 22 active water and wastewater files, down 17 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 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 two simplified rate applications in 2020/21, one was approved while the other one was withdrawn citing COVID-19 pandemic as the reason and the Board expects this number will increase as utilities become more familiar with the simplified process.

When regulating cooperative and privately-owned utilities, the Board uses a complaint-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 for the region served by the utility.

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

In 2020/21, there were no formal public hearings held.

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 for 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 2020/21.

There were three applications for the amalgamation of utilities in the Municipality of Russell-Binscarth, Rural Municipality of Gimli and Rural Municipality of Portage la Prairie approved in 2020/21.

PUB meets and communicates with officials of the AMM and the MMAA on a periodic basis to discuss water and wastewater issues.

The Board issued 56 water and/or wastewater Orders during 2020/21. This includes Order 56/20, which was issued in response to the COVID-19 pandemic.

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 2020/21.

THE CONSUMER PROTECTION ACT

Payday Loans

Pursuant to section 164(2) of *The Consumer Protection Act*, the Board was required to conduct a review of issues related to pay day loans within three years after MR. 50/2010 came into force.

Pursuant to section 164.1(2) of *The Consumer Protection Act*, 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.

There was no Pay Day Loans hearing scheduled in 2020/21.

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*. 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.

There was no request in 2020/21 to review the maximum fees for cashing government cheques next year and issue recommendations to the Minister.

GOVERNANCE AND ADMINISTRATION

Rules of Practice and Procedure

The Public Utilities Board 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.

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 LGIC. 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

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

Marilyn Kapitan, 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 Neme, FCPA, FCA

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

Robert Vandewater, B.A., FCSI, CPA (Hons), CA (Hons), KStJ, CD (retired July 12, 2020)

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>

Employees as at March 31, 2021

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, Acting Assistant Associate Secretary

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

Kristen Schubert, Judicial Hearing Assistant

Diana Villegas, Administrative Officer

Vacant, Receptionist

Vacant, Executive Assistant to the Chair/Executive Director

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, 2021 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.

SUMMARY OF ACTIVITIES

**Licences Issued
2020-21**

	2020-21	2019-20
Direct Purchase of Natural Gas		
Brokers	7	7
Total Licenses Issued	7	7

Orders Issued 2020/21

	2020-21		2019-20		2018-19	
Regulated Industry Orders						
Water and Sewer Utilities						
Applications for rates	23		45		29	
Applications to address deficits	14		29		26	
Applications to address rates and deficits	7		21		5	
Review and Vary decisions	5		4		4	
Miscellaneous, including complaints	<u>7</u>	56	<u>5</u>	104	<u>4</u>	68
Manitoba Hydro						
Electricity operations	59		60		71	
Centra Gas Manitoba Inc.	<u>8</u>		<u>16</u>	76	<u>9</u>	80
Natural Gas, Propane Utilities and Pipelines						
Stittco Utilities Man Ltd.	4		6		5	
Pipeline gas safety	<u>0</u>		<u>0</u>	6	<u>0</u>	5
Manitoba Public Insurance	16		14		10	
<i>The Highways Protection Act</i>	0		NA		4	
Fees for cashing Government Cheques	0		0		0	
Maximum Charges for Payday Loans	0		0		0	
Efficiency Manitoba	4		6			NA
Orders made of PUB's own motion	<u>1</u>		<u>0</u>	20	<u>0</u>	14
Total number of Orders issued		152		206		167

