

The Public Utilities Board

**Annual Report
2014-2015**





March 31, 2015

The Honourable Greg Dewar
Minister Responsible for the Public Utilities Board
103 Legislative Building
Winnipeg, MB R3C 0V8

Dear Minister Dewar:

Reference: 2014-15 Annual Report, The Public Utilities Board

Pursuant to the provisions of Section 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, 2015. The year under review was the PUB's 102nd year of service to Manitoba.

A total of nine part-time Board members served the PUB with dedication during the year.

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

The work of the PUB was also supported by the approved interveners.

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.

Finally, thank you, Mr. Minister, for your support of the PUB's work.

Sincerely,

A handwritten signature in black ink that reads "R. Gosselin". The signature is written in a cursive, flowing style.

Régis Gosselin
Chair



Le 31 mars 2015

L'honorable Greg Dewar
Ministre responsable de la Régie des services publics
Palais législatif, bureau 103
Winnipeg (Manitoba) R3C 0V8

Objet : Rapport annuel 2014-2015 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, au nom des membres de la Régie, le rapport annuel de la Régie des services publics pour l'exercice qui s'est terminé le 31 mars 2015. L'exercice visé par le rapport constitue la 102^e année de service de la Régie au Manitoba.

Au total, neuf membres à temps partiel ont siégé avec dévouement à la Régie pendant l'exercice.

En outre, la Régie a bénéficié du soutien de sept employés et de conseillers.

La Régie a également été soutenue dans ses travaux par les intervenants approuvés.

Par ailleurs, diverses personnes ont comparu devant la Régie pendant ses audiences, que ce soit à titre de témoins, d'experts ou de présentateurs.

Ces contributions ont permis à la Régie des services publics d'obtenir les résultats qui figurent dans le présent rapport.

En dernier lieu, je vous remercie, Monsieur le Ministre, de soutenir les travaux de la Régie et vous prie d'agréer l'expression de mes sentiments les plus respectueux.

Le président,

Régis Gosselin

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Chair's Report
Review of Public Utilities Board (PUB) Activities
For the Year Ended March 31, 2015

HIGHLIGHTS

PUB Membership and Staff Changes

Rick Bel and Hugh Grant were appointed as regular members of the Board on December 17, 2014. They were first appointed on December 18, 2013, solely to participate in the Board's examination of the Needs For and Alternatives to (NFAT) review of Manitoba Hydro's Preferred Development Plan. Their terms were initially slated to end when the panel's duties were completed.

Larry Soldier, former Chief of Swan Lake First Nation, resigned as a Board member on September 8, 2014.

On February 15, 2015, Hollis Singh, Secretary and Executive Director of the PUB retired from the provincial public service after a long and distinguished career and many years of dedicated service to the PUB. He was replaced by Darren Christle who joined the staff after serving with Manitoba's Department of Infrastructure and Transportation.

Changes in PUB Mandate

The Statutes Correction and Minor Amendments Act, 2013 was adopted on December 5, 2013 and received Royal Assent the same day. This Act mandated the transfer of the responsibilities for the Cemeteries Act from the PUB to the Funeral Board. The PUB no longer issues cemetery, columbarium, mausoleum, crematory, owner and agent licences; the last licences were issued for the 2013-14 period.

When the changes to *The Prearranged Funeral Services Act* regulation are proclaimed, administration of the Act will be transferred from PUB to the Funeral Board of Manitoba. This will consolidate the administration of funeral services under the Funeral Board.

Under the PUB Act, the PUB may be assigned duties by the Lieutenant Governor in Council. On November 15, 2012 the Minister of Innovation, Energy, and Mines announced that the Board was being asked to conduct the Needs For and Alternatives To (NFAT) Review of Manitoba Hydro's Preferred Development plan to build the Keeyask and Conawapa generating stations and their associated transmission facilities. The Terms of Reference for the NFAT were issued on April 17, 2013. The Review required the PUB to marshal extensive resources so as to be able to complete its report by the specified deadline of June 20, 2014, a target which was met. The deadline and the scope of the Review severely tested all of the participating parties. The government announced after the report was submitted that it intended to implement the Board's recommendations.

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

The Plan also includes short-term priorities that the PUB seeks to address over the next year. These priorities were not revised prior to the start of 2014-15 because they were still relevant and because the Board was focused on the Need for And Alternatives to (NFAT) review of Manitoba Hydro's Preferred Development Plan, its main priority.

From April to the end of December 2014, the Board's priorities included:

- The Review of Manitoba Hydro's Preferred Development Plan
 - The NFAT review was completed and submitted to government on June 20 2014, as per the deadline set by the Manitoba government. The major recommendations are summarized later in this report. This Review required the commitment of a significant percentage of the PUB's human and financial resources and impacted the PUB's ability to address all its priorities,
- Continued progress on outstanding water and sewer applications.
 - At the end of March 2015, the PUB had 31 active water and sewer files compared to 28 and 36 at the same date in 2014 and 2013 respectively.
- Interim rate setting improve regulatory efficiency.
 - The PUB approved interim electricity rates, effective May 1, 2014, while the review of Manitoba Hydro's preferred development plan was being conducted.
- Progress with technology solutions to streamline operations.
 - Technology investments associated mainly with the PUB hearing room allowed the PUB to greatly improve the efficiency of the NFAT and Manitoba Public Insurance general rate application hearing conducted during the reporting period and was very favourably received by all the participants in PUB hearing processes.
- The development of a communications strategy which will include two meetings annually with Association of Manitoba Municipalities (AMM).
 - While the strategy was not completed, the PUB did meet with AMM representatives. Meetings were held with most of the major stakeholders and their feedback assisted the Board in finalizing its revised priorities for 2015.
- A succession plan for senior PUB staff.
 - A plan was developed.

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

External priorities:

- Address the expected 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; the hearing is scheduled to commence in May 2015.

- Complete the review of the PUB's gas safety responsibilities
The review was initiated during 2014 and will continue during 2015-16.
- Review PUB processes and implement necessary changes

Stakeholders have requested a significant number of changes to PUB processes and issues addressed in its Orders. Some of the suggested process changes have already been implemented but may be revised in keeping with the PUB experience and others will be addressed during the next reporting period. Board decisions to be issued during 2015-16 will address various recommendations made by intervenors.

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

The review was initiated during 2014 and will continue during 2015-16.

- 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.

Internal priorities:

- Integrate new staff and Board members
- Develop a communications strategy and plan
- Review PUB funding and fees
- Integrate SharePoint software
- Revamp the PUB website
- Make improvements to the PUB hearing room
- Overhaul the PUB's filing system

Efficient internal operations:

- PUB has augmented existing resources with students from both the Volunteers in Public Service program and with the Manitoba Co-op Program.
- Initial steps for the creation of a PUB Business Continuity Plan (BCP) have commenced.
- An orientation tool, specifically for new PUB employees has been created and deployed.
- PUB has undertaken a major project to digitize the volumes of paperwork which currently exist within the office footprint. This multi-year project will increase efficiencies of both PUB staff and advisors, provide better and timelier information to the utilities, contribute to the BCP mitigation plan and increase physical space within the current office footprint.

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. However there are some issues that are usually addressed by the Board when considering rate applications, especially those of 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, 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 such as Manitoba Hydro and Centra Gas. 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, rate increases are timely and municipalities are not subsidizing rates via tax revenues. Significant strides have been made in improving utility performance in these areas.

When addressing electricity issues, 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 rate increases.

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 reviewed the road safety expenditures made by Manitoba Public Insurance.

Infrastructure renewal and investment is an ongoing priority for Manitoba utilities. Manitoba Hydro's plans encompass significant infrastructure expenditures over the next decade; the Board closely examined those plans during the NFAT. Many water and sewer utilities suffer from an infrastructure deficit; rate decisions often addressed funding to support infrastructure investments. MPI has invested significant monies in its computer systems and its software; these expenditures continue to be closely examined by the Board.

The Board continues to closely examine the reserve and equity levels of all utilities except Centra Gas.

While the target level of equity (75% debt and 25% equity) has been attained by Manitoba Hydro, the corporation is planning on making 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.

The determination of a target level of reserves for MPI's basic line of business has been the subject of protracted discussions between MPI, CAC-Manitoba and the PUB. MPI is at risk from inclement weather, interest rate and stock market fluctuations. In addition, successive years of losses by MPI significantly reduced MPI's rate stabilization reserve in the period prior to the rate application considered by the Board in the fall of 2014. The Board's decision sought to remedy the drop in basic rate reserve levels by increasing its revenues, this generating positive net income. Basic reserves were to be augmented by a contribution made by MPI from its extension lines of business.

The adequacy of financial reserves and working capital levels of water and sewer utilities have been a continuing preoccupation of the PUB; Board decisions have reflected its desire to remedy shortfalls in reserves and working capital levels when necessary. 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. In the case of water and sewer utilities, the major risk involves expensive repairs because of system breakdowns.

Gas Marketers

The PUB sent revamped gas marketer regulatory framework documents, including its code of conduct, in March 7, 2014, to stakeholders for comments. Comments were received and the documents were edited. The revised draft code was again sent to stakeholders for their comments on January 23, 2015. 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. This model is used in the condominium market for sale of property. The Code also requires improved marketer training and mandatory natural gas rate comparison disclosures so consumers can make informed decisions without the pressure tactics of some marketers. (Note: The finalized code and associated documents were issued in July 2015.)

