

The Public Utilities Board

**Annual Report
2015-2016**



May 27, 2016

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

Dear Minister Friesen:

Re: 2015-16 Annual Report, The Public Utilities Board

Pursuant to subsection 109(1) of *The Public Utilities Board Act*, and on behalf of my fellow Board members, I am pleased to submit the Annual Report of the Public Utilities Board (PUB) for the year ended March 31, 2016. The year under review was the PUB's 103rd year of service to Manitoba.

A total of nine Board members, eight 8 of whom are part-time, participated in the Board's deliberations during the year.

A staff of seven employees and a roster of advisors supported the Board members.

The PUB was also assisted by the approved interveners and their advisors.

Various individuals also appeared before the Board during its proceedings, either as witnesses, experts or presenters.

Because of those contributions, the Public Utilities Board achieved the results outlined in this report.

Thank you for your support of the PUB's work.

Sincerely,



Régis Gosselin
Chair

Le 27 mai 2016

Monsieur Cameron Friesen
Ministre responsable de la Régie des services publics
Bureau 103, Palais législatif
450, avenue Broadway
Winnipeg (Manitoba)
R3C 0V8

Objet : Rapport annuel 2015-2016 de la Régie des services publics

Monsieur le Ministre,

Conformément aux dispositions du paragraphe 109(1) de la *Loi sur la Régie des services publics*, j'ai le privilège de vous présenter, de la part des autres membres de la Régie et en mon nom propre, le rapport annuel de la Régie des services publics pour l'exercice terminé le 31 mars 2016. L'année visée par le rapport était la 103^e année d'activité de la Régie au service des Manitobains.

Les neuf membres de la Régie, dont huit sont des membres à temps partiel, ont participé aux délibérations de la Régie au cours de l'exercice.

Un personnel de sept employés et un groupe de conseillers professionnels ont soutenu les membres de la Régie.

La Régie a également bénéficié de l'aide des intervenants approuvés et de leurs conseillers.

Diverses personnes se sont également présentées devant la Régie au cours de ses délibérations, à titre de témoins, d'experts ou de présentateurs.

En raison de ces contributions, la Régie des services publics a atteint les résultats indiqués dans le présent rapport.

Je vous remercie de votre soutien au travail de la Régie et vous prie d'agréer, Monsieur le Ministre, l'expression de mes sentiments les meilleurs.

Le président,



Régis Gosselin

TABLE OF CONTENTS

HIGHLIGHTS	4
FAITS SAILLANTS	10
REGULATED UTILITIES AND ENTITIES	17
I. Manitoba Hydro – Electricity	17
II. Centra Gas Manitoba Inc. (Centra)	20
III. Stittco Utilities Man Ltd. (Stittco)	23
IV. Natural Gas Brokers	23
V. Manitoba Public Insurance (MPI)	24
VI. Water and Sewer Utilities	25
VII. Cemeteries and Prepaid Funeral Services	26
HIGHWAY TRAFFIC BOARD APPEALS	27
<i>THE EMERGENCY 911 PUBLIC SAFETY ANSWERING POINT ACT</i>	27
<i>CITY OF WINNIPEG CHARTER ACT (PASSENGER TRANSPORT)</i>	28
<i>THE CONSUMER PROTECTION ACT</i>	28
PUB GOVERNANCE AND ADMINISTRATION	29
FINANCIAL INFORMATION	31
SUMMARY OF PUB ACTIVITIES	34
Licences Issued	34
Orders Issued	35
Summary of Board Orders Issued for Year 2015/16	36

**Chair's Report
Review of Public Utilities Board (PUB) Activities
For the Year Ended March 31, 2016**

HIGHLIGHTS

Board Membership

There were no changes in Board membership during the reporting period. All members are appointed at pleasure. The Lieutenant-Governor in Council established appointment terms for the eight part-time members.

Changes in PUB Mandate

The Statutes Correction and Minor Amendments Act, 2013 received Royal Assent on December 5, 2013. This Act mandated the transfer of the responsibilities for the Cemeteries Act from the PUB to the Funeral Board. The last cemetery, columbarium, mausoleum crematory, owner and agent licences were issued by the PUB for the 2013-14 period.

When the changes to *The Prearranged Funeral Services Act* regulation are proclaimed, the balance of responsibilities currently administered by the PUB will be transferred to the Funeral Board of Manitoba, consolidating the administration of all funeral services under the Funeral Board.

Strategic plan

In May 2013, after consulting various stakeholders, including intervenors of record, utilities, and the Association of Manitoba Municipalities, the Board approved its 2013-2017 Strategic Plan: (http://www.pub.gov.mb.ca/strategic_plan.html).

There are four strategic priorities for the 2013-2017 period:

- Effective communications and relationships;
- Excellence in the provision of regulatory decisions;
- Efficient internal operations; and
- PUB 2020

Either at end or the beginning of a calendar year, the Board establishes its annual priorities for the calendar year then under consideration to achieve its overall four strategic priorities.

The consultation process undertaken at the end of 2014 led the Board to revise its near-term priorities in early 2015:

- Address applications from the major utilities (Manitoba Hydro, Centra Gas and Manitoba Public Insurance rate applications and the Cost of Service application from Manitoba Hydro).

A general rate application was submitted by Manitoba Hydro on January 23, 2015; Board Order 73/15 was issued on July 24, 2015 for August 1 rates. MPI's rate application for rates as of February 1, 2016 was addressed in Order 128/15. Centra Gas primary gas rates were approved for February 1, 2015 by Order 12/15, for May 1, 2015 by Order 43/15, for August 1, 2015 by

Order 72/15 and February 1, 2016 by Order 4/16. Centra's Cost of Gas Application and November 1, 2015 primary gas rates were addressed by Order 108/15.

- Complete the review of the PUB's gas safety responsibilities

The review was initiated during 2014 and continued during 2015; completion is expected during 2016.

- Review PUB processes and implement necessary changes.

A number of changes were made during the reporting period; consultations are continuing on others. Concurrent expert evidence was heard during the hearing to address MPI's rate application. Minimum filing requirements were established for the hearings addressing Manitoba Hydro's and MPI's rate applications. A template was developed for addressing and adjudicating information requests in the context of rate applications.

- Implement a revised gas broker code of conduct and revised associated documents

The revised code of conduct was issued during the reporting period; it came into effect on January 1, 2016.

- Review the funding of intervenors in PUB processes.

Three regular intervenors have asked the PUB to review its policies regarding the funding awards granted by the Board in supporting interventions. Utilities have been canvassed for their input. The PUB will address the funding issue during 2016.

In January 2016, the Board revised its external priorities as follows for implementation during the 2016 calendar year:

- Address rate applications, reviews, reports and complaints:
- Review gas safety responsibilities
- Review of PUB processes
- Address intervenor funding
- Identify other intervenors impacted by Board decisions for participation in PUB hearings
- Align PUB decisions with Manitoba's Climate Change and Green Economy Plan

The Board also approved a set of internal priorities to address the PUB's internal processes.

Board decisions

Board decisions relating to the rate applications of the major utilities, usually focus on issues specific to either the utility and or the application being considered.

Some issues are usually addressed by the Board when considering rate applications by Manitoba Hydro, Centra Gas and Manitoba Public Insurance, the major crown corporations.

- The PUB scrutinizes operating and maintenance costs, in part because of the steady increase in those expenses, related in part to increasing employee levels, and investments in infrastructure;
- Given that they are monopoly service providers and not subject to competition, where possible, the Board targets the benchmarking of operating results in order to evaluate the utility's performance from year to year and relative to utilities providing similar services in other jurisdictions;
- Accounting standards for utilities are in continuous evolution. International Financial Reporting

Standards, for example, are impacting all rate regulated utilities. The PUB extensively examines accounting changes and their impact on rates.

Municipal water and sewer rates do not always reflect the true cost of providing services; the PUB has made it a priority to correct this situation by ensuring that costs are properly accounted for, deficits are addressed, rate increases are timely and municipalities are not subsidizing rates via tax revenues.

When addressing electricity and natural gas applications, the Board thoroughly considers 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 Board also emphasizes the need to make energy efficiency programs accessible to low-income ratepayers as a means of mitigating the impact of future electricity rate increases.

The PUB considers safety of citizens to a high priority. The PUB continues to be very attentive to safety issues. Pipeline and gas distribution safety is a major consideration when reviewing the activities and services of Centra Gas and Stittco Utilities Manitoba Inc. The Board carefully reviews the road safety expenditures made by Manitoba Public Insurance.

Infrastructure renewal and investment is an ongoing issue for all Manitoba utilities. The Board has made it a priority to examine infrastructure investments. Rate decisions often address funding to support infrastructure investments. Manitoba Hydro's plans encompass significant infrastructure expenditures over the next decade. MPI makes significant investments in its computer systems and its software applications. These capital expenditures continue to be closely examined by the Board.

The Board continues to closely examine the reserve and equity levels of all utilities. Utility reserves or equity, if adequate, 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 will be making very significant electricity infrastructure expenditures that will lead to a very material reduction in its equity levels. Manitoba Hydro's other risks include inclement weather, such as drought, and infrastructure damage or equipment failure, and export market price fluctuations.
- MPI is at risk from inclement weather, interest rate and stock market fluctuations. 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 most recent Order on insurance rates taking effect on February 1, 2016 addressed the formula for determining the minimum rate reserve level for its basic line of insurance.
- The adequacy of financial reserves and working capital levels of water and sewer utilities have been a continuing preoccupation of the PUB; Board decisions has addressed deficits, shortfalls in reserves and working capital levels when necessary. In the case of water and sewer utilities, the major risk involves regulatory changes and expensive repairs because of system breakdowns.

Gas Marketers

The PUB adopted a new gas marketer Code of Conduct in July 2015 which took effect on January 1, 2016. The new Code is intended to mitigate consumer complaints of aggressive and fraudulent marketing practices of natural gas marketers selling to residential customers. A key feature of the Code gives consumers a mandatory 48 hour waiting period before a contract can be executed. This is accomplished by the customer signing an "Intent to Buy" agreement with a gas marketer followed by the signing on an

actual contract after 48 hours should the customer wish 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.