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 2020/21

Order No.	Applicant	Summary
47-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of April 6, 2020 to April 12, 2020 of the Surplus Energy Program Rates
48-20	Rural Municipality of West Interlake	Rural Municipality of West Interlake Eriksdale Wastewater Utility Request for Revised Rates
49-20	Centra Gas Manitoba Inc.	An Application by Centra Gas Manitoba Inc. to Review and Vary Directive 29 of Order 152-19. Filing Date for the Cost of Service Study Methodology Review Application
50-20	Rural Municipality of Alexander	Rural Municipality of Alexander Great Falls Water and Wastewater Utility Final Water Rates
51-20	Rural Municipality of Rockwood	Rural Municipality of Rockwood Balmoral Water and Wastewater Utility Request for Interim <i>ex parte</i> Rates
52-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of April 13, 2020 to April 19, 2020 of the Surplus Energy Program Rates
53-20	Centra Gas Manitoba Inc.	An Application by Centra Gas Manitoba Inc. to Review and Vary the Customer Equipment Problem Program Component List of Order 49/95
54-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of April 20, 2020 to April 26, 2020 of the Surplus Energy Program Rates
55-20	Rural Municipality of Riding Mountain West	Rural Municipality of Riding Mountain West Angusville Water and Wastewater Utility Water and Wastewater Rates
56-20	Water and Wastewater	An Order Respecting Water and/or Wastewater Utilities COVID-19 Pandemic Response
57/20	Efficiency Manitoba	Award of Costs to the Consumers Coalition for its Intervention in the Efficiency Manitoba 2020 Three-Year Efficiency Plan Review
58/20	Municipality of Killarney-Turtle Mountain	Municipality of Killarney-Turtle Mountain Killarney-Turtle Mountain Water and Wastewater Utility Water and Wastewater Rates effective October 1, 2020, October 1, 2021, October 1, 2022, and October 1, 2023
59/20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of April 27, 2020 to May 3, 2020 of the Surplus Energy Program Rates
60/20	City of Steinbach	Order Respecting The City of Steinbach Request to Review and Vary Board Order No. 27/18 City of Steinbach Water and Wastewater Utility Rates April, 1, 2018, January 1, 2019, and 2020
61/20	Rural Municipality of Taché	Rural Municipality of Taché – Landmark Water and Wastewater Utility – Lagoon Tipping Fees

62/20	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc.: Primary Gas Rate Application, Effective May 1, 2020
63/20	Manitoba Hydro	Manitoba Hydro: Interim <i>ex parte</i> approval – Curtailable Rate Program Reference Discount – Effective April 1, 2020
64/20	Stittco Utilities Man Ltd.	Stittco Utilities Man Ltd. – Propane Rates Effective May 1, 2020
65/20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of May 4, 2020 to May 10, 2020 of the Surplus Energy Program Rates
66/20	Town of Beausejour	Town of Beausejour – Beausejour Water and Wastewater Utility Water and Wastewater Rates Effective July 1, 2020, January 1, 2021, and January 1, 2022
67/20	Manitoba Public Insurance	Manitoba Public Insurance Corporation: 2021 Special Rebate Application
68/20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of May 11, 2020 to May 17, 2020 of the Surplus Energy Program Rates
69/20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of May 18, 2020 to May 24, 2020 of the Surplus Energy Program Rates
70/20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of May 25, 2020 to May 31, 2020 of the Surplus Energy Program Rates
71-20	Manitoba Public Insurance	Manitoba Public Insurance Corporation: 2021 Special Rebate Application – Reasons for Decision in Order 67-20
72-20	Manitoba Public Insurance	Award of Costs: Coalition of Manitoba Motorcycle Groups – Intervention in Manitoba Public Insurance Corporation’s Special Rebate Application
73-20	Riverdale Municipality	Riverdale Municipality – Rivers Water and Wastewater Utility – Addition of Clauses to Utility By-Law
74-20	Riverdale Municipality	Riverdale Municipality – Rural Water Utility – Addition of Clauses to Utility By-Law
75-20	Ona-Lee Developments Private Utility	Ona-Lee Developments Private Water Utility – Hillside Point, Traverse Bay Estates, and Bayview Park Water Systems
76-20	BJ Trainor Holdings Private Water Utility	BJ Trainor Holdings Private Water Utility – Albert Beach, Belair, Traverse Bay Cottage Owners Association, Hillside Aqua, Hillside Dustin and Traverse Bay Water Systems
77-20	Rural Municipality of Mountain	Rural Municipality of Mountain – Birch River Water and Wastewater Utility – Revised Rates for July 1, 2020, January 1, 2021 and January 1, 2022
78-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of June 1, 2020 to June 7, 2020 of the Surplus Energy Program Rates