Water and Wastewater Utilities

The PUB has completely revamped its rate application guidelines for water and sewer rate applications. Municipalities were consulted on the changes. They were issued on February 14, 2014. They are intended to assist in the preparation of applications submitted to the PUB, thereby accelerating Board decisions. PUB staff partnered with the Manitoba Municipal Administrators Association (MMAA) to conduct two all-day training workshops on the preparation of utility rate applications for submission to the PUB. The workshops were held in Brandon and Winnipeg in January 2015. The workshops were very well attended, with approximately 50 people taking part, and were part of the MMAA's professional development program. The MMAA has expressed interest in holding future workshops.

Oral Public Hearings and Ex-Parte Paper Reviews

During the year ended March 31, 2015, the Board held oral public hearings with respect to:

- The NFAT Review: the hearing was completed on May 26, 2014.
- MPI's General Rate Application (GRA): The Board ordered an overall 3.4% rate increase in compulsory MPI Motor Vehicle Premiums for the 2014/15 insurance year, effective March 1, 2015 for all major classes combined, not the 2.4% general rate increase and 1% rate rider originally sought by MPI.
- Two appeals of a Highway Traffic Board decision related to highway access and signage decisions were heard (Orders 115/14 and 39/15).
- Two water and wastewater hearings were held: the RM of Fisher and the RM of Alexander.

Numerous ex-parte reviews of rate applications made by various entities were completed. For example, most applications for water and sewer rates were approved using this abbreviated process.

Board Orders

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

A summary 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 and Centra Gas' quarterly commodity rates are approved on such a basis.

Applications may be made by the utility or impacted parties requesting that the Board review and vary its decisions. A number of such Orders were issued to address those requests: these included Board Orders 43/14, 66/14, 102/14, 108/14, 126/14 and 145/14. 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 149 Orders and 44 licences (2013-14: 158 Orders and 225 licences). The number of licences declined significantly because the PUB ceased issuing licences for cemeteries, columbaria, crematories, and sales pursuant to the Cemeteries Act.

PUB Inquiries of its Own Motion

Pursuant to *The Public Utilities Board Act*, the Board may, of its own motion, make inquiries into any matter or thing within its jurisdiction. No inquiries were undertaken by the PUB of its own motion and, consequently, no related Orders were issued by the Board.

PUB Processes

The PUB continues to explore ways and means to improve regulatory cost effectiveness. A series of measures were taken as part of the electricity GRA. These included the development of an issues list, minimum filing requirements that were communicated prior to the applicant in advance of the hearing.

PUB Financial Results

The PUB spent a total of \$1.338 million to support its operations out of total allocated funding of \$1.35 million, slightly lower than the \$1.351 million spent its previous fiscal year. Unspent funds do 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 the costs of PUB advisors) totaled \$7.605 million compared to \$11.488 million during 2013-14. While the PUB's overall costs have declined, they were significantly higher than in past years; the higher costs reflect the costs incurred by the PUB to address the NFAT of Manitoba Hydro's Preferred Development Plan. All the NFAT's direct costs were paid by Manitoba Hydro.

Legal Matters

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 agreed to receive, subject to confidentiality conditions, reports from A Star that had been prepared for Manitoba Hydro. The PUB retained New York based counsel to represent it before the Court. The PUB sought dismissal of the claim for a number of reasons. 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. The District Court granted Defendants' motions to dismiss with prejudice and 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.

(Note: The case was reviewed by appeal judges on May 11, 2015; the appeal and cross appeal were dismissed.)

Readers interested in further information about the PUB should consult its website: www.pub.gov.mb.ca

Rapport du président

Examen des activités de la Régie des services publics pendant l'exercice qui s'est terminé le 31 mars 2015

FAITS SAILLANTS

Changements dans la composition de la Régie et de son personnel

Rick Bel et Hugh Grant ont été nommés à titre de membres réguliers de la Régie le 17 décembre 2014. Ils avaient d'abord été nommés le 18 décembre 2013 dans le seul but de participer à l'évaluation des besoins et des solutions de rechange du plan de développement privilégié de Manitoba Hydro. Leur mandat devait initialement prendre fin lorsque le comité chargé de l'évaluation se serait acquitté de ses fonctions.

Larry Soldier, ancien chef de la Première Nation de Swan Lake, a démissionné à titre de membre de la Régie le 8 septembre 2014.

Le 15 février 2015, Hollis Singh, secrétaire et directeur général de la Régie, a quitté la fonction publique provinciale pour prendre sa retraite après une longue et brillante carrière et de nombreuses années de loyaux services à la Régie. Il a été remplacé par Darren Christle, qui travaillait auparavant au ministère de l'Infrastructure et des Transports du Manitoba.

Modification du mandat de la Régie

La *Loi corrective de 2013* a été adoptée le 5 décembre 2013 et a reçu la sanction royale le même jour. Cette loi prévoyait le transfert au Conseil des services funéraires des responsabilités prévues par la *Loi sur les cimetières* assumées par la Régie. Celle-ci ne délivre plus de permis aux cimetières, aux columbariums, aux mausolées, aux crématoires, aux propriétaires et aux agents; les derniers permis qu'elle a délivrés remontent à l'exercice 2013-2014.

Lorsque les modifications apportées à la *Loi sur les arrangements préalables de services de pompes funèbres* seront proclamées, l'administration de la *Loi*, qui relève de la Régie, sera transférée au Conseil des services funéraires du Manitoba. Ainsi, l'ensemble des services de pompes funèbres seront administrés par le Conseil.

En vertu de la *Loi sur la Régie des services publics*, le lieutenant-gouverneur en conseil peut assigner des fonctions à la Régie. Le 15 novembre 2012, le ministre de l'Innovation, de l'Énergie et des Mines a annoncé que la Régie était invitée à réaliser une évaluation des besoins et des solutions de rechange du plan de développement privilégié de Manitoba Hydro en vue de construire les centrales hydroélectriques de Keeyask et de Conawapa et les installations de transmission d'hydroélectricité connexes. Le cadre de référence de l'évaluation a été établi le 17 avril 2013. L'évaluation exigeait que la Régie rassemble de nombreuses ressources afin de pouvoir produire son rapport pour une date précise, soit le 20 juin 2014, ce qui a été fait. La date limite et la portée de l'évaluation ont durement mis à l'épreuve toutes les parties participantes. Après la publication du rapport, le gouvernement a annoncé qu'il comptait mettre en œuvre les recommandations de la Régie.

Plan stratégique

En mai 2013, après avoir consulté diverses parties concernées, notamment des intervenants officiels, 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, en anglais seulement).

Quatre priorités stratégiques ont été définies pour la période de 2013 à 2017 :

- des communications et des relations efficaces;
- l'excellence dans la prise des décisions réglementaires;
- des activités internes efficaces;
- la Régie des services publics 2020.

Le plan comprend également des priorités à court terme que la Régie s'emploiera à concrétiser au cours du prochain exercice. Ces priorités n'ont pas été revues avant le début de l'exercice 2014-2015 parce qu'elles étaient toujours pertinentes et que la Régie concentrait ses efforts sur l'évaluation des besoins et des solutions de rechange du plan de développement privilégié de Manitoba Hydro, sa grande priorité.

D'avril à la fin de décembre 2014, les priorités de la Régie comprenaient ce qui suit.

- Évaluer le plan de développement privilégié de Manitoba Hydro
 - L'évaluation des besoins et des solutions de rechange du plan de développement privilégié de Manitoba Hydro a été achevée, et le rapport a été présenté au gouvernement le 20 juin 2014, soit la date limite fixée par le gouvernement du Manitoba. Les principales recommandations sont résumées plus loin dans le présent rapport. L'évaluation a exigé la mobilisation d'un pourcentage considérable des ressources humaines et financières de la Régie et a eu une incidence sur la capacité de celle-ci de s'occuper de toutes ses priorités.
- Réaliser des progrès soutenus dans les demandes de services d'eau et d'égouts en cours
 - À la fin de mars 2015, la Régie avait 31 dossiers actifs concernant des services d'eau et d'égouts comparativement à 28 et à 36 à la même date en 2014 et en 2013 respectivement.
- Établir des tarifs provisoires pour améliorer l'efficacité réglementaire
 - La Régie a approuvé les tarifs provisoires pour l'électricité, qui sont entrés en vigueur le 1^{er} mai 2014, tandis que l'évaluation du plan de développement privilégié de Manitoba Hydro était en cours.
- Réaliser des progrès dans le domaine des solutions technologiques pour simplifier les activités
 - Les investissements technologiques associés principalement à la salle d'audience de la Régie ont permis à celle-ci d'améliorer considérablement l'efficacité de l'évaluation des besoins et des solutions de rechange ainsi que l'audience relative à la demande d'approbation générale des tarifs de la Société d'assurance publique du Manitoba qui a eu lieu pendant la période visée par le rapport. Cette démarche a reçu un accueil très favorable de la part de tous les participants au processus d'audience de la Régie.
- Élaborer une stratégie de communication comprenant deux réunions annuelles avec l'Association des municipalités du Manitoba
 - L'élaboration de la stratégie n'a pu être terminée, mais la Régie a rencontré les représentants de l'Association. La plupart des parties concernées ont participé aux réunions, et leurs commentaires ont aidé la Régie à fixer de manière définitive ses priorités révisées pour 2015.
- Élaborer un plan de relève pour les cadres supérieurs de la Régie
 - Un plan a été élaboré.