Board Orders

All Orders issued by the Board are posted on the PUB's website: www.pub.gov.mb.ca

A list of all Board Orders issued during the reporting period is annexed to this report.

Numerous rate applications approved by the Board are based on preset formulas for calculating rates; Manitoba Hydro's weekly surplus energy rates, Stittco's propane gas rates and Centra Gas' quarterly commodity rates are calculated on such a basis. Typically, these applications are considered on an ex parte basis.

Applications may be made by the utility or impacted parties requesting that the Board review and vary its decisions. Board decisions on a Review and Vary application may be appealed to the Manitoba Court of Appeal; there were no appeals launched during the reporting period.

In summary, the Board issued 156 Orders and 42 licences (2014-15: 149 Orders and 44 licences).

Assigned Duties

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

No such duties were assigned to the PUB during 2015-16.

Pay Day Loans

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

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

By his letter received June 30, 2015, the Minister responsible asked the Board to review, no later than 2016, the maximum payday loan limits. The Board has initiated the review process and will be providing report to the Minister responsible by mid 2016.

PUB Inquiries

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

During 2015-16, no inquiries were undertaken by the PUB and, consequently, no related Orders or reports were issued by the Board.

PUB Processes

The PUB continues to explore ways and means to improve regulatory cost effectiveness. A number of measures were implemented during the reporting period.

PUB Award of Costs

Pursuant to Section 56 of *The Public Utilities Board Act*, the Board has jurisdiction to award costs of, and incidental to, any proceeding.

The Board's Rules of Practice and Procedure (Rules) reflect that the Board may award costs to be paid to an Intervener who has:

1. made a significant contribution that is relevant to the proceeding and contributed to a better understanding, by all parties, of the issues before the Board;
2. participated in the hearing in a responsible manner and cooperated with other Interveners with common objectives in the outcome of the proceedings in order to avoid a duplication of intervention;
3. insufficient financial resources to present the case adequately without an award of costs; and
4. a substantial interest in the outcome of the proceeding, and represents the interests of a substantial number of the ratepayers.

The Board issued a number of Orders related to the award of costs to individual approved intervenors after hearings involving issues relating to the Manitoba Hydro, Centra Gas and MPI.

PUB Fees

Fees assessed by the PUB are paid by applicants, utilities and licensees to the Minister of Finance and added to the Manitoba Government's Consolidated Revenue Fund.

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

PUB Financial Results

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

The PUB spent a total of \$1.472 million, higher than the \$1.338 million spent its previous fiscal year. The increased costs reflect the PUB's higher operating costs, in part attributable to the review of pay day loans initiated during fiscal year. The supplemental funds were provided to the PUB by the Department of Finance. If any appropriation is unspent, the funding does not accumulate in reserves.

The PUB's aggregate operating costs, which include the PUB's costs funded by government and those paid by the major utilities (such as most of the costs of the PUB's advisors) totaled \$4.753 million compared to \$7.605 million during 2015-16.

The PUB directs utilities and applicants to pay the costs of PUB advisors. By Board Order, the PUB requires utilities and applicants to pay all or a portion of the costs incurred by intervenors in its hearings. The costs are paid directly by the utilities and applicants to the parties that have been granted cost awards. These payments are not made to the PUB or the Consolidated Revenue Fund.

Legal Matters

PUB decisions may be appealed to the Manitoba Court of Appeal. There were no decisions referred to the Court during 2015-16.

A Star Group (A Star) LLC (Limited Liability Company) a New York company filed a complaint (claim) against the PUB and other parties on June 29, 2013 in the Southern District Court of New York that made various allegations and sought numerous remedies, including damages from the PUB and Manitoba Hydro. A Star had provided risk consulting services under a series of contracts with Manitoba Hydro from 2004-2008. In carrying out its mandate respecting Manitoba Hydro's risks and rate impacts, the PUB had agreed to receive, subject to confidentiality conditions, reports from A Star that had been prepared for Manitoba Hydro.

- On June 30, 2014 the Southern District Court of New York granted the motions by PUB and the other parties and dismissed the A Star law suit, with prejudice but denied Defendants' request for attorneys' fees.
- A Star appealed this decision to the Second Circuit and Defendants cross appealed from the parts of the decision that denied their request for attorneys' fees. The case was reviewed by appeal judges on May 11, 2015; the appeal and cross appeal were dismissed.
- A Star did not file for a rehearing at the appeal level nor an application for permission to appeal to the United States Court of Appeal.

In April 2014, the Consumers Association of Canada (Manitoba) (CAC) had asked the Manitoba Court of Appeal, to require Manitoba Hydro, the PUB and all parties to the PUB's Need for and Analysis To (NFAT) Review of Hydro's Preferred Development Plan to allow intervenors and the intervenors' experts/consultants to access to all commercially sensitive information considered by the PUB during the NFAT process. In December 2015, the CAC sought to withdraw its motion, with the concurrence of all parties; this request was granted by the Court.

Rapport du président
Examen des activités de la Régie des services publics
pour l'exercice terminé le 31 mars 2016

FAITS SAILLANTS

Membres de la Régie

Aucune modification n'a été apportée aux membres de la Régie pendant la période de rapport. Tous les membres sont nommés selon le bon plaisir du gouvernement. Le lieutenant-gouverneur en conseil a déterminé le mandat des huit membres à temps partiel.

Modification du mandat de la Régie des services publics

La *Loi corrective de 2013* a reçu la sanction royale le 5 décembre 2013. La *Loi* stipulait le transfert des responsabilités de la Régie aux termes de la *Loi sur les cimetières* au Conseil des services funéraires du Manitoba. Les derniers permis d'exploitation délivrés pour des cimetières, des columbariums, des mausolées et des crématoires, ainsi que les derniers permis délivrés aux propriétaires et aux mandataires, l'ont été par la Régie au cours de l'exercice 2013-2014.

Lorsque les modifications apportées au règlement pris en application de la *Loi sur les arrangements préalables de services de pompes funèbres* seront proclamées, le reste des responsabilités présentement administrées par la Régie seront transférées au Conseil des services funéraires du Manitoba, ce qui consolidera l'administration de tous les services funéraires au sein du Conseil.

Plan stratégique

En mai 2013, après avoir consulté diverses parties intéressées, y compris des intervenants inscrits, des services publics et l'Association des municipalités du Manitoba, la Régie a approuvé son plan stratégique 2013-2017 (http://www.pub.gov.mb.ca/strategic_plan.html).

La Régie vise quatre priorités stratégiques pendant la période de 2013 à 2017 :

- l'efficacité des communications et des relations;
- l'excellence dans la communication des décisions réglementaires;
- l'efficacité du fonctionnement interne; et
- Régie 2020.

À la fin ou au début d'une année civile, la Régie établit ses priorités annuelles pour l'année civile visée en vue d'atteindre ses quatre objectifs stratégiques prioritaires.

Le processus de consultation entrepris à la fin de 2014 a mené la Régie à réviser ses priorités à court terme au début de 2015 :

- Répondre aux demandes d'approbation des principaux services publics (demandes d'approbation des tarifs de Manitoba Hydro, de Centra Gas et de la Société d'assurance publique)

du Manitoba et demande de réglementation du coût de rendement de Manitoba Hydro).

Le 23 janvier 2015, Manitoba Hydro a soumis une demande d'approbation de ses tarifs généraux. L'Ordonnance 73/15 a été publiée par la Régie le 24 juillet 2015 pour les tarifs entrant en vigueur le 1^{er} août. La demande d'approbation des tarifs de la Société d'assurance publique du Manitoba devant entrer en vigueur le 1^{er} février 2016 a fait l'objet de l'Ordonnance 128/15. La Régie a approuvé les tarifs du gaz d'inventaire de Centra Gas qui sont entrés en vigueur le 1^{er} février 2015 (Ordonnance 12/15), le 1^{er} mai 2015 (Ordonnance 43/15), le 1^{er} août 2015 (Ordonnance 72/15) et le 1^{er} février 2016 (Ordonnance 4/16). La demande visant le coût du gaz et les tarifs du gaz d'inventaire du 1^{er} novembre 2015 ont été traités dans l'Ordonnance 108/15.

- Parachever l'examen des responsabilités de la Régie en matière de sécurité du gaz.

L'examen a été entrepris en 2014 et s'est poursuivi pendant l'année 2015. On s'attend à ce qu'il soit complété en 2016.

- Examiner les processus de la Régie et mettre en œuvre les modifications nécessaires.

La Régie a apporté un certain nombre de modifications pendant la période de rapport. Les consultations se poursuivent au sujet d'autres modifications. On a entendu une présentation simultanée des preuves des témoins experts pendant l'audience sur la demande tarifaire de la Société d'assurance publique. La Régie a établi des exigences minimales pour le dépôt des documents pour les audiences visant les demandes tarifaires de Manitoba Hydro et de la Société d'assurance publique. Elle a élaboré un modèle de document pour traiter les demandes d'information dans le contexte des demandes tarifaires.

- Appliquer une version révisée du code de conduite des courtiers en gaz naturel et des documents connexes.

Le code de conduite révisé a été publié pendant la période de rapport. Il est entré en vigueur le 1^{er} janvier 2016.

- Examiner le financement des intervenants dans les processus de la Régie.

Trois intervenants réguliers ont demandé à la Régie d'examiner ses politiques sur le financement accordé au soutien des interventions. La Régie a sollicité les commentaires des services publics. La Régie traitera la question du financement en 2016.

En janvier 2016, la Régie a examiné les priorités externes suivantes en vue de leur mise en œuvre pendant l'année civile 2016 :

- traiter les demandes tarifaires, les examens, les rapports et les plaintes;
- examiner les responsabilités de la Régie en matière de sécurité du gaz;
- examiner les processus de la Régie;
- traiter la question du financement des intervenants;
- identifier les autres intervenants visés par les décisions de la Régie pour leur participation aux audiences;
- faire correspondre les décisions de la Régie aux éléments du Plan d'action sur le changement climatique et l'économie verte du Manitoba.