79-20	Manitoba Public Insurance	Manitoba Public Insurance Corporation: Interim Procedural Order Respecting Preliminary Issues List for 2021 General Rate Application for Compulsory 2021/2022 Driver and Vehicle Insurance Premiums and Other Matters
80-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of June 8, 2020 to June 14, 2020 of the Surplus Energy Program Rates
81-20	Town of Melita	Town of Melita – Melita Water and Wastewater Utility Revised Rates For July 1, 2020, January 1, 2021, and January 1, 2022, 2010, 2013, 2017, and 2018 Actual Operating Deficit Recoveries
82-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of June 15, 2020 to June 21, 2020 of the Surplus Energy Program Rates
83/20	Rural Municipality of Rosser and Rural Municipality of Rockwood	Rural Municipality of Rosser and Rural Municipality of Rockwood Grosse Isle Water and Wastewater Utility Water and Wastewater Rates Effective July 1, 2020, January 1, 2021, and January 1, 2022
84-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of June 22, 2020 to June 28, 2020 of the Surplus Energy Program Rates
85-20	Town of Lynn Lake	Town of Lynn Lake Water and Wastewater Utility Water and Wastewater Rates 2015 and 2016 Deficit Recovery
86-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of June 29, 2020 to July 5, 2020 of the Surplus Energy Program Rates
87-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of July 6, 2020 to July 12, 2020 of the Surplus Energy Program Rates
88-20	Manitoba Public Insurance	Manitoba Public Insurance Corporation: Procedural Order for the 2021/22 General Rate Application
89-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of July 13, 2020 to July 19, 2020 of the Surplus Energy Program Rates
90-20	Grandview Municipality	Grandview Rural “Sugarloaf” Water Utility 2018 Actual Operating Deficit Recovery
91-20	Rural Municipality of Montcalm	Rural Municipal of Montcalm - Letellier Water and Water Wastewater Utility, Saint-Jean Baptiste Water and Wastewater Utility, Montcalm Water Utility, and St. Joseph Water Utility 2015, 2016, 2017, and 2018 Actual Operating Deficits Recovery
92-20	Municipality of Pembina	Town of Manitou Water and Wastewater Utility Revised Rates for July 1, 2020, January 1, 2021, and January 1, 2022
93-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of July 20, 2020 to July 26, 2020 of the Surplus Energy Program Rates

94-20	Rural Municipality of West Interlake	Rural Municipality of West Interlake Ashern Water and Wastewater Utility 2010, 2013, 2014, 2015, 2016, 2017, and 2018 Actual Operating Deficits Recovery
95-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of July 27, 2020 to August 2, 2020 of the Surplus Energy Program Rates
96-20	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc. Primary Gas Rate Application Effective August 1, 2020
97-20	Stittco Utilities Man Ltd.	Stittco Utilities Man Ltd. Propane Rates Effective August 1, 2020
98-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of August 3, 2020 to August 9, 2020 of the Surplus Energy Program Rates
99-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of August 10, 2020 to August 16, 2020 of the Surplus Energy Program Rates
100-20	Manitoba Hydro	Order in Respect of Manitoba Hydro's Proposed Revised Rates for Former First Nations On-Reserve Residential Customers and Diesel Zone Residential Customers Following The Manitoba Court of Appeal Decision Issued June 9, 2020
101-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of August 17, 2020 to August 23, 2020 of the Surplus Energy Program Rates
102-20	Municipality of Bifrost-Riverton	Municipality of Bifrost-Riverton Riverton Wastewater Utility 2017 & 2018 Actual Operating Deficits Recovery
103-20	Municipality of Norfolk-Treherne	Municipality of Norfolk-Treherne Lavenham Water Utility Revised Rates for October 1, 2020 and January 1, 2022
104-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of August 24, 2020 to August 30, 2020 of the Surplus Energy Program Rates
105-20	Rural Municipality of Hanover	Rural Municipality of Hanover Blumenort Wastewater Utility 2019 Actual Operating Deficit Recovery
106-20	Riverdale Municipality	Riverdale Municipality Rivers Water and Wastewater Utility Surcharge to Recover Debenture Servicing Costs Water Treatment Plant and Lagoon Upgrades Effective October 1, 2020
107-20	Municipality of Russell Binscarth	Municipality of Russell Binscarth Amalgamation of the Russell Water and Wastewater Utility and the Binscarth Water and Wastewater Utility Revised Water and Wastewater Rates 2018 Actual Operating Deficit
108-20	Manitoba Pubic Insurance	Advance of Funds Application: Coalition of Manitoba Motorcycle Groups – Intervention in Manitoba Public Insurance Corporation's General Rate Application for the 2021/22 Insurance Year