Le processus de consultation entrepris à la fin de 2014 a amené la Régie à revoir ses priorités à court terme au début de 2015. Voici en quoi elles consistent.

Priorités externes

- Traiter les demandes prévues 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 relative au coût du service de Manitoba Hydro)

Une demande d'approbation générale des tarifs a été présentée par Manitoba Hydro le 23 janvier 2015; l'audience devrait commencer en mai 2015.

- Terminer l'examen des responsabilités de la Régie concernant la sécurité du gaz

L'examen a été amorcé en 2014 et se poursuivra en 2015-2016.

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

Les parties concernées ont demandé qu'un nombre important de changements soient apportés aux processus de la Régie et aux questions traitées dans ses ordonnances. Un certain nombre des changements proposés ont déjà été mis en œuvre mais pourraient être revus selon l'expérience de la Régie et d'autres seront examinés au cours du prochain exercice. Les décisions que rendra la Régie en 2015-2016 porteront sur diverses recommandations faites par les intervenants.

- Mettre en œuvre une version révisée du code de déontologie des courtiers en gaz et des documents connexes

La révision a commencé en 2014 et se poursuivra en 2015-2016.

- Examiner le financement destiné aux intervenants dans le cadre des processus de la Régie

Trois intervenants réguliers ont demandé à la Régie de revoir ses politiques concernant le financement qu'elle accorde pour soutenir les interventions.

Priorités internes

- Intégrer les nouveaux employés et membres de la Régie
- Élaborer une stratégie et un plan de communication
- Examiner le financement et les frais de la Régie
- Intégrer le logiciel SharePoint
- Réorganiser le site Web de la Régie
- Apporter des améliorations à la salle d'audience de la Régie
- Remanier le système de classement de la Régie

Activités internes efficaces

- La Régie a augmenté ses ressources existantes grâce à des étudiants du Programme de bénévolat dans la fonction publique et du Programme d'enseignement coopératif.
- On a entamé les premières étapes visant à créer un plan de continuité des activités pour la Régie.
- Un outil d'orientation destiné spécialement aux nouveaux employés de la Régie a été créé et déployé.
- La Régie a entrepris un projet d'envergure qui vise à numériser la paperasse produite en grandes quantités de manière à réduire l'empreinte écologique des bureaux existants. Ce projet pluriannuel accroîtra l'efficacité du personnel et des conseillers de la Régie, permettra de fournir plus rapidement aux services publics des renseignements fiables, contribuera au plan d'atténuation de la Régie et augmentera l'espace dans les bureaux actuels.

Décisions de la Régie

Les décisions de la Régie concernant les demandes d'approbation des tarifs des principaux services publics portent habituellement sur des questions propres à la demande ou au service public visé. Cependant, il y a des questions dont la Régie s'occupe généralement lorsqu'elle examine des demandes d'approbation des tarifs, en particulier celles de Manitoba Hydro, de Centra Gas et de la Société d'assurance publique du Manitoba, soit les principales sociétés d'État.

- La Régie fait un examen approfondi des dépenses de fonctionnement et d'entretien notamment à cause de la hausse soutenue de ces dépenses, qui est liée en partie à l'augmentation des niveaux d'effectif, ainsi que des investissements dans l'infrastructure.
- Étant donné qu'il s'agit de fournisseurs de services monopolistiques non soumis à la concurrence, la Régie cible l'analyse comparative des résultats d'exploitation en vue d'évaluer le rendement des

services publics d'une année à l'autre et par rapport à ceux fournissant des services similaires dans d'autres provinces ou territoires.

- Les principes comptables pour les services publics sont en constante évolution. Les Normes internationales d'information financière, par exemple, ont une incidence sur les services publics à tarifs réglementés comme Manitoba Hydro et Centra Gas. La Régie examine en détail les modifications comptables et leurs effets sur les tarifs.
- Les tarifs municipaux des services d'eau et d'égouts ne reflètent pas toujours le coût réel de la prestation des services. La Régie s'est donné comme priorité de corriger la situation en veillant à ce que les coûts soient bien comptabilisés, que les augmentations de tarifs soient appliquées en temps opportun et que les municipalités ne subventionnent pas les tarifs au moyen des recettes fiscales. Le rendement des services publics s'est beaucoup amélioré dans ces domaines.

Dans le cadre de l'examen des questions touchant l'électricité, la Régie analyse en profondeur les plans d'efficacité énergétique en mettant l'accent sur la nécessité de sensibiliser davantage les abonnés aux programmes d'efficacité énergétique et aux économies pouvant être réalisées grâce à la modernisation des matériaux isolants et des appareils de chauffage. En outre, la Régie insiste sur la nécessité de rendre les programmes d'efficacité énergétique accessibles aux contribuables à faible revenu pour réduire les effets des futures augmentations de tarifs.

La Régie a continué de porter une attention particulière aux questions de sécurité. La sécurité relative aux pipelines et à la distribution du gaz est un aspect important qui est pris en compte dans le cadre de l'examen des activités et des services de Centra Gas et de Stittco Utilities Manitoba Inc. La Régie a examiné attentivement les dépenses en matière de sécurité routière de la Société d'assurance publique du Manitoba.

Le renouvellement de l'infrastructure et les investissements dans ce domaine constituent une priorité continue pour les services publics du Manitoba. Les plans de Manitoba Hydro englobent des dépenses d'infrastructure considérables d'ici dix ans; la Régie a examiné ces plans de près pendant l'évaluation des besoins et des solutions de rechange. De nombreux services d'eau et d'égouts ont subi un déficit en matière d'infrastructure. Les décisions concernant les tarifs ont souvent permis de financer les investissements dans l'infrastructure. La Société d'assurance publique du Manitoba a investi des sommes importantes dans ses systèmes informatiques et ses logiciels. La Régie continue de prêter une attention particulière à ces dépenses.

En outre, la Régie continue d'examiner de près les niveaux de réserve et de capitaux de tous les services publics, sauf Centra Gas.

Même si Manitoba Hydro a atteint le niveau de capitaux cible (75 % d'emprunts et 25 % de capitaux), la société prévoit faire des dépenses importantes dans l'infrastructure électrique qui entraîneront une réduction substantielle de ses niveaux de capitaux. Parmi les autres risques auxquels s'expose Manitoba Hydro figurent les conditions météorologiques défavorables comme la sécheresse, les dommages causés à l'infrastructure ou les pannes de matériel et la fluctuation des prix sur le marché d'exportation.

La détermination du niveau de réserve cible pour le secteur d'activité de l'assurance de base de la Société d'assurance publique du Manitoba a fait l'objet de longues discussions entre la Société, l'Association des consommateurs du Canada – Manitoba et la Régie. La Société est exposée aux risques que posent les conditions météorologiques défavorables, les taux d'intérêt et les fluctuations des cours sur le marché boursier. De plus, les pertes subies pendant plusieurs années consécutives ont considérablement réduit la Réserve de stabilisation des tarifs de la Société au cours de la période précédant la demande d'approbation des tarifs qu'a examinée la Régie à l'automne 2014. Dans sa décision, la Régie a cherché à remédier à la baisse des niveaux de réserve pour les tarifs de base en augmentant les revenus, générant ainsi un revenu net positif. Les réserves de l'assurance de base devaient être augmentées au moyen d'une contribution de la Société provenant du secteur d'activité des garanties facultatives.

Le maintien de réserves financières et d'un fonds de roulement suffisants pour les services d'eau et d'égouts est une source de préoccupation constante pour la Régie. Les décisions de celle-ci reflètent son désir de

remédier, au besoin, à l'insuffisance des réserves et du fonds de roulement. Les réserves ou les capitaux, s'ils sont à des niveaux adéquats, permettent aux services publics de diminuer les effets des dépenses imprévues ou de faire face aux manques à gagner sans recourir à des hausses importantes de tarifs qui peuvent entraîner un choc tarifaire. Pour les services publics d'eau et d'égouts, les réparations coûteuses en raison des pannes de système représentent le risque le plus important.

Courtiers en gaz

Le 7 mars 2014, la Régie a fait parvenir aux parties concernées la version remaniée des documents sur le cadre réglementaire pour les courtiers en gaz, notamment le code de déontologie, afin d'obtenir leurs commentaires. Elle a reçu des commentaires, et les documents ont été modifiés. Le 23 janvier 2015, on a envoyé la version révisée du code aux parties concernées afin de recueillir leurs commentaires. Le nouveau code a pour but de réduire les plaintes des clients concernant les pratiques commerciales agressives et frauduleuses des courtiers en gaz naturel qui ont des clients résidentiels. Un élément clé du code est l'établissement d'une période d'attente obligatoire de 48 heures avant l'exécution d'un contrat. Le client signe une « promesse d'achat » et, s'il le souhaite, il signe ensuite un véritable contrat avec le courtier en gaz après 48 heures. Ce modèle est utilisé sur le marché des condominiums pour la vente de biens. En outre, le code exige l'amélioration de la formation des courtiers et la divulgation d'une comparaison des tarifs de gaz naturel de sorte que les clients puissent prendre des décisions éclairées sans subir de pression de la part des courtiers. (Remarque : La version définitive du code et les documents connexes ont été diffusés en juillet 2015.)