La Régie a approuvé également un ensemble de politiques qui traitent de ses processus internes.

Décisions de la Régie

Les décisions de la Régie qui visent les demandes tarifaires des principaux services publics se concentrent habituellement sur des questions particulières au service public ou à la demande examinée.

Lorsqu'elle examine les demandes d'approbation des tarifs des principales sociétés de la Couronne, soit Manitoba Hydro, Centra Gas et la Société d'assurance publique du Manitoba, la Régie aborde habituellement certaines questions.

- La Régie scrute les coûts de fonctionnement et d'entretien, en partie en raison de la hausse constante de telles dépenses, qui est liée en partie à l'accroissement des effectifs, et des investissements dans les infrastructures.
- Étant donné que ces sociétés de la Couronne sont des fournisseurs de services monopolistiques qui ne sont pas soumis à la concurrence, là où c'est possible, la Régie cible l'étalonnage concurrentiel des résultats des activités afin d'évaluer le rendement annuel du service public en comparaison avec les services publics qui offrent des services similaires dans d'autres territoires.
- Les normes comptables des services publics sont en évolution constante. Les Normes internationales d'information financière, par exemple, ont des incidences sur tous les services publics à tarifs réglementés. La Régie examine en profondeur les modifications comptables et leurs incidences sur les tarifs.

Les tarifs des services d'eau et d'égouts municipaux ne reflètent pas toujours le coût réel de l'offre des services. La Régie a priorisé la correction de la situation en veillant à ce que les coûts soient adéquatement comptabilisés, que les déficits soient traités, que les hausses de tarifs soient opportunes et que les municipalités ne subventionnent pas les tarifs en utilisant leurs recettes fiscales.

Lorsqu'elle traite les demandes visant les tarifs d'électricité et de gaz naturel, la Régie examine soigneusement les plans d'efficacité énergétique en mettant l'accent sur la nécessité de rehausser chez les consommateurs la connaissance des programmes d'efficacité énergétique et des économies qui peuvent être réalisées en mettant à niveau l'isolation et les appareils de chauffage. La Régie met également l'accent sur la nécessité de faciliter l'accès des contribuables à faible revenu aux programmes d'efficacité énergétique, à titre de moyen d'atténuer les incidences des futures hausses des tarifs d'électricité.

La Régie considère que la sécurité des citoyens est une priorité élevée. Elle continue d'être très attentive aux questions de sécurité. La sécurité des pipelines et de la distribution du gaz naturel est un facteur important lors de l'examen des activités et des services de Centra Gas et de Stittco Utilities Manitoba Inc. La Régie examine attentivement les dépenses en matière de sécurité routière de la Société d'assurance publique du Manitoba.

Le renouvellement des infrastructures et les investissements dans les infrastructures sont des questions courantes pour tous les services publics du Manitoba. La Régie a priorisé les investissements dans les infrastructures. Les plans de Manitoba Hydro englobent d'importantes dépenses d'infrastructure au cours de la prochaine décennie. La Société d'assurance publique fait des investissements importants dans ses systèmes informatiques et ses applications logicielles. Ces dépenses en capital continuent d'être

examinées de près par la Régie.

La Régie continue d'examiner de près les niveaux des réserves et de l'avoir net de tous les services publics. Les réserves d'un service public et son avoir net, s'ils sont adéquats, lui permettent d'atténuer les incidences des dépenses imprévues ou de composer avec les manques à gagner sans avoir recours à des hausses de tarifs importantes qui peuvent mener à un choc tarifaire.

- Manitoba Hydro effectuera des dépenses d'infrastructure en électricité très importantes qui se traduiront par une réduction substantielle de son avoir net. Les autres risques de l'entreprise comprennent des conditions météorologiques défavorables (p. ex., sécheresse), des dommages aux infrastructures, les défauts du matériel et les fluctuations de prix dans les marchés d'exportation.
- La Société d'assurance publique est exposée à des risques liés aux conditions météorologiques défavorables, aux taux d'intérêt et aux fluctuations du marché boursier. La détermination d'un niveau des réserves cible pour ses activités commerciales de base est une question importante depuis plusieurs années. L'ordonnance la plus récente de la Régie sur les tarifs d'assurance entrés en vigueur le 1^{er} février 2016 a abordé la formule de la détermination du niveau minimal des réserves pour les activités commerciales de base de la Société d'assurance publique.
- Le caractère adéquat des réserves financières et du niveau des fonds de roulement des services d'eau et d'égouts a été une préoccupation continue de la Régie. Les décisions de cette dernière ont abordé les déficits, l'insuffisance des réserves et les niveaux des fonds de roulement lorsque cela a été nécessaire. Dans le cas des services d'eau et d'égouts, le risque majeur provient des modifications réglementaires et des réparations coûteuses en raison des pannes des systèmes.

Négociants en gaz naturel

La Régie a adopté un nouveau code de conduite des négociants en gaz naturel en juillet 2015 et il est entré en vigueur le 1^{er} janvier 2016. Le nouveau code vise à limiter les plaintes des consommateurs sur les pratiques de commercialisation agressives et frauduleuses des négociants en gaz naturel qui font affaire avec les clients résidentiels. Un élément clé du code accorde aux consommateurs une période d'attente obligatoire de 48 heures avant la signature d'un contrat d'achat. Le consommateur signe un accord d'intention d'achat avec un négociant en gaz naturel, qui peut être suivi 48 heures plus tard par la signature d'un contrat si le consommateur souhaite conclure un contrat. Le code exige une amélioration de la formation des négociants et la divulgation obligatoire de comparaisons des tarifs du gaz naturel afin que les consommateurs puissent prendre des décisions éclairées sans subir les pressions de certains négociants.

Ordonnances de la Régie

Toutes les ordonnances rendues par la Régie sont publiées sur son site Web www.pub.gov.mb.ca.

Une liste de toutes les ordonnances rendues par la Régie pendant la période de rapport est annexée au présent rapport.

Plusieurs demandes tarifaires approuvées par la Régie sont fondées sur des formules préétablies de calcul des tarifs. Les tarifs hebdomadaires de l'énergie excédentaire de Manitoba Hydro, les tarifs du

propane de Stittco et les tarifs trimestriels du gaz naturel de Centra Gas sont calculés en utilisant de telles formules. Ces demandes sont habituellement considérées de manière ex parte.

Un service public ou des parties visées peuvent soumettre une requête pour demander à la Régie de revoir et de modifier ses décisions. Les décisions de la Régie relatives à une demande de révision et de modification peuvent faire l'objet d'un appel devant la Cour d'appel du Manitoba. Aucun appel n'a été soumis pendant la période de rapport.

En 2015-2016, la Régie a rendu 156 ordonnances et délivré 42 licences et permis. En 2014-2015, elle avait rendu 149 ordonnances et délivré 44 licences et permis.

Fonctions assignées

Conformément aux dispositions de l'article 107 de la *Loi sur la Régie des services publics*, la Régie peut accomplir des fonctions qui lui sont assignées par une loi ou une résolution de l'Assemblée législative, par un décret du lieutenant-gouverneur en conseil ou à titre d'instance d'appel ou d'organe d'arbitrage aux termes d'un accord entre une municipalité et le propriétaire d'un service public.

Aucune fonction du genre n'a été assignée à la Régie en 2015-2016.

Prêts de dépannage

Conformément aux dispositions du paragraphe 164(2) de la *Loi sur la protection du consommateur* du Manitoba, la Régie devait procéder à un examen des questions liées aux prêts de dépannage au cours des trois ans qui ont suivi l'entrée en vigueur du *Règlement du Manitoba n° 50/2010*. La Régie a soumis son rapport au gouvernement le 23 septembre 2013.

Conformément aux dispositions du paragraphe 164.1(2) de la *Loi sur la protection du consommateur* du Manitoba, tous les trois ans, le ministre responsable doit examiner l'efficacité de la Partie XVIII de la *Loi* et de ses règlements d'application et décider si la situation exige un examen supplémentaire par la Régie en conformité avec les dispositions de l'article 164 de la *Loi*.

Dans une lettre reçue le 30 juin 2015 par la Régie, le ministre responsable a demandé à cette dernière d'examiner au plus tard en 2016 les limites maximales des prêts de dépannage. La Régie a lancé le processus d'examen et elle soumettra un rapport au ministre vers le milieu de 2016.

Enquêtes de la Régie des services publics

Conformément aux dispositions du paragraphe 27(1) de la *Loi sur la Régie des services publics*, la Régie peut, de sa propre initiative, et doit, à la demande de l'Assemblée législative ou du lieutenant-gouverneur en conseil, faire enquête, tenir des audiences et décider toutes les questions relevant de sa compétence.

En 2015-2016, la Régie n'a mené aucune enquête et, par conséquent, elle n'a rendu aucune ordonnance ou n'a soumis aucun rapport connexe.

Processus de la Régie des services publics

La Régie continue d'explorer des moyens d'améliorer le rapport coût-efficacité de ses activités

réglementaires. Elle a mis en œuvre un certain nombre de mesures pendant la période de rapport.

Allocation des frais

Conformément aux dispositions de l'article 56 de la *Loi sur la Régie des services publics*, la Régie a l'autorité d'allouer les frais qu'entraîne une procédure exercée devant elle.

Les règles de pratique et de procédure (les règles) de la Régie reflètent que celle-ci peut allouer des frais à un intervenant :

1. qui a fait un apport important et pertinent à la procédure et a contribué à une meilleure compréhension par toutes les parties des questions soumises à l'examen de la Régie;
2. qui a participé à l'audience d'une manière responsable et a collaboré avec d'autres intervenants ayant des objectifs communs au résultat de la procédure afin d'éviter le dédoublement des interventions;
3. qui a des ressources financières insuffisantes pour présenter son cas de manière adéquate sans allocation des frais;
4. qui a un intérêt important dans le résultat de la procédure et représente les intérêts d'un nombre substantiel de contribuables.

La Régie a rendu un certain nombre d'ordonnances liées à l'allocation des frais à des intervenants individuels approuvés après des audiences portant sur des questions liées à Manitoba Hydro, à Centra Gas et à la Société d'assurance publique du Manitoba.