109-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of August 31, 2020 to September 6, 2020 of the Surplus Energy Program Rates
110-20	Manitoba Hydro	Final Order Approving September 1, 2020 Electricity Rates for Manitoba Hydro Following the Manitoba Court of Appeal Decision Issued June 9, 2020
111-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of September 7, 2020 to September 13, 2020 of the Surplus Energy Program Rates
112-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of September 14, 2020 to September 20, 2020 of the Surplus Energy Program Rates
113-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of September 21, 2020 to September 27, 2020 of the Surplus Energy Program Rates
114-20	Municipality of Ethelbert	Municipality of Ethelbert – Ethelbert Water and Wastewater Utility – 2016 Actual Operating Deficit
115-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of September 28, 2020 to October 4, 2020 of the Surplus Energy Program Rates
116-20	Rural Municipality of Mountain	Order Respecting the Rural Municipality of Mountain – Request to Review and Vary Board Order NO. 77/20 – Rural Municipality of Mountain – Birch River Water and Wastewater Utility – Revised Rates for July 1, 2020, January 1, 2021 and January 1, 2022
117-20	Rural Municipality of Gimli	Rural Municipality of Gimli - Gimli Urban Centre, Gimli Business Park, Aspen Park and Pelican Beach Water Utilities - Surcharge To Recover Debenture Servicing Costs Water Treatment Plant And Distribution System Upgrade
118-20	Town of Virden	Town of Virden – Virden Water and Wastewater Utility – Revised Rates for October 1, 2020, January 1, 2021 and January 2022 and 2009 – 2017 Operating Deficits
119-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of October 5, 2020 to October 11, 2020 of the Surplus Energy Program Rates
120-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of October 12, 2020 to October 18, 2020 of the Surplus Energy Program Rates
121-20	Rural Municipality of Stuartburn	Rural Municipality of Stuartburn – Vita Wastewater Utility – 2019 Actual Operating Deficit Recovery
122-20	City of Flin Flon	City of Flin Flon – Flin Flon Water and Wastewater Utility – Revised Water and Wastewater Rates – Effective October 1, 2020 and January 1, 2021