Services d'eau et d'égouts

La Régie a complètement remanié ses lignes directrices relatives aux demandes d'approbation des tarifs des services d'eau et d'égouts. Elle a consulté les municipalités à ce sujet. Publiées le 14 février 2014, les lignes directrices visent à aider à préparer les demandes soumises à la Régie, ce qui accélérera la prise des décisions de cette dernière. Le personnel de la Régie s'est associé à la Manitoba Municipal Administrators Association afin de tenir deux ateliers de formation d'une journée sur la préparation des demandes d'approbation des tarifs des services publics qui sont soumises à la Régie. Les ateliers ont eu lieu à Brandon et à Winnipeg en janvier 2015 et ont attiré beaucoup de participants, soit environ 50. Ils faisaient partie du programme de perfectionnement professionnel de l'Association. Celle-ci a indiqué qu'elle souhaitait tenir d'autres ateliers dans l'avenir.

Audiences publiques orales et examens *ex parte* de dossiers

Au cours de l'exercice terminé le 31 mars 2015, la Régie a tenu des audiences publiques orales concernant ce qui suit.

- Évaluation des besoins et des solutions de rechange : L'audience s'est terminée le 26 mai 2014.
- Demande d'approbation générale des tarifs de la Société d'assurance publique du Manitoba : La Régie a ordonné une augmentation générale des tarifs de 3,4 % en ce qui concerne les primes d'assurance-automobile obligatoire pour l'année d'assurance 2014-2015, à compter du 1^{er} mars 2015, pour toutes les catégories combinées de véhicules à grande utilisation et non pas l'augmentation générale de 2,4 % et l'avenant tarifaire de 1 % demandés au départ par la Société d'assurance publique du Manitoba.
- Deux appels de décisions du Conseil routier relatives aux accès routiers et aux panneaux de signalisation (ordonnances 115/14 et 39/15).
- Deux demandes d'approbation des tarifs des services d'eau et d'égouts : municipalité rurale de Fisher et municipalité rurale d'Alexander.

De nombreux examens *ex parte* de dossiers concernant des demandes d'approbation de tarifs présentées par diverses entités ont été achevés. Par exemple, la plupart des demandes d'approbation des tarifs d'eau et d'égouts ont été approuvées grâce à ce processus abrégé.

Ordonnances de la Régie

Toutes les ordonnances que rend la Régie sont affichées dans son site Web, à l'adresse www.pub.gov.mb.ca/index.fr.html.

Un sommaire des ordonnances rendues par la Régie au cours de la période visée par le présent rapport est joint en annexe.

Plusieurs demandes d'approbation des tarifs approuvées par la Régie sont fondées sur des formules préétablies de calcul tarifaire; les tarifs hebdomadaires d'énergie excédentaire de Manitoba Hydro et les tarifs de gaz trimestriels de Centra Gas sont approuvés de cette manière.

Le service public ou les parties touchées peuvent présenter des demandes à la Régie pour qu'elle révise et modifie ses décisions. Un certain nombre d'ordonnances rendues concernaient ce type de demandes, soit les ordonnances 43/14, 66/14, 102/14, 108/14, 126/14 et 145/14. Les décisions de la Régie concernant des demandes de révision et de modification peuvent faire l'objet d'un appel auprès de la Cour d'appel du Manitoba. Aucun appel n'a été déposé au cours de l'exercice.

En résumé, la Régie a rendu 149 ordonnances et délivré 44 permis (158 ordonnances et 225 permis en 2013-2014). Le nombre de permis a beaucoup diminué parce que la Régie a cessé de délivrer des permis pour les cimetières, les columbariums, les crématoires et les ventes conformément à la *Loi sur les cimetières*.

Enquêtes de la Régie menées de sa propre initiative

Conformément à la *Loi sur la Régie des services publics*, la Régie peut, de sa propre initiative, faire enquête sur les questions relevant de sa compétence. Elle n'a entrepris aucune enquête de sa propre initiative. Par conséquent, aucune ordonnance connexe n'a été rendue.

Processus de la Régie

La Régie continuera d'étudier les méthodes et moyens à employer pour améliorer la rentabilité du processus de réglementation. Une série de mesures ont été prises dans le cadre de la demande d'approbation générale des tarifs d'électricité. Par exemple, on a établi une liste des problèmes et on a communiqué à l'auteur de la demande les exigences minimales relatives au dépôt avant l'audience.

Résultats financiers de la Régie

Pour appuyer ses activités, la Régie a dépensé un total de 1,338 million de dollars du financement total de 1,35 million de dollars attribué, soit un montant légèrement inférieur à celui de 1,351 million de dollars dépensé l'exercice précédent. Les montants non dépensés ne s'accumulent pas dans les réserves.

Les frais de fonctionnement totaux de la Régie (incluant les frais de la Régie financés par le gouvernement et ceux payés par les principaux services publics, tels que les frais des conseillers de la Régie) ont totalisé 7,605 millions de dollars par rapport aux frais de 11,488 millions de dollars en 2013-2014. Même si les coûts globaux de la Régie ont diminué, ils étaient beaucoup plus élevés que par le passé; l'augmentation reflète les dépenses engagées par la Régie pour l'évaluation des besoins et des solutions de rechange du plan de développement privilégié de Manitoba Hydro. Les coûts directs de cette évaluation ont été assumés par Manitoba Hydro.

Questions juridiques

Le 29 juin 2013, A Star Group LLC (la société A Star), une société à responsabilité limitée de New York, a déposé au tribunal de district sud de New York une plainte faisant diverses allégations et réclamant de nombreux recours, dont des dommages-intérêts, contre la Régie des services publics et Manitoba Hydro. La société A Star avait fourni des services de conseils en gestion du risque dans le cadre d'une série de contrats

avec Manitoba Hydro de 2004 à 2008. Pour remplir son mandat ayant trait aux incidences découlant des risques et des tarifs de Manitoba Hydro, la Régie a consenti à recevoir, sous réserve de certaines conditions en matière de confidentialité, des rapports de la société A Star établis pour Manitoba Hydro. La Régie a retenu les services d'un avocat de New York pour la représenter devant le tribunal. Elle a cherché à obtenir le rejet de la plainte pour plusieurs raisons. Le 30 juin 2014, le tribunal du district sud de New York a accueilli les requêtes de la Régie et des autres parties et a rejeté la plainte de la société A Star, avec dépens. Le tribunal de district a accueilli les requêtes des défendeurs concernant le rejet avec dépens, mais il a rejeté leur demande relative aux honoraires d'avocat. A Star a porté la décision en appel au Second Circuit, et les défendeurs ont interjeté un appel incident pour les parties de la décision concernant le rejet de la demande relative aux honoraires d'avocat.

(Remarque : L'affaire a été examinée par des juges d'appel le 11 mai 2015; l'appel et l'appel incident ont été rejetés.)

Les personnes qui souhaitent obtenir d'autres renseignements au sujet de la Régie peuvent consulter son site Web, à l'adresse www.pub.gov.mb.ca/index.fr.html.

REGULATED UTILITIES

(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.

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 was directed by the Board in Order 49/14. The Board also decided to review the request to finalize the May 1, 2014 interim rate increase as part of the GRA. Finally, the Board concluded that it did not consider interim rates effective April 1, 2015 to be in the public interest and instead would set final rates in the GRA process.

On January 30, 2015, Manitoba Hydro applied to review and vary the Board's decision, submitting that a three-year rate approval would be a more practical and efficient process, and that a lack of new interim rates on April 1, 2015 would result in lost revenues in the amount of \$4 million per month. In Board Order 17/15, the Board dismissed Manitoba Hydro's request to review and vary the Board's decision.

(Note: In Order 73/15, the Board approved a total 3.95% increase in Manitoba Hydro 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.)

Interim rates

In Order 49/14, the Board had granted an interim rate increase of 2.75% effective May 1, 2014. (Note: The rate was finalized in Order 73/15.)

On March 28, 2014 Manitoba Hydro requested Board approval, on an interim basis, for new Light Emitting Diode (LED) rates for the Area and Roadway Lighting class. Manitoba Hydro did not have separate rates in place for LED roadway lighting fixtures. In Board Order 49/14, the Board decided to consider the request as part of the next General Rate Application (then planned for the fall of 2014).

On June 23, 2014, Manitoba Hydro repeated its request for new LED rates. The Board varied Order 49/14 and approved, effective August 1, 2014 interim LED rates for the Area and Roadway Lighting class.

In addition to the cost savings and efficiencies that will result for Manitoba Hydro, LED lighting will generate costs savings for Manitoba municipalities (such as the City of Winnipeg and the members of the Association of Manitoba Municipalities). The LED roadway lighting fixtures purportedly consume approximately 40 per cent less electricity compared to HPS lighting. (Note: The rates were finalized in Order 73/15.)

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. Opportunity export sales prices have fallen significantly since the onset of the 2008 recession, driven in part by reduced growth in industrial

demand, increased wind generation in the US and also by increased availability of low priced shale gas used in the generation of electricity.