Droits de la Régie des services publics

Des droits évalués par la Régie sont payés par les demandeurs, les services publics et les titulaires de licence et de permis au ministre des Finances et sont versés au Trésor public.

Les droits à payer au ministre des Finances par les services publics et les personnes qui sont des parties aux questions soumises à la Régie ou qui y sont intéressés sont établis dans le *Règlement sur les droits payables à la Régie des services publics* et ses modifications, tel que prescrit par la Régie en conformité avec les dispositions de l'article 57 de la *Loi sur la Régie des services publics*.

Résultats financiers de la Régie des services publics

Les droits payés à la Régie sont remis au Trésor public. Les dépenses de la Régie sont payées par le biais des postes budgétaires ministériels. Le montant du budget est déterminé dans le cadre du processus budgétaire du gouvernement. Les fonds alloués non dépenses ne sont pas accumulés dans les réserves de la Régie.

En 2015-2016, la Régie a accru ses dépenses à 1 472 000 \$, alors qu'en 2014-2015, le montant se chiffrait à 1 338 000 \$. La hausse des dépenses reflète la hausse des coûts de fonctionnement de la Régie, qui est attribuable, en partie, à l'examen des prêts de dépannage entrepris pendant l'exercice. Des fonds supplémentaires ont été accordés à la Régie par le ministère des Finances. Si des fonds alloués ne sont pas dépensés, ils ne s'accumulent pas dans les réserves de la Régie.

Le coût de fonctionnement total de la Régie, qui comprend les coûts financés par le gouvernement et ceux que paient les services publics importants (tels que la plus grande partie du coût des conseillers

professionnels de la Régie), s'est chiffré à 4 753 000 \$ en 2015-2016, comparativement à un montant de 7 605 000 \$ en 2014-2015.

La Régie enjoint aux services publics et aux autres demandeurs de payer le coût des conseillers professionnels de la Régie. Aux termes d'une ordonnance, la Régie exige que les services publics et les autres demandeurs paient la totalité ou une partie des coûts engagés par les intervenants à ses audiences. Les coûts sont payés directement par les services publics et les autres demandeurs aux parties auxquelles la Régie a accordé une allocation des frais. Ces paiements ne sont pas versés à la Régie ou au Trésor public.

Questions juridiques

Les décisions de la Régie peuvent faire l'objet d'un appel devant la Cour d'appel du Manitoba. Aucune décision n'a été renvoyée à la Cour en 2015-2016.

A Star Group LLC (« A Star »), une entreprise à responsabilité limitée de New York a déposé une plainte (réclamation) contre la Régie et d'autres parties le 29 juin 2013 à la Southern District Court de New York qui lançait diverses allégations et mettait de l'avant de nombreuses réparations, y compris des dommages-intérêts de la Régie et de Manitoba Hydro. A Star avait fourni des services de consultation en matière de risque aux termes d'une série de contrats avec Manitoba Hydro entre 2004 et 2008. En remplissant son mandat relatif aux risques et aux incidences des tarifs de Manitoba Hydro, la Régie avait accepté de recevoir, sous réserve de conditions de confidentialité, des rapports d'A Star qui avaient été préparés pour Manitoba Hydro.

- Le 30 juin 2014, la Southern District Court de New York a accueilli la requête de la Régie et des autres parties et a rejeté la poursuite de la société A Star de façon définitive. Elle a toutefois refusé la demande des défendeurs pour le paiement des honoraires d'avocat.
- A Star a interjeté appel de la décision devant la Court of Appeals for the Second Circuit et les défendeurs ont interjeté un appel incident à partir des éléments de la décision qui avait refusé leur demande pour le paiement des honoraires d'avocat. Le cas a été examiné par les juges d'appel le 11 mai 2015. L'appel et l'appel incident ont tous les deux été rejetés.
- A Star n'a pas demandé une nouvelle audience au niveau des appels et n'a pas soumis une demande d'autorisation d'appel à la Court of Appeal des États-Unis.

En avril 2014, l'Association des consommateurs du Canada (Manitoba) a demandé à la Cour d'appel du Manitoba d'exiger de Manitoba Hydro, de la Régie et toutes les parties à l'examen par la Régie des besoins et de l'analyse du Plan de développement privilégié de Manitoba Hydro qu'elles permettent aux intervenants et à leurs experts et conseillers d'avoir accès à tous les renseignements commercialement sensibles étudiés par la Régie pendant le processus d'examen. En décembre 2015, l'Association des consommateurs a cherché à retirer sa requête avec l'accord de toutes les autres parties. La requête de retrait a été accordée par la Cour.

REGULATED UTILITIES AND ENTITIES

I. Manitoba Hydro – Electricity

General Rate Application

On January 16, 2015, Manitoba Hydro filed its electricity General Rate Application (GRA) for the 2014/15, 2015/16, and 2016/17 test years. Its Application included a request for final approval of the 2.75% interim rate increase granted effective May 1, 2014, and a request for a 3.95% interim rate increase effective April 1, 2015 to be finalized during the current GRA process. Manitoba Hydro further sought a further 3.95% rate increase effective April 1, 2016 and various other relief.

In Order 17/15, the Board decided not to entertain rates for the 2016/17 test year and to limit the GRA process to the 2014/15 and 2015/16 test years as had been directed by the Board in Order 49/14. The Board concluded that it did not consider interim rates effective April 1, 2015 to be in the public interest.

In Order 73/15, the Board approved a total 3.95% increase to consumers' billed rates effective August 1, 2015. The Board also finalized the previously approved interim 2.75% rate increase for Manitoba Hydro's 2014/15 fiscal year.

The Board decided that, of the 2015/16 rate increase, only the revenues from a 1.8% rate increase should flow to Manitoba Hydro's general revenues to improve its financial position. The revenues generated from a 2.15% rate increase are to be placed in the previously established deferral account to mitigate rate increases when the Bipole III Transmission Reliability Project (Bipole III), including the Riel Converter Station, comes into service in 2018/19. Because very significant rate increases will be needed at that time, the Board found that there was a compelling policy reason to gradually increase rates to avoid rate shock for consumers three years in the future.

Higher electricity rates will have an impact on all Manitobans but especially lower income Manitobans. Manitoba Hydro was directed to file Terms of Reference for a collaborative process led by Manitoba Hydro to develop one or more bill affordability programs that are harmonized with Manitoba Hydro's other programs supporting lower income ratepayers. Any resulting program or programs should be ready for implementation within one year from the Board's approval of the Terms of Reference.

Interim rates

In 2015, the Public Utilities Board (Board) received a General Rate Application from Manitoba Hydro for revised electricity rates. Manitoba Hydro sought a 3.95% average annual rate increases in successive fiscal years (2015/16 and 2016/17) and finalization of the 2014/15 interim increase of 2.75%. The Board decided that it was only prepared to hear a two-year Application dealing with 2014/15 and 2015/16 rates, and that a subsequent proceeding would be required for 2016/17 rates.

On November 18, 2015, Manitoba Hydro filed the current interim rate Application seeking an interim rate increase of 3.95% for all customer classes starting April 1, 2016.

After considering the process submissions from the Parties, the Board directed that Manitoba Hydro's Application would be heard by way of a written process with one round of written information requests

followed by written submissions by Interveners and Manitoba Hydro.

The Board's decision had not been issued as of March 31, 2016. (Note: The Order was issued on April 28 2016.)

Weekly Surplus Energy Rate Program (SEP)

Manitoba Hydro's US 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) US export sales or, in the case where the utility expects to import power, at a price reflective of Manitoba Hydro's cost with a 10% surcharge.

SEP energy prices are forecast by Manitoba Hydro on a weekly basis for each of the peak, off-peak, and shoulder time slots using US export sales prices and submitted to the PUB for approval. During the reporting period, the PUB issued weekly interim ex parte SEP rate orders which will be finalized as part of the next GRA process.

All SEP customers are billed a monthly basic charge, distribution charge and an energy charge. The monthly basic charge is fixed and depends on the size of the connected load. The distribution charge per kWh 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 three pricing periods are peak, shoulder and off-peak, which vary depending on the season.

The SEP was first approved by the 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. In Order 11/12, the PUB issued an Order extending the SEP to March 31, 2014.

There are three different SEP options. Manitoba Hydro sought Board approval on a permanent basis of the SEP options. Board Order 43/13 approved options 2 and 3 on a permanent basis; option 1 continues to be an interim option. Manitoba Hydro sought final approval of Option 1 as part of its January 15, 2015 rate application; this matter was referred for consideration as part of the next Cost of Service process.

Electrical Reliability

Under the reliability provisions of the PUB Act, the PUB has the authority to:

- (a) Decide whether a reliability standard has been violated and what penalty, if any, to impose for a violation
- (b) Review a reliability standard at the request of a Manitoba entity that is required to comply with a standard; PUB can confirm a standard or remand it back to the North American Electric Reliability Corporation (NERC) for consideration;

- (c) When requested by the Minister responsible for the PUB, give advice/recommendations about fees that Manitoba entities have to pay to the standards body or compliance body in relation to making or enforcing reliability standards.

During 2015-16, the PUB did not exercise any of its powers related to electric reliability.

Organization of MISO States (OMS) Activities

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

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

The OMS is an important source of independent information about the MISO market, the principal market for Manitoba Hydro export electricity. Because OMS deals mostly with issues that are specific to the U.S. jurisdiction, extensive PUB involvement is not required.

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 U.S. federal regulators and to MISO. Because many issues are specific to the U.S. jurisdiction, the PUB's representative usually abstains from voting.

II. Centra Gas Manitoba Inc. (Centra)

Centra is a wholly-owned subsidiary of Manitoba Hydro. Centra's quarterly rates are subject to the approval of the Board.

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

Centra mostly serves Winnipeg and southern Manitoba. Because the cost of pipeline development and maintenance is very high, population density, industrial and agricultural requirements are important to the economics of natural gas distribution.

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 American producers and transported by pipeline to Manitoba for immediate or later distribution within Manitoba through Centra's infrastructure. Gas storage facilities located in Michigan are filled during the summer months and then emptied, at times notionally, during the high consumption winter months.