123-20	Manitoba Public Insurance	Motion by Manitoba Public Insurance – Seeking Confidential Treatment of certain Information and documents in the 2021/2022 General Rate Application
124-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of October 19, 2020 to October 25, 2020 of the Surplus Energy Program Rates
125-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of October 26, 2020 to November 1, 2020 of the Surplus Energy Program Rates
126-20	Rural Municipality of De Salaberry	Rural Municipality of De Salaberry – St. Malo Water and Wastewater Utility- Water and Wastewater Rates – 2014 Operating Deficit – Cost Allocation Methodology
127-20	Stittco Utilities Man Ltd.	An Application by Stittco Utilities Man Ltd. Non-Commodity Costs Effective November 1, 2020 Final Approval
128-20	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc.: Primary Gas Rate Application – Effective November 1, 2020
129-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of November 2, 2020 to November 8, 2020 of the Surplus Energy Program Rates
130-20	Centra Gas Manitoba Inc.	An Application by Centra Gas Manitoba Inc. to Review and Vary Directive 2 of Order 49-20 – Filing Date for the Cost of Service Study Methodology Review Application
131-20	Municipality of Rossburn	Municipality of Rossburn – Sunset Point Water Utility – Interim <i>ex parte</i> Rates
132-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of November 9, 2020 to November 15, 2020 of the Surplus Energy Program Rates
133-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of November 16, 2020 to November 22, 2020 of the Surplus Energy Program Rates
134-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of November 23, 2020 to November 29, 2020 of the Surplus Energy Program Rates
135-20	Centra Gas Manitoba Inc.	An Application by Centra Gas Manitoba Inc. to Review and Vary Directive 4 of Order 130/20 – Pre-Filing Workshop for the Cost of Service Study Methodology Review Application
136-20	Manitoba Hydro	Award of Costs to Manitoba Keewatinowi Okimakanak (MKO) for their Engagement in the First Nations on Reserve Rate Proceeding
137-20	Manitoba Hydro	Award of Costs to Assembly of Manitoba Chiefs (AMC) for their Engagement in the First Nations on Reserve Rate Proceeding
138-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of November 30, 2020 to December 6, 2020 of the Surplus Energy Program Rates

139-20	Rural Municipality of Ellice-Archie	Rural Municipality of Ellice-Archie – McAuley Water and Wastewater Utility – 2019 Actual Operating Deficit Recovery
140-20	Manitoba Public Insurance	Award of Costs: Consumers Association of Canada (Manitoba) Inc. Intervention in Manitoba Public Insurance Corporation’s Special Rate Application
141-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of December 7, 2020 to December 13, 2020 of the Surplus Energy Program Rate
142-20	Municipality of Norfolk Treherne	Municipality of Norfolk Treherne – Lavenham Water Utility – 2017 Actual Operating Deficit Recovery
143-20	Rural Municipality of Dauphin	Rural Municipality of Dauphin – Dauphin Water Utility – Water Rates Effective January 1, 2021
144-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of December 14, 2020 to December 20, 2020 of the Surplus Energy Program Rate
145-20	Manitoba Public Insurance	Manitoba Public Insurance Corporation: 2021 Special Rebate Application II
146-20	Manitoba Public Insurance	Manitoba Public Insurance: Compulsory 2021/2022 Driver and Vehicle Insurance Premiums and Other Matters - Summary Order re: Rates for 2021/2022 Insurance Year
147-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of December 21, 2020 to December 27, 2020 of the Surplus Energy Program Rate
148-20	Town of The Pas	An Order Respecting the Town of The Pas, Water and Wastewater Utility – Approval in Principle to Recover Debenture Servicing Costs – Wastewater Lagoon Upgrade
149-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> Approval for the Week of December 28, 2020 to January 3, 2021 of the Surplus Energy Program Rate
150-20	Manitoba Hydro	Interim <i>ex parte</i> Order approving six new Light Emitting Diode (“LED”) Roadway Lighting Rates
151-20	Manitoba Public Insurance	Award of Costs: Consumers Association of Canada (Manitoba) Inc. Intervention in Manitoba Public Insurance Corporation’s Special Rate Application II
152-20	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of January 4, 2021 to January 10, 2021 of the Surplus Energy Program Rate
1-21	Manitoba Public Insurance	Manitoba Public Insurance: Compulsory 2021/2022 Driver and Vehicle Insurance Premiums and Other Matters
2-21	Manitoba Public Insurance	Manitoba Public Insurance Corporation: 2021 Special Rebate Application II - Reasons for Decision in Order 145/20
3-21	Town of Carberry	Town of Carberry – Carberry Wastewater Utility – 2016 and 2018 Actual Operating Deficit Recovery