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. The PUB issues weekly interim ex parte SEP rate orders which generally are finalized as part of each GRA process.

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.

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.

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. (Note: 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 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 2014-15, the PUB did not exercise any of its powers related to electric reliability.

Needs For and Alternatives To (NFAT) review

On April 17, 2013, the Government of Manitoba asked a Panel of the Public Utilities Board of Manitoba (PUB) to conduct a review into the Needs For and Alternatives To (NFAT Review) Manitoba Hydro's Preferred Development Plan, and issue a Report to the Minister responsible for the administration of *The Public Utilities Board Act* by June 20, 2014. The Terms of Reference issued for the NFAT Review required the Panel's report to address the needs for Manitoba Hydro's Preferred Development Plan and to provide an overall assessment as to whether or not the Plan is in the best long-term interest of the Province of Manitoba when compared to other options and alternatives.

Manitoba Hydro's Preferred Development Plan consisted of the following components:

- The 695 megawatt (MW) Keeyask Project (\$6.5 billion), with a planned in-service date of 2019;
- The 1,485 MW Conawapa Project (\$10.7 billion), with a planned in-service date of 2026;
- The North-South Transmission Upgrade Project (approximately \$500 million), with an in-service date to coincide with the installation of the last turbine unit of Conawapa; and
- The 750 MW U.S. Transmission Interconnection Project terminating near Duluth, Minnesota (approximately \$1 billion).

On June 20, 2014, the Panel recommended to the Government of Manitoba that:

- Spending on the Conawapa Project and the North-South Transmission Upgrade Project be discontinued immediately and the projects terminated;
- The Keeyask Project proceed with an in-service date of 2019;
- The 750 MW U.S. Transmission Interconnection Project proceed;
- Manitoba Hydro be divested of Demand Side Management (DSM) responsibilities and the Government of Manitoba establish an independent arm's length entity to deliver government-mandated DSM targets;
- The Government of Manitoba not approve any further generation and transmission projects, or approve the commencement of spending on such projects, unless such projects have been examined through a comprehensive and regularly occurring integrated resource planning process.

The Panel concluded that natural gas generation did not present an acceptable alternative to the Keeyask Project, as it was less economic than hydroelectric generation and relied on burning fossil fuel.

Furthermore, any short-term capital cost advantages would be offset by significant ongoing operating cost risk, primarily fuel costs. Similarly, wind generation did not currently represent a preferred alternative to Keeyask.

The Panel's report is available on the PUB website: http://www.pub.gov.mb.ca/nfat/pdf/finalreport_pdp.pdf

Organization of MISO States (OMS) Activities

The PUB is a member of the Board 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 state and province 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). The purpose of the OMS is to coordinate regulatory oversight among the states and province, 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 Midcontinent Independent System Operator (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 representatives regularly abstains from voting.

(ii) Centra Gas Manitoba Inc. (Centra)

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 primarily 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. Expansion of Centra's distribution system has been limited to relatively minor extensions since Manitoba Hydro's acquisition. However, many franchise agreements were approved during the reporting period, partly in response to provincial regulatory changes regarding coal and petroleum coke (see the report section entitled: Franchise Agreements).

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.

Every quarter, Centra amends its primary gas rates based on its actual costs and its forecasts. The rates recover its commodity and transportation costs (with no mark-up), and its operating and financial costs. In addition, 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.

Rate and Operational Reviews

Every quarter, the Board establishes Centra's primary gas rates pursuant to a Rate Setting Methodology (RSM) accepted by Centra and all interveners. The RSM determines rates based on actual and projected commodity costs. Orders were issued prior to every quarter: 42/14 for rates effective May 1, 2014; 85/14 for August 1, 2014; 123/14 for November 1, 2014; 12/15 for February 1 2015 gas prices and the changes in rate riders.

Supplemental Gas is required to meet the needs of Centra's customers during periods of peak load or other seasonal requirements. Since Supplemental Gas is used to meet daily peaks or seasonal volume requirements for exceptionally cold winters, Centra's Supplemental Gas cost and revenue forecasts are affected by weather. Like Primary Gas, Supplemental Gas is subject to the market pricing experienced by Centra at the time such natural gas is purchased by Centra.

Hearings are usually held annually to review Centra's Cost of Gas, with the Board issuing orders in relation to its findings, recommendations and directives. The annual reviews supplement and finalize quarterly cost of gas reviews which lead to interim rate decisions, and deal with matters and costs concerning gas supply, transportation and storage.

Generally, once every two years Centra files a General Rate Application to deal with rates and matters not directly dealing with gas supply, transportation and storage (in short, 'non-gas' operating and administrative costs and matters). In these hearings, the Board and the Utility, assisted by interveners, also address affordable energy initiatives, specifically for low-income households.

Centra operates a Supplemental Gas Purchased Gas Variance Account (PGVA) that records the differences between the revenues billed to customers, which are based on the forecasted costs of Supplemental Gas, and the actual costs of Supplemental Gas. If the cost of Supplemental Gas is greater than was previously

forecasted, or if customers use more Supplemental Gas than Centra forecasted, or both, then the Supplemental Gas PGVA will record a monetary balance owing to Centra.

During the exceptionally cold winter of 2013/14, Centra accrued a Supplemental Gas PGVA balance that peaked at \$62.8 million owing by consumers to Centra. Centra attributed this exceptionally high Supplemental Gas PGVA balance to extreme weather conditions and unusual market circumstances experienced during the 2013/14 winter heating season.

On July 31, 2014, Centra applied to the Board for an interim order for approval of changes to its Transportation (to Centra) and Distribution (to Customers) sales and transportation rates to reflect the implementation of new Non-Primary Gas rate riders, effective November 1, 2014.

Centra also sought Board approval to add rate riders to existing rates for the specific purpose of recovering an estimated net balance in the Non-Primary Gas PGVA of \$45.7 million owing to Centra, from its customers, as of October 31, 2014. The balance consisted of \$46.7 million owing to Centra which accumulated in Centra's Supplemental Gas PGVAs and a collective net balance of \$1.0 million owing by Centra to consumers in Centra's other Non-Primary Gas deferral accounts.

In Order 123/14, the Board approved, on an interim basis, a customer refund of \$1.0 million in Non-Primary Gas deferral accounts over a period of 12 months and the recovery from customers of 50% of the \$46.7 million Supplemental Gas PGVA, or \$23.3 million, over a period of 24 months. The 24-month period for recovery of the Supplemental Gas PGVA is longer than the typical 12 month recovery period. It was approved because of the size of the Supplemental Gas PGVA and the significant impact that recovery over 12 months would have had on consumers' bills.

The Board also directed Centra to file a Cost of Gas application by January 16, 2015 in order determine whether and over what timeframe the remainder of the Supplemental Gas PGVA balance should be recovered.

On January 15, 2015, Centra applied to the Board for a new quarterly Primary Gas rate effective February 1, 2015, according to the formulaic, Board-approved rate setting methodology. Centra also applied for additional Supplemental Gas Rate Riders to recover the approximately \$23 million remaining in the Supplemental Gas PGVA over the period commencing February 1, 2015 to October 31, 2016 that were not approved for recovery by the Board in Order 123/14.

In Order 12/15, the Board denied Centra's application to recover the remaining 50% of the Supplemental Gas PGVA through additional rate riders beginning February 1, 2015. Instead, the Board approved recovery of the same 50% PGVA balance which it approved for recovery in Order 123/14, or \$23.3 million, but over an accelerated timeframe. The \$23.3 million were to be recovered with Supplemental Gas rate riders beginning February 1, 2015 and ending October 31, 2015, a period of nine months. This shortened the remaining recovery period from 21 months to nine months, which resulted in increased rate riders increasing, but expiring 12 months earlier than originally ordered. With the decline in Western Canadian natural gas prices and the corresponding decrease in the Primary Gas rate, a portion of the Supplemental Gas PGVA could then be recovered over the typical 12 month period without causing rate shock to customers. Implementing new Supplemental Gas rate riders over a nine month period would recover the 50% PGVA balance, yet still result in significant bill decreases for most customers. (Note: Centra Gas filed a cost of gas application in May 2015.)

Franchise Agreements

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.

Extensions of Centra's service adjacent to current service areas occur from time to time. During the reporting period, the Board approved three municipal franchise agreements: Piney, Hamiota, and Prairie View Municipality.

Service Disconnections

The PUB has broad responsibilities with respect to the regulation of gas and propane services as supplied by Manitoba utilities. As part of its regulatory mandate, the PUB oversees service disconnections for gas and electric customers. Most service disconnections occur as a result of non-payment on accounts. During the 2014-15 fiscal year, the PUB received numerous appeals from customers seeking a PUB decision on service disconnections. All appeals were resolved through negotiations between PUB staff and the utility.

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 (salaries, materials and supplies, administrative costs, etc.), depreciation, a provision for corporate income tax and a return on Stittco's rate base for its owners. Stittco generally 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 119/14, the annual decision for non-commodity costs, was issued effective November 1, 2014. 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 45/14 effective May 1, 2014
- Order 86/14 effective August 1, 2014
- Order 118/13 effective November 1, 2014, and
- Order 9/15 effective February 1, 2015.