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

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

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

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

Centra's Primary Gas rates are subject to quarterly amendment. Orders were issued prior to every quarter: 43/15 for rates effective May 1, 2015; 72/15 for August 1, 2015; 108/15 for November 1, 2015; 4/16 for February 1, 2015 gas prices and the changes in rate riders.

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

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

Non-Primary Gas

Non-Primary Gas components of Centra's rates, for all customers including those receiving natural gas through fixed-rate contracts, are also periodically reviewed and approved by the Board. 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 General Rate Application.

Order 108/15 (amended January 4, 2016) is the most recent Order to adjust non-Primary Gas rates. Order 108/15 also approved new Supplemental Gas, Transportation, and Distribution base rates.

The Cost of Gas Order follows Centra's last General Rate Application in 2013 and addresses regulatory matters with respect to Centra's rates that have arisen since that time.

In particular, the Board examined the prudence of Centra's Supplemental Gas costs incurred in the winter of 2013/14, at a time when the year-end balance in Centra's Supplemental Gas Purchased Gas Variance Accounts (PGVA) increased to approximately \$46 million. Having completed a review of Centra's decision-making leading up to and during the winter of 2013/14, the Board concluded that Centra's costs were prudently incurred and that the balance of the 2013/14 PGVA balance not previously recovered could properly be recovered from customers by way of a rate rider.

While Centra does not earn a profit on its gas costs, Centra does earn a return on its distribution assets. The utility's rates provide sufficient additional revenue to offset Manitoba Hydro's costs of acquiring Centra and to provide reasonable retained earnings to serve as a financial reserve.

The Board noted that Centra's total net income over the past three years on a weather-normalized basis (meaning if the effects of weather are removed) had been approximately \$9.5 million higher than what was approved by the Board in the last General Rate Application. Therefore, the Board did not finalize the interim rates that Centra had been charging since that time and decided to review them in the context of Centra's cost structure at the next General Rate Application.

Franchise Extensions

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

By Order 49/15, the Board approved a franchise application from Hamiota Municipality and Prairie View Municipality.

The Board had not finalized any franchise agreements since the issuance of Board Order 85/13. Any interim *ex parte* orders issued since that time were subject to review and were available for comments from the public and interveners. No party expressed any concern about the finalization of these interim orders. Board Order 108/15 finalized previously issued Orders 80/13, 81/13, 82/13, 116/13, 117/13, 153/13, 73/14, 110/14, and 49/15.

Service Disconnections

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

Board Order 14/08 contains the Board's approved policies and procedures for disconnection and reconnection. The Board 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 the Board. There is no right of appeal to the Board for an electrical service disconnection; Manitoba Hydro sets its own disconnection policies.

Disconnection for non-payment can only occur from May 15 to September 30 on gas and combined gas/electric services in arrears. Disconnection will not occur on gas or combined gas/electric services for occupied residential premises from October 1 to May 14. An electrical load limiter may be installed at any time except where there is no access or for safety or technical reasons.

No gas disconnections were appealed in 2015-16.

The Board receives numerous calls from gas/electric customers every year about an actual or potential disconnection. Board staff assist in negotiating payment arrangements between the customer and Hydro or in informing the customer of social service programs that can provide relief.

The Board also receives numerous calls from all-electric customers wanting to appeal a disconnection. They are advised that the Board does not have jurisdiction over electricity disconnections. They are encouraged to contact Manitoba Hydro for relief.

Gas Safety

The PUB monitors natural gas and propane pipeline safety activities in the Province under *The Gas Pipe Line Act*. The 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. The PUB also monitors key performance indicators and management systems used by utilities to demonstrate gas is safely distributed to customers.

III. Stittco Utilities Man Ltd. (Stittco)

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

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

Order 106/15, the annual decision for non-commodity costs, was issued effective November 1, 2015.

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 42/15 effective May 1, 2015
- Order 78/15 effective August 1, 2015
- Order 107/15 effective November 1, 2015, and
- Order 11/16 effective February 1, 2016.

IV. Natural Gas Brokers

The PUB issued 11 gas broker licences during 2015-16. The list of currently licensed gas brokers is posted on the PUB website.

Typically gas marketer licences expire on October 31 of each year to coincide with the typical "gas year" (November 1 to October 31). Licences were extended to December 31, 2015 to allow marketers time to review the new Code of Conduct and to provide any required filings to the Board. The licences were renewed on January 1, 2016

During 2015-16, two former licensees, Access Gas and Direct Energy, did not apply for licence renewals. Planet Energy decided to withdraw its application to market and/or sell natural gas supply services to new consumers in Manitoba. Planet Energy will continue to service its existing customers only.

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

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 the PUB;
- 2) an independent gas marketer or Centra Gas under a fixed-rate, fixed-term contract.

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

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

The PUB adopted a new gas marketer Code of Conduct in July 2015 which took effect on January 1, 2016. The new 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 PUB.

V. Manitoba Public Insurance (MPI)

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

Pursuant to *The Crown Corporations Public Review and Accountability and Consequential Amendments Act*, the PUB approves just and reasonable rate bases and premiums charged for Basic compulsory driver and vehicle insurance (Basic) provided by MPI. The PUB does not approve rates and premiums for MPI's two other lines of business: Extension and Special Risk Extension (SRE).

MPI's Basic insurance is available to every Manitoba resident. 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 other people's property anywhere in Canada or the United States
- Personal Injury Protection Plan (PIPP) for injury or death caused by an automobile

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

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

In Order 128/15, the PUB approved MPI's application for no overall change to Basic premiums for the 2016/17 insurance year, effective March 1, 2016, for all major classes combined. The PUB also approved that there would be no change in permit and certificate rates, driver license premiums and vehicle premium discounts, service and transaction fees, fleet rebates or surcharges, or the discount on approved after-market and manufacturer/dealer installed anti-theft devices.

The Board's order for no overall change did not mean that rates for all motorists within each major vehicle class remained the same. Instead, based on MPI's rate design, each major vehicle class had different average vehicle premium changes.

The PUB and MPI have been engaged for a number of years in discussions regarding the appropriate level of MPI's Rate Stabilization Reserve (RSR). For Fiscal 2016, the Board selected a methodology to be utilized for the purposes of setting the lower total equity capital target for the Corporation.

The Board also approved a methodology for setting the upper level of the equity target but on a notional basis only. The Board ordered MPI to continue to participate in a collaborative process to be completed by the time the Board considers the next rate application.

The Board highlighted MPI's decision to transfer \$75 million in excess retained earnings from its other lines of business into the RSR prior to the end of 2014/15. This assisted Basic ratepayers by partly alleviating the shortfall in the level of the Basic reserve. MPI has made a commitment to make an additional contribution to the extent that the balance of the RSR is below the minimum target capital level as calculated using the newly approved formula for setting the rate reserve level.

VI. Water and Sewer Utilities

The PUB has rate and other regulatory responsibilities for all of Manitoba's water and/or sewer utilities but does not approve rates for the City of Winnipeg.

Water utilities are public utilities as defined in the PUB Act and regulation is mandatory.

Sewer-only utilities need to be declared by the Board to be public utilities to be regulated; a general declaration was made in Order 93/09.

At the end of the 2015/16 fiscal year, the PUB had a regulatory caseload of approximately 240 water and/or sewer utilities, including approximately 200 municipal utilities and 40 cooperative and privately owned water utilities. At the end of March 2016, the PUB had 42 active water and sewer files.

When regulating cooperative and privately owned water utilities the PUB uses a complaints based process in order to constrain regulatory costs. Many of these utilities are able to introduce rate changes by simply notifying their customers and providing the PUB with financial information in support of the rate

changes. If the increase is significant or if a rate increase results in many complaints, the PUB will hold a public hearing in the region served by the utility.

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

The PUB will hold hearings to deal with matters being considered by the PUB. For example, some applications for significant increases result in ratepayer opposition; in such cases, the PUB holds hearings in the area served by the utility. There were 7 hearings during 2015-16.

Pursuant to subsection 165(2) of *The Municipal Act*, municipalities must obtain the Board's approval if budgeted expenditures exceed the sum of budgeted revenues (including transfers to the utility). The Board, in Order 151/08, extended this requirement to all owners of water and/or sewer utilities. Unless prior approval has been obtained, an owner of a public utility must report the actual operating deficit in its utility to the 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 allowing for the disconnection of utility service for nonpayment. Disconnections can be appealed to the Board.

The Board issued Order 139/15 which addressed a disconnection; this matter was ultimately settled by the parties to the dispute.

Pursuant to subsection 82(1) of the PUB Act, the Board must approve utility amalgamations or dissolutions. In Order 140/15, the PUB approved the amalgamation of four utilities: Rosenort, Lowe Farm, Sperling and the Rural water utility. In Order 24/16, the Board approved the dissolution wastewater utilities known as Rivercrest, Riverdale, Lister Rapids and River Springs (Rivergate) and the formation of the new RM of West St. Paul wastewater utility.

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

The Board issued 64 water or wastewater orders during 2015-16.

VII. Cemeteries and Prepaid Funeral Services

The Statutes Correction and Minor Amendments Act, 2013 received Royal Assent on December 5, 2013. This Act mandated the transfer of the responsibilities for the Cemeteries Act from the PUB to the Funeral Board. The PUB ceased issuing cemetery, columbarium, mausoleum crematory, owner and agent licences.

In June 2011, *The Grieving Families Protection Act* was passed by the Manitoba Legislature. The Act transferred the PUB's responsibilities pursuant to the *Prearranged Funeral Services Act* to the Funeral Board of Manitoba.

When the changes to *The Prearranged Funeral Services Act* regulation are proclaimed, administration of the Act will be transferred from the PUB to the Funeral Board of Manitoba. This will consolidate the administration of funeral services under the Funeral Board. The Funeral Board initiated consultations regarding a draft regulation in July 2015.