4-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of January 11, 2021 to January 17, 2021 of the Surplus Energy Program Rates
5-21	Rural Municipality of Gimli	Rural Municipality of Gimli – Gimli Urban Centre, Gimli Business Park, Aspen Park and Pelican Beach Water Utilities – Amalgamation of Water Utilities – Surcharge to Recover Debenture Servicing Costs Water Treatment Plant and Distribution System Upgrade
6-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of January 18, 2021 to January 24, 2021 of the Surplus Energy Program Rates
7-21	Manitoba Public Insurance	Award of Costs: Coalition of Manitoba Motorcycle Groups – Intervention in Manitoba Public Insurance Corporation’s Special Rebate Application II
8-21	Manitoba Public Insurance	Manitoba Public Insurance Corporation: An Order Approving Specific Compulsory Driver and Vehicle Insurance Premiums Pursuant to Board Orders 146/20 and 1/21
9-21	Manitoba Public Insurance	Award of Costs: Coalition of Manitoba Motorcycle Groups – Intervention in Manitoba Public Insurance Corporation’s General Rate Application for the 2021/22 Insurance Year
10-21	Local Government District of Pinawa	Local Government District of Pinawa – Awanipark Water Utility – Initial Interim <i>ex parte</i> Water Rates
11-21	Municipality of North Norfolk	Municipality of North Norfolk – MacGregor Water and Wastewater Utility – Revised Utility Rates Effective April 1, 2021 – Simplified Rate Application
12-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of January 25, 2021 to January 31, 2021 of the Surplus Energy Program Rates
13-21	Stittco Utilities Man Ltd.	Stittco Utilities Man Ltd. Propane Rates Effective February 1, 2021
14-21	Centra Gas Manitoba Inc.	Centra Gas Manitoba Inc.: Primary Gas Rate Application, Effective February 1, 2021
15-21	Manitoba Public Insurance	Award of Costs: Consumers Association of Canada (Manitoba) Inc. Intervention in Manitoba Public Insurance Corporation’s General Rate Application for the 2021/22 Insurance Year
16-21	Rural Municipality of Gimli	Order Respecting the Rural Municipality of Gimli – Review and Vary Board Order No. 5/21 – Amalgamation Effective Date
17-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of February 1, 2021 to February 7, 2021 of the Surplus Energy Program Rates
18-21	Manitoba Public Insurance	Award of Costs: Taxi Coalition.– Intervention in Manitoba Public Insurance Corporation’s General Rate Application for the 2021/22 Insurance Year

19-21	Municipality of Grandview	Order Respecting Grandview Municipality – Grandview Urban “G3” Water and Wastewater Utility – Request to Review and Vary Board Order No. 138/18 – 2018 and 2019 Operating Deficits
20-21	Manitoba Public Insurance	Award of Costs: Of the Taxi Coalition – Intervention in Manitoba Public Insurance Corporation’s Special Rate Application II
21-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of February 8, 2021 to February 14, 2021 of the Surplus Energy Program Rates
22-21	Municipality of Rosburn	Municipality of Rosburn – Sunset Point Water Utility – Utility Deficits 2013 to 2019
23-21	Rural Municipality of Portage la Prairie	Rural Municipality of Portage la Prairie – Amalgamation of the Oakville and Portage Regional Water and Wastewater Utilities – Revised Water and Wastewater Rates
24-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of February 15, 2021 to February 21, 2021 of the Surplus Energy Program Rates
25-21	Rural Municipality of West St. Paul	Rural Municipality of West St. Paul – West St. Paul Wastewater Utility – Final Wastewater Rates
26-21	Rural Municipality of Wallace-Woodworth	Rural Municipality of Wallace-Woodworth – Wallace Woodworth Water and Wastewater Utility – Initial Interim <i>ex parte</i> Untreated Bulk Water Rates
27-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of February 22, 2021 to February 28, 2021 of the Surplus Energy Program Rates
28-21	Rural Municipality of Elton	Rural Municipality of Elton – Forrest Water and Wastewater utility 2019 Actual Operating Deficit Recovery
29-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of March 1, 2021 to March 7, 2021 of the Surplus Energy Program Rates
30-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of March 8, 2021 to March 14, 2021 of the Surplus Energy Program Rates
31-21	Rural Municipality of Sifton	Rural Municipality of Sifton – Oak Lake Wastewater Utility – Revised Rates and Actual Operating Deficits
32-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of March 15, 2021 to March 21, 2021 of the Surplus Energy Program Rates
33-21	Rural Municipality of Wallace-Woodworth	Rural Municipality of Wallace-Woodworth Former Kenton Water and Wastewater Utility – 2019 Actual Operating Deficit Recovery
34-21	Rural Municipality of Wallace-Woodworth	Rural Municipality of Wallace-Woodworth – Elkhorn Wastewater Utility – 2019 actual Operating Deficit Recovery