(iv) Swan Valley Gas Corporation (SVGC)

In March 2000, Swan Valley Gas, a wholly owned subsidiary of SaskEnergy Inc., applied to the Board to provide gas service to the Rural Municipalities of Swan River and Minitonas, the Town of Swan River, the Town of Minitonas, and the Village of Benito. The Board approved this request in December 2000.

From the outset of operations, Swan Valley Gas had attempted, without success, to expand its distribution system to gain additional customers. This, combined with the loss of its largest customer, led Swan Valley Gas to the conclusion that it was no longer a sustainable business.

Swan Valley Gas entered into negotiations with Centra in 2012 for the sale of Swan Valley Gas' assets to Centra. On July 31, 2013, Swan Valley Gas entered into an asset purchase agreement with Centra; it agreed to purchase Swan Valley Gas' assets, including its franchise agreements with Manitoba municipalities, for a total purchase price of \$200,001. On November 1, 2013, Swan Valley Gas filed an application with the Board requesting approval to sell the assets of Swan Valley Gas to Centra and to approve Centra's purchase.

Concluding that the secure and reliable supply of gas to the Corporation's customers was in the public interest, in Order 29/14, the Board approved the sale of the Swan Valley Gas assets to Centra, subject to the following conditions:

- That the purchase price be amended to \$1, eliminating the proposed \$50,000 annual payments over four years from Centra to SaskEnergy, the parent company of Swan Valley Gas; and
- That the emergency services agreement between SaskEnergy Incorporated and Centra, whereby SaskEnergy provides emergency response services to the Swan Valley Gas service territory, be extended to an initial five-year term from the proposed one year term.

Swan Valley Gas applied to the Board for a Review and Vary of Order 29/14; this application was dismissed in Order 43/14.

(v) *Natural Gas Brokers*

Residential gas brokers licensed by the PUB in 2014-15 typically offer residential consumers a fixed-rate fixed-term option as an alternative to Centra's regulated quarterly cost-based Primary Gas Rate. Manitoba customers may also choose to sign a fixed-rate fixed-term contract with Centra Gas; Centra began offering fixed-rate fixed-term Primary Gas offerings in February 2009.

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 contract for negotiated fixed terms or receive Centra's quarterly gas supply product.

The PUB controls the sales activities of the residential brokers through a Code of Conduct. The PUB regularly reviews the policies and procedures employed by the residential gas marketer. 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 residential broker's marketing to consumers, the PUB intervenes and investigates with respect to complaints from residential 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.

As reported in the Highlights section, two rounds of consultations were undertaken to review gas marketer regulatory framework documents, including its Code of Conduct. The new Code is intended to mitigate consumer complaints of aggressive and fraudulent marketing practices of natural gas marketers selling to residential customers. (Note: The finalized code and associated documents were issued in July 2015.)

(vi) *Manitoba Public Insurance (MPI)*

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

Under the Personal Injury Protection Plan (PIPP), which provides accident benefit coverage, all Manitobans have 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; an annual rate hearing is required.

The Corporation filed the 2015/16 General Rate Application (GRA) on June 16, 2014 for approval of premiums to be charged with respect to Basic for the fiscal year commencing March 1, 2015 and ending February 29, 2016 (Fiscal 2015).

The original Application was for a 2.4% rate increase in written vehicle revenue and a 1.0% rate stabilization reserve (RSR) rebuilding fee. The Corporation sought no change to permit and certificate rates, vehicle premium discounts and driver license premiums, service and transaction fees, fleet rebates or surcharges, or the \$40.00 discount on approved aftermarket and manufacturer/dealer installed anti-theft devices.

On July 9, 2014, the Board held a Pre-Hearing Conference resulting in Procedural Order 81/14; it included a deadline for service upon MPI of first round information requests. On July 11, 2014, MPI was served with first round Information Requests by the PUB and intervenors.

On July 31, 2014, MPI provided a letter to the PUB Chairman, advising that approximately 40 percent or 314 of the Information Requests made by the parties to MPI, would not be answered. In early August motions were filed by intervenors to compel MPI to file answers to their Information Requests.

In Procedural Order 98/14, the Board found that it has explicit jurisdiction to consider whether the costs incurred by Basic insurance are necessary and prudent, for Basic rate-setting purposes. The Board found that it also has implicit jurisdiction to consider whether the costs incurred by Basic are necessary and prudent, for Basic rate-setting purposes. The Board recognized that it cannot order that MPI incur a particular cost or that MPI is prohibited from incurring a particular cost. The Board can order, however, that a particular cost be excluded from consideration for Basic rate-setting purposes.

Later during the course of the GRA hearing, based upon an October 2014 interest rate forecast, MPI requested that the Board consider ordering an overall 3.4% or higher rate increase, with no RSR rebuilding fee.

In Order 135/14, the Board ordered an overall 3.4% rate increase to Basic compulsory motor vehicle premiums for the 2015/16 insurance year, effective March 1, 2015, for all major classes combined.

In Orders 157/12 and 151/13, the Board has stated that the Dynamic Capital Adequacy Test (DCAT) methodology is an improved approach for determining the rate stabilization reserve (RSR) target over the percentage of written premiums methodology, though further analysis and discussion was needed before the DCAT should be utilized for RSR target-setting purposes. In Order 135/14, the Board concluded that further discussion relative to the DCAT reserve levels was needed pending the achievement of a satisfactory methodology and adverse scenarios.

(vii) Water and Sewer Utilities

The PUB has rate and other regulatory responsibilities for all of Manitoba's water and/or sewer utilities with exception of the City of Winnipeg.

At the end of the 2014/15 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 2015, the PUB had 31 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.

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. These guidelines were revised and re-issued early in 2014. Training sessions were offered by the PUB to municipal staff on the use of the guidelines.

Some applications seeking significant increases result in ratepayer opposition; in such cases, the PUB holds hearings in proximity to the applicable utility. There were two hearings during 2014-15.

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.

(viii) Cemeteries and Prepaid Funeral Services

The Statutes Correction and Minor Amendments Act, 2013 was adopted on December 5, 2013 and received Royal Assent the same day. This Act mandated the transfer of the responsibilities for the Cemeteries Act from the PUB to the Funeral Board. The PUB no longer issues 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 consultation 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 audit and review trust accounts managed by licensees, settle disputes, investigate complaints and suspected wrongdoings by licensees. PUB staff may appear, if necessary, at legal proceedings regarding the passing of trust accounts, etc. all with a view to ensuring that the public receives fair and equitable treatment.

During 2014-15, the PUB issued 33 licences pursuant to the PFSA, the same number as for 2013-14. The total amount held in trust by licensees for clients as of March 31, 2015 was \$39,442,282.81, compared to \$40,283,730.34 as at the same date the year before.

The PUB addresses inquiries and complaints. Hearings involving complaints can occur. However, there were no hearings held during the reporting period.

HIGHWAY TRAFFIC BOARD APPEALS

Pursuant to *The Highways Protection Act*, Highway Traffic Board decisions can be appealed to the PUB. These usually involve either driveway access to provincial highways 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 2014-15, one appeal was heard (Order 39-14).

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 2014-15.

THE CONSUMER PROTECTION ACT

Payday Loans

The Act mandates the PUB to provide recommendations to the government every three years.

The PUB has been advising the government on the regulation of maximum fees for Manitoba's pay day loans providers since 2008.

The PUB last conducted a Review in 2013:

http://www.pub.gov.mb.ca/payday_loan/final_payday_loans_triennial_report_sep_23_2013.pdf

Maximum Fees for Cashing Government Cheques

The Board is mandated to set the maximum amount, or to establish a rate, formula or tariff, for cashing or negotiating a government cheque. In March 2014, the Board issued Order 25/14; maintaining the rate set in 2010 (Order 25/14).

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

Members are subject to the Code of Conduct (Code):

http://www.pub.gov.mb.ca/pdf/misc/members_code-2011.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.

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

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

Board membership:

Larry Soldier resigned on September 8, 2014.

Members of the Board as of March 31, 2015:

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

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

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

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

Susan Proven, P.H.Ec.

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

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

Hugh Grant, Ph.D. (Economics)

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

Staff:

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

Kurt Simonsen, Associate Secretary

Jennifer Dubois, CPA, CMA, Assistant Associate Secretary

Anne Cloutier, Administrative Officer

Brenda Bresch, Office Manager

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

Diana Villegas, Acting Assistant to the Chairman

Advisors:

The PUB relies upon expert advisors from the fields of accounting, actuarial science, engineering and law; its regular advisors are:

Accounting	Roger Cathcart, Cathcart Advisors Inc.
Actuarial Science	Brian Pelly, Eckler Partners LLP
Engineering	Brady Ryall, Ryall Engineering Ltd. Larry Buhr, LAB Consulting Ltd.
Law	Bob Peters, Sven Hombach and Anita Southall: Fillmore Riley LLP Candace Grammond, Pitblado LLP

LICENCES ISSUED

	2014/2015	2013/2014
Direct Purchase of Natural Gas		
Brokers	<u>11</u>	<u>11</u>
<i>The Cemeteries Act</i>		
Cemeteries, renewal	0	11
Initial licensing		
Columbariums	0	21
Initial licensing		
Mausoleums	0	5
Crematories	0	18
Initial licensing		
Sales-Owners	0	11
Agents	0	113
Agent Transfer	0	2
	<u>0</u>	<u>181</u>
<i>The Prearranged Funeral Services Act</i>		
Renewal	33	33
Initial licensing		
	<u>33</u>	<u>33</u>
Total licenses issued	<u><u>44</u></u>	<u><u>225</u></u>

In addition, the PUB receives notice of price changes from cemeteries, crematoriums and with respect to pre-arranged funeral services.