The Prearranged Funeral Services Act (PFSA) regulates the pre-arranged funeral industry in Manitoba. A funeral director providing funeral services for reward under prearranged funeral plans may be licensed by the PUB to enter into prearranged funeral plans. A licensee entering into a prearranged funeral plan is trustee of all monies paid under the plan, until (a) the funeral services mentioned in the plan have been provided in accordance with the plan; or (b) the moneys, or any unused balance have been refunded to the purchaser or paid to his personal representative. The licensee must, within the time prescribed in the regulations, pay the monies received from plan clients to an authorized trustee for deposit in a special fund; interest or income, if any, on such monies accrue to the purchaser.

PUB staff review trust account reports filed by licensees, settle disputes, investigate complaints and suspected wrongdoings by licensees. PUB staff may appear, if necessary, at legal proceedings regarding trust accounts.

During 2015-16, the PUB issued 31 licences pursuant to the PFSA, two fewer than for 2014-15 because of amalgamation. The total amount held in trust by licensees for clients as of March 31, 2016 was \$45,188,753.48, compared to \$39,442,282.81 as at the same date the year before.

The PUB addresses inquiries and complaints. There were no hearings held or Orders issued by the PUB during the reporting period.

HIGHWAY TRAFFIC BOARD APPEALS

Pursuant to section 21 of *The Highways Protection Act*, Highway Traffic Board decisions can be appealed to the PUB. These usually involve either driveway access to provincial highways, placement of buildings or the placement of signs, especially electronic signs, beside Manitoba highways. Appellants have included local landowners, businesses and the Department of Manitoba Infrastructure and Transportation (MIT).

Usually, the PUB visits the site related to the dispute and holds a public hearing in the area. Decision criteria include fairness and road safety.

During 2015-16, three Orders were issued dealing with Highway Traffic Board issues: Orders 39/15, 55/15 and 81/15.

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.

CITY OF WINNIPEG CHARTER ACT (PASSENGER TRANSPORT)

The City of Winnipeg Charter Act provides that, where the City 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 the PUB; they have mostly been limited to transport services for children and the elderly.

No passenger transport agreements were signed by the City during 2015-16.

THE CONSUMER PROTECTION ACT

Payday Loans

Man. Reg. 50/2010, the regulation setting the maximum cost of credit for a payday loan under the *Consumer Protection Act (Manitoba)*, came into force on October 18, 2010. Pursuant to section 164(2) of the *Consumer Protection Act (Manitoba)*, the Board was required to conduct a review of issues related to pay day loans within three years after Man. Reg. 50/2010 came into force. The Board submitted that report to the Government on September 23, 2013:

Pursuant to section 164.1(2) of *The Consumer Protection Act (Manitoba)*, every third year, the Minister responsible must review the effectiveness of Part XVIII of that Act and the related regulation and decide

- a) whether to require a further review by the board in accordance with section 164 of the Act; and
- b) whether to recommend changes to the payday loans provisions of the Act or the regulations under this Part.

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

Maximum Fees for Cashing Government Cheques

Pursuant to subsection 169(2) of *The Consumer Protection Act (Manitoba)*, the PUB must by Order fix the maximum amount or establish a rate, formula rate or tariff for determining the maximum amount that may be charged, required or accepted as a government cheque cashing fee. Subsection 169(5) of the Act requires that the PUB review its existing Orders under this section at least once every three years. Government cheques include cheques of the Government of Canada, Province of Manitoba and any government agency listed in the provincial regulation.

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

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

The next review will be conducted during 2016-17.

PUB GOVERNANCE AND ADMINISTRATION

Board's Rules of Practice and Procedure

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

http://www.pub.gov.mb.ca/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 the PUB management of its processes.

PUB Members, employees and advisors

The PUB Act specifies a minimum complement of three members, including a full-time Chair who is also the Chief Executive Officer, but does not specify the maximum number of members. All appointees serve at the pleasure of the Lieutenant-Governor. With the exception of the full time Chairperson, 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.pub.gov.mb.ca/pdf/misc/members_code-2011.pdf

Members complete a conflict of interest declaration every year.

Members of the Board as at March 31, 2016:

Rick Bel, B.A., M.A., M.Sc.

Karen Botting, B.A., M.A., M.Ed., Vice-Chair

Neil Duboff, B.A. (Hons), LLB, TEP

Régis Gosselin, B ès Arts, MBA, CPA, CGA, Chair

Hugh Grant, Ph.D. (Economics)

Marilyn Kapitany, B.Sc. (Hons), M.Sc.

Al Morin, B.A. (Economics), ICD.D

The Honourable Anita Neville, P.C., B.A (Hons)

Susan Proven, P.H.Ec.

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

<http://www.pub.gov.mb.ca/members.html>

PUB employees as at March 31, 2016

Damilola Adenikinju, Junior Research Assistant

Brenda Bresch, Office Manager

Darren Christle, MPA, B.A., CCLP, P. Log., MCIT, Secretary and Executive Director

Anne Cloutier, Administrative Officer

Nancy-Anne Cribbs, Assistant to the Chairman (on term assignment with another Department)

Jennifer Dubois, CPA, CMA, Assistant Associate Secretary

Kurt Simonsen, Associate Secretary

Diana Villegas, Acting Assistant to the Chairman

Advisors:

The PUB has the authority to retain advisors to assist in fulfilling its obligations.

The PUB usually relies on expert advisors from the fields of accounting, actuarial science, engineering and law. Its regular advisors as at March 31, 2016 were:

Accounting	Roger Cathcart, Cathcart Advisors Inc. Qiong (Grace) Wedlake, Cathcart Advisors Inc.
Actuarial Science	Brian Pelly, Eckler Partners LLP
Engineering	Brady Ryall, Ryall Engineering Ltd. David Bonin, Ryall Engineering Ltd. Larry Buhr, LAB Consulting Ltd.
Law	Bob Peters, Fillmore Riley LLP Sven Hombach, Fillmore Riley LLP Anita Southall, Fillmore Riley LLP Candace Grammond, Pitblado LLP Kathleen McCandless, Pitblado LLP
Water and wastewater	Gerry Gaudreau Hollis Singh

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

FINANCIAL INFORMATION

**Public Utilities Board
Statement of Revenues and Expenditures
As of March 31, 2016**

	<u>2015-16</u> (\$000's)	<u>2014-15</u> (\$000's)
Sources of funding		
Appropriation	\$ 1,350	\$ 1,350
	<hr/>	<hr/>
	\$ 1,350	\$ 1,350
Expenditures		
Salaries & per diems	\$ 854	\$ 903
Rate regulation and safety related costs	\$ 30	\$ 35
General overheads (rent, technology, utilities, etc.)	\$ 588	\$ 400
	<hr/>	<hr/>
	\$ 1,472	\$ 1,338
Excess (shortfall) of revenues over expenses ¹	<u>\$ -122</u>	<u>\$ 12</u>

Net Government Funding of the PUB

Appropriation spent by PUB ¹	\$ 1,472	\$ 1,338
Fees collected by the PUB ²	\$ 1,146	\$ 1,110
Net government funding to the PUB	<u>\$ 326</u>	<u>\$ 228</u>

¹ PUB fees are paid by utilities and licensees into the Consolidated Revenue Fund via the Minister of Finance. Expenses of the PUB are paid out of the departmental appropriation.

²Unspent appropriated funds are not accumulated in PUB reserves.

PUB Fees and Costs Paid by Utilities
As of March 31, 2015

	<u>2015-16</u> (\$000's)		<u>2014-15</u> (\$000's)	
<u>Manitoba Hydro</u>				
PUB Fees: '				
electricity	313		313	
gas operations	<u>420</u>	736	<u>423</u>	736
Cost of PUB advisors, paid by Manitoba Hydro:				
electricity	1791		1514	
NFAT	0		1855	
gas operations	<u>492</u>	2283	<u>320</u>	3689
Costs of interveners, paid by Manitoba Hydro: ²				
electricity	315		2	
NFAT			1708	
gas operations	<u>97</u>	<u>412</u>	<u>18</u>	<u>1,728</u>
<i>Aggregate Manitoba Hydro</i>		3428		6153
<u>Manitoba Public Insurance (MPI)</u>				
Fees - MPI'	314		316	
Cost of PUB advisors, paid by MPI	394		490	
Cost of Intervenors, paid by MPI	<u>192</u>		<u>367</u>	
<i>Aggregate MPI</i>		900		1163
<u>Other Fees</u>				
Stittco Utilities Man Ltd.'	2		3	
Water & Sewer Utilities - All others ' 2 3	52		39	
Funeral related activities ' 3	13		9	
Natural Gas Brokers 3	5		10	
Government (pay day loans)	21			
Highway Traffic Act	<u>6</u>			
<i>Aggregate Other</i>		61		61
Consolidated fees and costs		<u><u>4,427</u></u>		<u><u>7,377</u></u>

¹ Fees payable to the PUB by utilities, and applicants are set out in the Public Utilities Board Fees Regulations as prescribed by the PUB pursuant to s. 57 of *The Public Utilities Board Act*

² The PUB directs utilities and applicants to pay the costs of PUB advisors. By Board Order, the PUB also requires utilities and applicants to pay all or a portion of the costs incurred by intervenors in its hearings. The costs are paid directly by the utilities and applicants to the parties that have been granted cost awards. These payments are not made to the PUB or the Consolidated Revenue Fund.

³ Licence fees paid by applicants are either fixed by regulation or by Board Order.

Aggregate Cost of PUB Operations

As of March 31, 2016

	<u>2015-16</u> (\$000's)	<u>2014-15</u> (\$000's)
PUB expenditures funded by appropriation	\$ 1,472	\$ 1,338
Total PUB Advisor costs billed to regulated entities	2,677	4,182*
Total Intervener costs billed to regulated entities	604	2,085*
Aggregate Cost of PUB Operations	<u>\$ 4,753</u>	<u>\$ 7,605</u>

* Includes the cost of the NFAT undertaken by the PUB on behalf of the Government of Manitoba.