35-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of March 22, 2021 to March 28, 2021 of the Surplus Energy Program Rates
36-21	Town of The Pas	Town of The Pas – The Pas Water and Wastewater Utility – 2019 Operating Deficit Recovery
37-21	Municipality of Two Borders	Municipality of Two Borders – Lyleton Water Utility – Water Rates 2014-2019 Operating Deficits
38-21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of March 29, 2021 to April 4, 2021 of the Surplus Energy Program Rates
39-21	Rural Municipality of De Salaberry	Rural Municipality of De Salaberry – St. Malo Water and Wastewater Utility – 2014 and 2019 Actual Operating Deficits
40-21	Municipality of Clanwilliam-Erickson	Municipality of Clanwilliam-Erickson – Erickson Water and Wastewater Utility – Interim <i>ex parte</i> Water and Wastewater Rates – Actual Operating Deficits for 2013 through 2019
41/21	Manitoba Hydro	An Application by Manitoba Hydro for Interim <i>ex parte</i> approval for the week of April 5, 2021 to April 11, 2021 of the Surplus Energy Program Rates

APPENDIX A - BILL 35 THE PUBLIC UTILITIES RATEPAYERS PROTECTION REFORM ACT

Electricity and Gas Rates

- Currently electricity and gas rates are set by the PUB by way of GRAs and a public hearing process with evidence from independent experts, interveners and public presenters.
- Under Bill 35, 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 35 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 35 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.
- Bill 35 proposes the continuation of annual rate setting hearings.
- Under Bill 35 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.

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 35 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 35, 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 35, PUB will no longer review the proposed efficiency plan of Efficiency Manitoba unless so directed by Cabinet.

Payday Loans

- Under Bill 35, 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 35, the maximum rates for cashing government cheques will be set out in regulation.

ANNEXE A – PROJET DE LOI 35 SUR LA PROTECTION DES CONTRIBUABLES ET LA RÉFORME RÉGLEMENTAIRE EN MATIÈRE DE SERVICES PUBLICS

Tarifs de l'électricité et du gaz

- À l'heure actuelle, les tarifs de l'électricité et du gaz sont fixés par la Régie au moyen de demandes d'approbation générale des tarifs et d'un processus d'audience publique avec des preuves d'experts indépendants, d'intervenants et de présentateurs publics.
- En vertu du projet de loi 35, le gouvernement fixera les tarifs par règlement jusqu'en 2024.
- Par la suite, la Régie fixera les tarifs pour des intervalles de cinq ans en fonction des besoins de revenus prévus.
- S'il y a une différence importante entre les résultats réels et projetés, d'après les rapports financiers annuels déposés par Manitoba Hydro, soit Manitoba Hydro soit la Régie pourront demander un examen et un ajustement des tarifs pour la période de cinq ans, ce qui nécessitera l'approbation préalable du Cabinet.
- En fixant les tarifs, la Régie doit appliquer les programmes de dépenses en immobilisations approuvés par le Conseil du Trésor ainsi que les directives gouvernementales et les objectifs financiers établis par le gouvernement, y compris les objectifs de ratio dette/capitaux propres.
- La Régie peut faire des recommandations à Manitoba Hydro ou au gouvernement au sujet des opérations de Manitoba Hydro ou de la gestion de ses immobilisations, mais seulement si elle y est d'abord autorisée par le gouvernement. Même si elle reçoit un tel pouvoir du gouvernement, la Régie ne peut pas produire d'ordonnances ou de directives sur ces questions.
- Après 2024, la Régie ne pourra augmenter les tarifs d'électricité de Manitoba Hydro que d'au plus deux fois l'inflation ou de 4 %, selon le plus élevé des deux.
- Le nouveau cadre de réglementation des tarifs de Centra Gas sera établi par règlement.