ORDERS ISSUED

	2014/2015		2013/2014	
Regulated Industry Orders				
Water and Sewer Utilities				
Applications for amended rates	24		23	
Applications to address deficits	17		16	
Applications to address rates and deficits	2		7	
Review and Vary	2		7	
General matters, late payment fees	<u>8</u>	53	<u>9</u>	62
Manitoba Hydro				
Electricity operations	62		58	
NFAT	6		7	
Centra Gas Manitoba Inc.	<u>9</u>	77	<u>12</u>	77
Natural Gas and Propane Utilities and Pipelines				
Swan Valley Gas Corporation (consumer rates)	2		2	
Stittco Utilities Man Ltd.	<u>5</u>	7	<u>5</u>	7
Manitoba Public Insurance		11		7
<i>The Highways Protection Act</i>		1		
Fees for cashing Government Cheques				1
Maximum Charges for Payday Loans				2
<i>The Cemeteries Act</i>				2
<i>The Prearranged Funeral Services Act</i>				
Orders made of its own motion				
Total number of Orders issued		<u>149</u>		<u>158</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 to the PUB's process.

Summary of Board Orders Issued for Year 2014/15

ORDER NO.	APPLICANT	SUMMARY
35/14	Manitoba Métis Federation	An Order Respecting the Manitoba Métis Federation's Application to Review and Vary Board Order No. 22/14 Respecting Manitoba Hydro's Motion to Strike Portions of the Written Evidence of Whitfield Russell Associates
36/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of April 7 to April 13, 2014 of the Surplus Energy Program Rate
37/14	Rural Municipality of Ste. Rose	L.I.D. No. 1 of Laurier Water and Sewer Utility – Actual Deficit 2009, 2010 and 2012
38/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of April 14 to April 20, 2014 of the Surplus Energy Program Rate
39/14	Rural Municipality of Tache	Lorrette and Landmark Utilities Cost Allocation Methodology Approval
40/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of March 31 to April 6, 2014 of the Surplus Energy Program Rate
41/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of April 21 to April 27, 2014 of the Surplus Energy Program Rate
42/14	Centra Gas Manitoba Inc.	Primary Gas Rate Effective May 1, 2014
43/14	Swan Valley Gas Corporation Inc.	Order in Respect of Swan Valley Gas Corporation's Application to Review and Vary Board Order No. 29/14
44/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of April 28 to May 4, 2014 of the Surplus Energy Program Rate
45/14	Stittco Utilities Man. Ltd.	Propane Rates Effective May 1, 2014
46/14	Manitoba Hydro	Interim Ex Parte Approval Curtailable Rate Program Reference Discount Effective April 1, 2014
47/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of May 5 to May 11, 2014 of the Surplus Energy Program Rate
48/14	Rural Municipality of Arthur, Brenda, The Village of Waskada and The Town of Melita	Pass Through Rates for Water Purchased from the Southwest Regional Water Cooperative
49/14	Manitoba Hydro	Interim Order in Respect of Manitoba Hydro's Application for Interim Electricity Rates Effective May 1, 2014
50/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of May 12 to May 18, 2014 of the Surplus Energy Program Rate
51/14	Manitoba Hydro	An Order Approving Manitoba Hydro's Rate Filing for Final May 1, 2014 Rates

52/14	Village of Ethelbert	Water and Sewer Utility – Actual Deficit 2012
53/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of May 19 to May 25, 2014 of the Surplus Energy Program Rate
54/14	Village of Winnipegosis	Appeal of Mr. Doug Clarkson for Disconnection of Water Services for Non-Payment
55/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of May 26 to June 1, 2014 of the Surplus Energy Program Rate
56/14	St. Georges Utilities Cooperative Ltd., Flett's Road Water Co-op and Rural Municipality of Alexander	Water Line Acquisition and Merger Agreement
57/14	Town of Altona	Water and Sewer Rates
58/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 2 to June 8, 2014 of the Surplus Energy Program Rate
59/14	Coalition of Manitoba Motorcycle Groups (CMMG) Inc.	Award of Costs: Intervention in Manitoba Public Insurance Corporation's Technical Conference: Dynamic Capital Adequacy Test (DCAT)
60/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 9 to June 15, 2014 of the Surplus Energy Program Rate
61/14	Town of Beausejour	Water and Sewer Utility – Actual Deficit 2008, 2009 and 2010
62/14	Rural Municipality of Wallace	Water Utility – Actual Deficits 2010 and 2011
63/14	Rural Municipality of Strathcona	Belmont Water and Sewer Utility Actual Deficit 2009, 2010 and 2011
64/14	Rural Municipality of Fisher	Operating Deficits 2011, 2012 and 2013 – Revised Water and Sewer Rates
65/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 16 to June 22, 2014 of the Surplus Energy Program Rate
66/14	Rural Municipality of Portage La Prairie	Order Varying Board Order No. 150/13 Revised Rate for Properties on Pine Crescent
67/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 23 to June 29, 2014 of the Surplus Energy Program Rate
68/14	Village of Winnipegosis	Mr. Doug Clarkson Application to Review and Vary Board Order No. 54/14
69/14	Town of Russell	Revised Water and Sewer Rates 2014, 2015 and 2016
70/14	Town of Minnedosa	Request to Review and Vary Board Order No. 30/13
71/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of June 30 to July 6, 2014 of the Surplus Energy Program Rate
72/14	Consumers' Association of Canada (Manitoba) Inc.	Award of Costs – Intervention in the Application for Approval of the Sale of Assets of Swan Valley Gas Corporation to Centra Gas Manitoba Inc.
73/14	Centra Gas Manitoba Inc.	Franchise Application (Rural Municipality of Piney)

74/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of July 7 to July 13, 2014 of the Surplus Energy Program Rate
75/14	Consumers' Association of Canada (Manitoba) Inc.	Award of Costs – Intervention in Manitoba Public Insurance Corporation's General Rate Application for the 2014/15 Insurance Year
76/14	Rural Municipality of Springfield	Lagoon Tipping Fees and Residential Equivalency Units
77/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of July 14 to July 20, 2014 of the Surplus Energy Program Rate
78/14	Rural Municipality of Wallace	Order Varying Board Order No. 62/14 – Actual Deficits 2010 and 2011
79/14	Manitoba Hydro	Interim Order in Respect of Manitoba Hydro's Application for New Light Emitting Diode (LED) Rates for the Area and Roadway Lighting Class effective August 1, 2014
80/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of July 21 to July 27, 2014 of the Surplus Energy Program Rate
81/14	Manitoba Public Insurance Corporation	Procedural Order and Timetable for a Public Hearing (2015/16 Rates and Premiums for Compulsory Driver and Vehicle Insurance) and Approval of Interveners
82/14	Rural Municipality of Cornwallis	Approval for the Dissolution of Chater Water Co-op and Establishment of Rural Municipality of Cornwallis Water Utility
83/14	Village of Benito	Approval of 2009, 2010 and 2011 Operating Deficits Revised Water and Sewer Rates January 1, 2015
84/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of July 28 to August 3, 2014 of the Surplus Energy Program Rate
85/14	Centra Gas Manitoba Inc.	Primary Gas Rate and Removal of Non-Primary Gas Rate Riders effective August 1, 2014
86/14	Stittco Utilities Man. Ltd.	Propane Rates Effective August 1, 2014
87/14	Green Action Centre (GAC)	Award of Costs – Intervention in the Application by Manitoba Hydro for Interim Electric Rates Effective April 1, 2014
88/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of August 4 to August 10, 2014 of the Surplus Energy Program Rate
89/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of August 11 to August 17, 2014 of the Surplus Energy Program Rate
90/14	Rural Municipality of Woodworth	Rural Pipeline Water Utility Rates – 2011 Actual Deficit
91/14	Rural Municipality of Woodworth	Local Urban District of Kenton Water and Sewer Utility Rates; 2009, 2010, 2011 and 2012 Actual Deficits
92/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of August 18 to August 24, 2014 of the Surplus Energy Program Rate
93/14	Centra Gas Manitoba Inc.	Procedural Order and Intervener Status Order for Non-Primary Gas Riders effective November 1, 2014