SUMMARY OF PUB ACTIVITIES

Licences Issued

	2015/2016	2014/2015
Direct Purchase of Natural Gas		
Brokers	11	11
<i>The Prearranged Funeral Services Act</i>		
Licences	31	33
Total licenses issued	42	44

Orders Issued

	2015/2016		2014/2015	
Regulated Industry Orders				
Water and Sewer Utilities				
Applications for rates	32		24	
Applications to address deficits	21		17	
Applications to address rates and deficits	3		2	
Review and Vary decisions	3		2	
Miscellaneous, including complaints	<u>7</u>	66	<u>8</u>	53
Manitoba Hydro				
Electricity operations	60		62	
NFAT	0		6	
Centra Gas Manitoba Inc.	<u>8</u>	68	<u>9</u>	77
Natural Gas and Propane Utilities and Pipelines				
Swan Valley Gas Corporation	0		2	
Stittco Utilities Man Ltd.	5		<u>5</u>	7
Pipeline gas safety	<u>1</u>	6		
Gas Brokers	1	1		
Manitoba Public Insurance	7	7		11
<i>The Highways Protection Act</i>	4	4		1
Fees for cashing Government Cheques	0		0	
Maximum Charges for Payday Loans	4	4	0	
<i>The Prearranged Funeral Services Act</i>	0		0	
Orders made of PUB's own motion	0		0	
Total number of Orders issued		<u>156</u>		<u>149</u>

Note: Copies of the decisions of The Public Utilities Board of Manitoba are available from the PUB's office upon request, and are posted on the PUB's website (www.pub.gov.mb.ca). The Orders indicated above include Orders related to applications for costs by interveners in the PUB's processes.

Summary of Board Orders Issued for Year 2015/16

ORDER NO.	APPLICANT	SUMMARY
37/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of April 6 to April 12, 2015 of the Surplus Energy Program Rate
38/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of April 13 to April 19, 2015 of the Surplus Energy Program Rate
39/15	James and Barbara Robson	Appeal of a Highway Traffic Board Decision, dated May 2, 2014 – Denial for Permission to Build a Dwelling and Residential Garage – 2929 McGregor Farm Road - Adjacent to PTH No. 59 OTM Lots 101 and 102 – RM of East St. Paul – File No. 1/059/036/B/14
40/15	Manitoba Hydro	An Application of Interim Ex Parte Approval for the Week of April 20 to April 26, 2015 of the Surplus Energy Program Rate
41/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of April 27 to May 3, 2015 of the Surplus Energy Program Rate
42/15	Stittco Utilities Man Ltd.	Propane Rates Effective May 1, 2015
43/15	Centra Gas Manitoba Inc.	Primary Gas Rate Application, Effective May 1, 2015
44/15	Manitoba Hydro	Interim Ex Parte Approval Curtailable Rate Program Reference Discount, Effective April 1, 2015
45/15	Town of Melita	Revised Water and Sewer Rates

ORDER NO.	APPLICANT	SUMMARY
46/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of May 4 to May 10, 2015 of the Surplus Energy Program Rate
47/15	Rural Municipality of Victoria	Holland Utility System - Water and Sewer Utility - Actual Deficits 2011, 2012 and 2013
48/15	Rural Municipality of Victoria	Cypress River Utility System - Water and Sewer Utility - Actual Deficit 2012 and 2013
49/15	Centra Gas Manitoba Inc.	Franchise Application (Hamiota Municipality and Prairie View Municipality)
50/15	Town of Powerview-Pine Falls	Water and Sewer Utility - Final Water and Sewer Rates
51/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of May 11 to May 17, 2015 of the Surplus Energy Program Rate
52/15	Rural Municipality of St. Andrews	Sewer Rates for April 1, 2015
53/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of May 18 to May 24, 2015 of the Surplus Energy Program Rate
54/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of May 25 to May 31, 2015 of the Surplus Energy Program Rate
55/15	Robert and Frederica Emery	Standing to Appeal Highway Traffic Board Permit 034-15 - HTB File No. 1/009/003/A/15

ORDER NO.	APPLICANT	SUMMARY
56/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 1 to June 7, 2015 of the Surplus Energy Program Rate
57/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 8 to June 14, 2015 of the Surplus Energy Program Rate
58/15	Manitoba Public Insurance Corporation	Directives Re: Phase I of Appendix "E" to Board Order 135/14 Issued December 5, 2014
59/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 15 to June 21, 2015 of the Surplus Energy Program Rate
60/15	Rural Municipality Alexander	Order Varying Board Order No. 59/12 for the Great Falls Standpipe Rates
61/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 22 to June 28, 2015 of the Surplus Energy Program Rate
62/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 29 to July 5, 2015 of the Surplus Energy Program Rate
63/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of July 6 to July 12, 2015 of the Surplus Energy Program Rate
64/15	Manitoba Public Insurance	Procedural Order (2016/17 Rates and Premiums for Compulsory Driver and Vehicle Insurance) Timetable for a Public Hearing, Approval of Interveners and Approval of Issues

ORDER NO.	APPLICANT	SUMMARY
65/15	Public Utilities Board	Order Establishing a Code of Conduct for Direct Purchase Natural Gas Transactions and Related Compliance Documents
66/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of July 13 to July 19, 2015 of the Surplus Energy Program Rate
67/15	Centra Gas Manitoba Inc.	Procedural Order in Respect of 2015/16 Cost of Gas Application
68/15	Manitoba Hydro	An Application for Interim Ex Parte Approval of the week of July 20 to July 26, 2015 of the Surplus Energy Program Rate
69/15	Rural Municipality of Coldwell	L.I.D. Nos. 1 and 2 Lundar – Sewer Utility - Actual Deficit 2010, 2011 and 2012
70/15	Rural Municipality of Stuartburn	Local Improvement District No. 1 Vita – Sewer Utility – Anticipated Deficit 2014 and Actual Deficit 2012
71/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of July 27 to August 2, 2015 of the Surplus Energy Program Rate
72/15	Centra Gas Manitoba Inc.	Primary Gas Rate Application effective August 1, 2015
73/15	Manitoba Hydro	Final Order with Respect to 2014/15 and 2015/16 General Rate Application
74/15	Village of Dunnottar	Request to Review and Vary Board Order Nos. 35/15 and 32/15 – Interim Initial Sewer Rates

ORDER NO.	APPLICANT	SUMMARY
75/15	Riverdale Municipality	Revised Water and Sewer Rates – Rivers Water and Sewer Utility Effective September 1, 2015
76/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of August 3 to August 9, 2015 of the Surplus Energy Program Rate
77/15	Manitoba Hydro	Order Approving Rate Filings for Final August 1, 2015 Rates
78/15	Stittco Utilities Man Ltd.	Propane Rates Effective August 1, 2015
79/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of August 10 to August 16, 2015 of the Surplus Energy Program Rate
80/15	Town of Lac Du Bonnet	Water and Sewer Utility – System Development Charge
81/15	Robert and Frederica Emery	Appeal of a Highway Traffic Board Decision dated February 26, 2016 - Approval of Temporary Construction Access Onto PTH 9 River Lots 46 and 47 Parish of St. Andrews – RM of St. Andrews - HTB File No. 1/009/003/A/15
82/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of August 17 to August 23, 2015 of the Surplus Energy Program Rate
83/15	Rural Municipality of Cornwallis	Water Rates – July 1, 2015
84/15	Rural Municipality of Grey	Grey Water Utility – Interim Water Rates

ORDER NO.	APPLICANT	SUMMARY
85/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of August 24 to August 30, 2015 of the Surplus Energy Program Rate
86/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of August 31 to September 6, 2015 of the Surplus Energy Program Rate
87/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of September 7 to September 13, 2015 of the Surplus Energy Program Rate
88/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of September 14 to September 20, 2015 of the Surplus Energy Program Rate
89/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of September 21 to September 27, 2015 of the Surplus Energy Program Rate
90/15	Green Action Centre	Award of Costs – Intervention in the Manitoba Hydro General Rate Application for 2014/15 and 2015/16
91/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of September 28 to October 4, 2015 of the Surplus Energy Program Rate
92/15	Rural Municipality of Grey	Grey Water Utility – Water and Wastewater Rates
93/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of October 5 to October 11, 2015 of the Surplus Energy Program Rate
94/15	Municipality of Russell Binscarth	Approval in Principle to Recover Debenture Servicing Costs for a Supply Well Project for the Russell Utility

ORDER NO.	APPLICANT	SUMMARY
95/15	Prairie View Municipality	Birtle Utility – Water and Wastewater Rates
96/15	Manitoba Public Insurance Corporation	Directives Re: Phase I of Appendix “E” to Board Order 135/14 issued December 5, 2014 - Reasons for Decision in Board Order 58/15
97/15	Town of Stonewall	Water and Wastewater Utility – Actual Deficits 2009 and 2013
98/15	Town of The Pas	Water and Sewer Utility – Actual Deficits 2013
99/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of October 12 to October 18, 2015 of the Surplus Energy Program Rate
100/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of October 19 to October 25, 2015 of the Surplus Energy Program Rate
101/15	Rural Municipality of Pipestone	Municipal Utility – Actual Deficit 2014
102/15	Rural Municipality of Ellice-Archie	St. Lazare Water and Wastewater Utility – Operating Deficits 2012 and 2013
103/15	Pembina Valley Water Cooperative Inc.	Wholesale/Bulk Water Utility – Final Water Rates
104/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of October 26 to November 1, 2015 of the Surplus Energy Program Rate
105/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of November 2 to November 8, 2015 of the Surplus Energy Program Rate

ORDER NO.	APPLICANT	SUMMARY
106/15	Stittco Utilities Man Ltd.	Non-Commodity Costs Effective November 1, 2015 – Final Approval
107/15	Stittco Utilities Man Ltd.	Propane Rates Effective November 1, 2015
108/15	Centra Gas Manitoba Inc.	Final Order in Respect of 2015/16 Cost of Gas Application
109/15	Municipality of Swan Valley West	Benito Water and Wastewater Utility – Actual Deficits 2013, 2014 and Cost Allocation Methodology
110/15	Rural Municipality of Pipestone	Reston Water and Wastewater Utility – Actual Deficits 2013 and 2014
111/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of November 9 to November 15, 2015 of the Surplus Energy Program Rate
112/15	Rural Municipality of Elton	Water and Wastewater Rates
113/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of November 16 to November 22, 2015 of the Surplus Energy Program Rate
114/15	Manitoba Keewatinowi Okimakanak	Order with Respect to Award of Costs to Orle Law Corporation in the Intervention by MKO at Manitoba Hydro's 2014/15 & 2015/16 General Rate Application
115/15	Manitoba Metis Federation	Order with Respect to Award of Costs to the Manitoba Metis Federation for MMF's Intervention at Manitoba Hydro's 2014/15 & 2015/16 General Rate Application