Plan de ressources intégré (PRI)

- À l'heure actuelle, Manitoba Hydro n'est pas tenue de préparer un PRI.
- Le projet de loi 35 prévoit que Manitoba Hydro doit élaborer un PRI que la Régie pourrait examiner et faire des recommandations sur recommandation du gouvernement.

Approbation de nouvelles installations ou de contrats importants

- Le projet de loi 35 exige que la Régie examine et fasse des recommandations sur toute proposition de construction d'une nouvelle installation de production ou de transport d'électricité ou tout projet de conclusion d'un nouveau contrat d'achat ou d'exportation d'électricité à long terme.

La Société d'assurance publique du Manitoba

- La Régie réglemente les tarifs de l'assurance automobile commerciale obligatoire (de base) et de l'assurance des conducteurs, au moyen de demandes d'approbation générale des tarifs annuelles.

- Le projet de loi 35 propose la poursuite des audiences annuelles sur la fixation des tarifs.
- En vertu du projet de loi 35, le Conseil du Trésor, et non la Régie, examinera les opérations annuelles de la SAPM, la gestion des immobilisations et les stratégies d'investissement et fera des conclusions. La Régie sera tenue de juger les conclusions raisonnables.
- La Régie ne peut examiner les opérations, la gestion des immobilisations et les stratégies d'investissement de la SAPM qu'une fois tous les cinq ans et uniquement dans le but de fournir des recommandations sur la manière dont la SAPM devrait maintenir des taux bas et stables tout en assurant sa stabilité financière.

Tarifs de l'eau et des eaux usées de la Ville de Winnipeg

- À l'heure actuelle, la Régie fixe les tarifs des services d'eau et d'eaux usées pour tous les services municipaux du Manitoba, à l'exception de la Ville de Winnipeg, qui est exemptée en vertu de la Charte de la Ville de Winnipeg.
- Le projet de loi 35 propose de supprimer l'exception à la Ville de Winnipeg et de demander à la Régie d'approuver ses tarifs.

Financement

- Les entités actuellement réglementées doivent payer des frais par règlement. Les fonds provenant des frais sont versés au Trésor du Manitoba.
- En vertu du projet de loi 35, la Régie soumettra un plan d'affaires comprenant un budget, pour examen par le Conseil du Trésor.
- Le budget comprendra les frais d'audience prévus, y compris les frais d'experts et de participation des intervenants.
- Une fois le budget approuvé, les coûts budgétisés seront récupérés auprès des entités réglementées.

Efficacité Manitoba

- En vertu du projet de loi 35, la Régie n'examinera plus le plan d'efficacité proposé d'Efficacité Manitoba, à moins que le Cabinet ne l'ordonne.

Prêts de dépannage

- En vertu du projet de loi 35, la Régie n'examinera plus et ne fera plus de recommandations sur le coût du crédit pour les prêts de dépannage. Cela sera précisé dans le règlement.

Frais d'encaissement des chèques du gouvernement

- En vertu du projet de loi 35, les taux maximaux d'encaissement des chèques du gouvernement seront fixés par règlement.