ORDER NO.	APPLICANT	SUMMARY
116/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of November 23 to November 29, 2015 of the Surplus Energy Program Rate
117/15	Municipality of Killarney-Turtle Mountain	Water and Wastewater Rates – Effective January 1, 2016
118/15	Rural Municipality of Portage la Prairie	Oakville Water and Wastewater Utility – Deficit Approval – 2009 Through 2014 and Water and Wastewater Rates- January 1, 2016
119/15	Municipality of North Norfolk	Town of MacGregor Water and Wastewater Utility – Operating Deficits 2010, 2011 and 2012
120/15	Rural Municipality of St. Francois Xavier	Water and Wastewater Rates – Effective January 1, 2016
121/15	Municipality of Louise	Town of Pilot Mound Water and Wastewater Utility – Operating Deficits 2011 and 2012
122/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of November 30 to December 6, 2015 of the Surplus Energy Program Rate
123/15	Coalition of Manitoba Motorcycle Groups Inc.	Award of Costs: Intervention in Manitoba Public Insurance Corporation's General Rate Application for the 2016/17 Insurance Year
124/15	City of Portage la Prairie	Water and Wastewater Utility – Interim Rates
125/15	Rural Municipality of Gimli	Interim Water and Wastewater Rates – Effective January 1, 2016

ORDER NO.	APPLICANT	SUMMARY
126/15	Rural Municipality of Oakview	Oak River Water and Wastewater Utility – Water and Wastewater Rates – January 1, 2016
127/15	Rural Municipality of Riding Mountain West	Local Urban District of Angusville – Water and Wastewater Utility – Interim Rates
128/15	Manitoba Public Insurance Corporation	Compulsory 2016/17 Driver and Vehicle Insurance Premiums and Other Matters
129/15	Municipality of Russell-Binscarth	Binscarth Utility – 2012 and 2013 Actual Deficits – Final Water and Wastewater Rates
130/15	Rural Municipality of Stanley	Water Utility – Water Rates – January 1, 2016
131/15	Rural Municipality of Victoria	Cypress River Water and Wastewater Utility – Operating Deficit 2014
132/15	Rural Municipality of Victoria	Holland Water and Wastewater Utility – Operating Deficit 2014
133/15	Consumers Association of Canada (Manitoba) Inc.	Order with Respect to Award of Costs for Participation in Centra Gas Manitoba Inc.'s 2015/16 Cost of Gas Application
134/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of December 7 to December 13, 2015 of the Surplus Energy Program Rate
135/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of December 14 to December 20, 2015 of the Surplus Energy Program Rate

ORDER NO.	APPLICANT	SUMMARY
136/15	Municipality of Clanwilliam-Erickson	Town of Erickson – Water and Wastewater Utility – Deficits Approval – 2011 and 2012 and Water and Wastewater Rates – January 1, 2016
137/15	Village of Ste. Pierre-Jolys	Wastewater Utility – Wastewater Rates – January 1, 2016
138/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of December 21 to December 27, 2015 of the Surplus Energy Program Rate
139/15	Terry Rowsell	Procedural Order – Appeal of Disconnection – B & G Utilities
140/15	Rural Municipality of Morris	Amalgamation of Lowe Farm, Sperling, Rosenort and Rural Water Utilities
141/15	Rural Municipality of Oakview	Town of Rapid City – Water and Wastewater Utility – Interim Rates
142/15	Rural Municipality of Wallace-Woodworth	Wallace Water Utility – Interim Water Rates – January 1, 2016
143/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of December 28, 2015 to January 3, 2016 of the Surplus Energy Program Rate
144/15	Rural Municipality of Gimli	Order Varying Board Order No. 125/15 – Interim Water and Wastewater Rates
145/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of January 4 to January 10, 2016 of the Surplus Energy Program Rate

ORDER NO.	APPLICANT	SUMMARY
146/15	Town of Minnedosa	Water and Wastewater Utility Rates – January 1, 2016
1/16	Rural Municipality of Kelsey	Rural Water Utility -2009, 2010, 2011, 2012 and 2013 Deficits - Water Rates – January 1, 2016
2/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of January 11 to January 17, 2016 of the Surplus Energy Program Rate
3/16	Municipality of Harrison Park	Newdale Wastewater Utility – Operating Deficit 2013
4/16	Centra Gas Manitoba Inc.	Primary Gas Rate Application effective February 1, 2016
5/16	Rural Municipality of Victoria Beach	Victoria Beach Water Utility – Operating Deficit 2012
6/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of January 18 to January 24, 2016 of the Surplus Energy Program Rate
7/16	Town of Lac du Bonnet	Water and Wastewater Utility – Final Water and Wastewater Rates
8/16	Rural Municipality of Victoria Beach	Albert Beach Water Utility – Operating Deficit 2012
9/16	Village of St. Pierre – Jolys	Order Varying Board Order No. 137/15 for Village of St. Pierre – Jolys – Wastewater Utility – Wastewater Rates – January 1, 2016
10/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of January 25 to January 31, 2016 of the Surplus Energy Program Rate

ORDER NO.	APPLICANT	SUMMARY
11/16	Stittco Utilities Man. Ltd.	Propane Rates Effective February 1, 2016
12/16	Public Utilities Board	Gas Safety Order (Engineer's Certificates) for All Natural Gas and Propane Transmission and Distribution Pipelines
13/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of February 1 to February 7, 2016 of the Surplus Energy Program Rate
14/16	Municipality of Two Borders	Lyleton Water Utility – Interim Water Rates
15/16	Public Utilities Board	An Order Adopting CSA Z662-15 (CSA Standards – Oil and Gas Pipeline Systems)
16/16	Rural Municipality of Tache	L.I.D. No. 3 Landmark – Amendment to By-Law No. 23-2012
17/16	Rural Municipality of Tache	L.I.D. Nos. 1 and 2 – Lorrette – Amendment to By-Law No. 22-2012
18/16	Rural Municipality of Roland	Water and Wastewater Utility – Operating Deficits 2010, 2012 and 2013
19/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of February 8 to February 14, 2016 of the Surplus Energy Program Rate
20/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of February 15 to February 14, 2016 of the Surplus Energy Program Rate
21/16	Rural Municipality of Mountain	Birch River Utility – Interim Ex Parte Water and Wastewater Rates

ORDER NO.	APPLICANT	SUMMARY
22/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of February 22 to February 28, 2016 of the Surplus Energy Program Rate
23/16	Rural Municipality of Mountain	Mafeking Water Utility – Interim Ex Parte Water Rates
24/16	Rural Municipality of West St. Paul	Water and Wastewater Utility – Interim Rates and Dissolution of Wastewater Utilities known as Rivercrest, Riverdale, Lister Rapids and River Springs (Rivergate)
25/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of February 29 to March 6, 2016 of the Surplus Energy Program Rate
26/16	Manitoba Hydro	Procedural Order in Respect of Manitoba Hydro's Cost of Service Study Methodology Review
27/16	Bike Winnipeg	Award of Costs – Bike Winnipeg – Intervention in Manitoba Public Insurance Corporation's General Rate Application for the 2016/17 Insurance Year
28/16	Public Utilities Board	Payday Loans Review – Intervener Status and Schedule of Proceedings
29/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of March 7 to March 13, 2016 of the Surplus Energy Program Rate
30/16	Public Utilities Board	Payday Loans Review: Intervener Status and Schedule of Proceedings
31/16	Rural Municipality of Ellice-Archie	St. Lazare Water and Wastewater Utility – Operating Deficits 2014

ORDER NO.	APPLICANT	SUMMARY
32/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of March 14 to March 20, 2016 of the Surplus Energy Program Rate
33/16	Public Utilities Board	Payday Loans Review: Amendment Board Order 30/16 – Schedule of Proceedings
34/16	Consumers' Association of Canada (Manitoba) Inc.	Award of Costs: Intervention in Manitoba Public Insurance Corporation's General Rate Application for the 2016/17 Insurance Year
35/16	Manitoba Hydro	An Application for Interim Ex Parte Approval of the Week of March 21 to March 27, 2016 of the Surplus Energy Program Rate
36/16	Town of Lac du Bonnet	Order Varying Board Order No. 7/16 – Water and Wastewater Utility – Final Water and Wastewater Rates
37/16	Rural Municipality of Cartier	Water Utility – Water Service Connection Fee
38/16	Rural Municipality of Macdonald	Amalgamation of La Salle, Sanford, Oak Bluff, Brunkild, Domain and Starbuck Wastewater Utilities
39/16	Consumers' Association of Canada (Manitoba) Inc., Winnipeg Harvest, Community Financial Counseling Service (the Consumers Coalition)	Award of Costs: Intervention in the 2016 Manitoba Payday Lending Review
40/16	Rural Municipality of Dufferin	Dufferin Stephenfield Water Utility – Operating Deficits 2012, 2013, and 2014
41/16	Highway Traffic Board	Appeal – File No. 3/002/178/AB/15 – Provincial Trunk Highway No. 2, in the Municipality of Souris-Glenwood

ORDER NO.	APPLICANT	SUMMARY
42/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of March 28 to April 3, 2016 of the Surplus Energy Program Rate
43/16	Municipality of Hanover	Blumenort Wastewater Utility – Operating Deficits 2013 and 2014
44/16	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of April 4 to April 10, 2016 of the Surplus Energy Program Rate
45/16	Rural Municipality of Stuartburn	Vita Sewer Utility – Reserve Fund Transfers – Effective March 15, 2016
46/16	City of Thompson	Water and Wastewater Utility – Rate Application