94/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of August 25 to August 31, 2014 of the Surplus Energy Program Rate
95/14	Rural Municipality of Cornwallis	Water Utility Interim Water Rates
96/14	City of Flin Flon	Water and Sewer Utility Interim Water and Sewer Rates
97/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of September 1 to September 7, 2014 of the Surplus Energy Program Rate
98/14	Manitoba Public Insurance Corporation	Order with Respect to Motion to Compel Answers to First Round Information Requests
99/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of September 8 to September 14, 2014 of the Surplus Energy Program Rate
100/14	Town of Minnedosa	Request to Review and Vary Board Order 70/14
101/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of September 15 to September 21, 2014 of the Surplus Energy Program Rate
102/14	Town of Birtle	Order Varying Board Order No. 121/13 for the Town of Birtle – Water and Sewer Rates
103/14	Town of Beausejour	Low Pressure Sewer System Policy
104/14	Rural Municipality of Whitewater	L.I.D. of Minto – Water and Sewer Rates January 1, 2015
105/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of September 22 to September 28, 2014 of the Surplus Energy Program Rate
106/14	Rural Municipality of La Broquerie	Sewer Utility Actual Deficit 2013 Budgeted Deficit 2014
107/14	Town of Churchill	Actual Deficit 2011 and 2012
108/14	Rural Municipality of Springfield	Order Varying Board Order No. 76/14 for Rural Municipality of Springfield – Revised Residential Equivalency Unit Effective Date
109/14	Village of Waskada	Water and Sewer Utility Rates – October 1, 2014
110/14	Centra Gas Manitoba Inc.	Franchise Application (Rural Municipality of Piney)
111/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of September 29 to October 5, 2014 of the Surplus Energy Program Rate
112/14	Rural Municipality of Riverside	Local Improvement District of Dunrea Water Rate Application
113/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of October 6 to October 12, 2014 of the Surplus Energy Program Rate
114/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of October 13 to October 19, 2014 of the Surplus Energy Program Rate
115/14	Al & Heather Trotz	Appeal of a Highway Traffic Board Decision, dated June 13, 2014 – Al & Heather Trotz – Denial for Access onto PTH10 NW ¼ 6-12-18W, RM of Elton, File No. 3/010/077/A/14
116/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of October 20 to October 26, 2014 of the Surplus Energy Program Rate

117/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of October 27 to November 2, 2014 of the Surplus Energy Program Rate
118/14	Stittco Utilities Man Ltd.	Propane Rates effective November 1, 2014
119/14	Stittco Utilities Man Ltd.	Non-Commodity Costs effective November 1, 2014 - FINAL APPROVAL
120/14	Rural Municipality of Mountain	Local Urban District of Mafeking Water Utility – Actual Deficit 2013
121/14	Manitoba Public Insurance	Variation of Order 75/14
122/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of November 3 to November 9, 2014 of the Surplus Energy Program Rate
123/14	Centra Gas Manitoba Inc.	Primary Gas Rates effective November 1, 2014
124/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of November 10 to November 16, 2014 of the Surplus Energy Program Rate
125/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of November 17 to November 23, 2014 of the Surplus Energy Program Rate
126/14	Town of Birtle	Order Varying Board Order No. 102/14 for Town of Birtle Water and Sewer Rate
127/14	Green Action Centre (GAC)	Order with Respect to Award of Costs – The Public Utilities Board’s “Needs For and Alternatives To” (NFAT) Review of Manitoba Hydro’s Preferred Development Plan to Construct the Keeyask and Conawapa Generating Stations and Associated Transmission Facilities
128/14	Manitoba Industrial Power Users Group (MIPUG)	Order with Respect to Award of Costs – The Public Utilities Board’s “Needs For and Alternatives To” (NFAT) Review of Manitoba Hydro’s Preferred Development Plan to Construct the Keeyask and Conawapa Generating Stations and Associated Transmission Facilities
129/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of November 24 to November 30, 2014 of the Surplus Energy Program Rate
130/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of December 1 to December 7, 2014 of the Surplus Energy Program Rate
131/14	Manitoba Keewatinowi Okimakanak (MKO)	Order with Respect to Award of Costs – The Public Utilities Board’s “Needs For and Alternatives To” (NFAT) Review of Manitoba Hydro’s Preferred Development Plan to Construct the Keeyask and Conawapa Generating Stations and Associated Transmission Facilities
132/14	Manitoba Metis Federation (MMF)	Order with Respect to Award of Costs – The Public Utilities Board’s “Needs For and Alternatives To” (NFAT) Review of Manitoba Hydro’s Preferred Development Plan to Construct the Keeyask and Conawapa Generating Stations and Associated Transmission Facilities

133/14	Consumers' Association of Canada (Manitoba) Inc. (CAC)	Order with Respect to Award of Costs – The Public Utilities Board's "Needs For and Alternatives To" (NFAT) Review of Manitoba Hydro's Preferred Development Plan to Construct the Keeyask and Conawapa Generating Stations and Associated Transmission Facilities
134/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of December 8 to December 14, 2014 of the Surplus Energy Program Rate
135/14	Manitoba Public Insurance Corporation (MPI)	Compulsory 2015/2016 Driver and Vehicle Insurance Premium and Other Matters
136/14	Town of Lynn Lake	Town of Lynn Lake Water and Sewer Utility Actual Deficits 2011, 2012, 2013 and Anticipated Deficit 2014
137/14	Town of Gilbert Plains	Town of Gilbert Plains Water and Sewer Utility Final Water and Sewer Rates 2015, 2016, and 2017
138/14	Manitoba Public Insurance Corporation (MPI)	An Order Approving Specific Compulsory Driver and Vehicle Insurance Premiums Pursuant to Board Order 135/14
139/14	Consumer's Association of Canada (Manitoba) Inc. (CAC), Coalition of Manitoba Motorcycle Groups Inc. (CMMG), Automotive Recyclers of Manitoba Ltd. (ARM) and Bike Winnipeg (BW)	Manitoba Public Insurance Corporation (MPI): Award of Costs: Intervention in Manitoba Public Insurance Corporation's General Rate Application for the 2015/16 Insurance Year
140/14	Centra Gas Manitoba Inc. (Centra)	Second Interim Order in respect of Centra's Rate Schedules effective November 1, 2014
141/14	Manitoba Hydro	An Application for Interim Ex parte Approval for the Week of December 15 to December 21, 2014 of the Surplus Energy Program Rate
142/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of December 22 to December 28, 2014 of the Surplus Energy Program Rate
143/14	Coalition of Manitoba's Motorcycle Groups Inc. (CMMG)	Award of Costs: Coalition of Manitoba Motorcycle Groups Inc. (CMMG) – MPI's General Rate Application for the 2015/2016 Insurance Year
144/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of December 29, 2014 to January 4, 2015 of the Surplus Energy Program Rate
145/14	Manitoba Metis Federation (MMF)	Variation of Order 132/14 with Respect to Award of Costs NFAT
146/14	City of Thompson	Water and Sewer Utility – Interim Rates
147/14	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of January 5 to January 11, 2015 of the Surplus Energy Program Rate
1/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of January 12 to January 18, 2015 of the Surplus Energy Program Rate
2/15	Rural Municipality of Macdonald	Macdonald Water Utility – Actual Deficits 2013, 2012, and 2011
3/15	Municipality of Minitonas-Bowsman	Minitonas Water & Sewer Utility – Actual Deficit 2011 and 2012

4/15	Rural Municipality of St. Clements	East Selkirk Water and Sewer Utility – Interim Water and Sewer Rates
5/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of January 19, 2015 to January 25, 2015 of the Surplus Energy Program Rate
6/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of January 27, 2015 to February 1, 2015 of the Surplus Energy Program Rate
7/15	Automotive Recyclers of Manitoba Ltd. (ARM) and Bike Winnipeg (BW)	Award of Costs – ARM and Bike Winnipeg – Intervention in MPI's 2015/16 General Rate Application
8/15	Rural Municipality of Tache	Approving Revised Water and Sewer Rates for L.U.D. of Lorette Water and Sewer Systems – L.I.D. Nos. 1 & 2 – Amendment to Board Order No. 129/13
9/15	Stittco Utilities Man Ltd.	Propane Rates Effective February 1, 2015
10/15	Town of Churchill	Actual Deficit 2013
11/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of February 2, 2015 to February 8, 2015 of the Surplus Energy Program Rate
12/15	Centra Gas Manitoba Inc.	Interim Order in Respect of Primary Gas Rates and Supplemental Gas Rate Riders effective February 1, 2015
13/15	Consumers' Association of Canada (Manitoba) Inc. (CAC)	Award of Costs: Consumers' Association of Canada (Manitoba) Inc. Intervention in Manitoba Public Insurance Corporation's General Rate Application for the 2015/16 Insurance Year
14/15	Town of Lynn Lake	Order Varying the Board Order 136/14 for Town of Lynn Lake – Actual Deficits 2012, 2013 and Anticipated Deficit 2014
15/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of February 9 to February 15, 2015 of the Surplus Energy Program Rate
16/15	Rural Municipality of Oakview	Oak River Water and Sewer Utility – Actual Deficit 2013
17/15	Manitoba Hydro	Order Addressing Manitoba Hydro's Application to Review and Vary the Board's January 27, 2015 Decisions in Respect of Manitoba Hydro's 2014/15 and 2015/2016 General Rate Application
18/15	Manitoba Hydro	Procedural Order in Respect of Manitoba Hydro's 2014/15 and 2015/16 General Rate Application
19/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of February 16 to February 22, 2015 of the Surplus Energy Program Rate
20/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of February 23 to March 1, 2015 of the Surplus Energy Program Rate
21/15	Rural Municipality of Alexander	Pine Grove Water Utility Anticipated Deficit 2014
22/15	Rural Municipality of Argyle	Local Urban District of Baldur – Water and Sewer Rates – Effective April 1, 2015
23/15	Rural Municipality of Rosedale	Local Improvement District of Eden Water Utility – Interim Water Rates
24/15	Rural Municipality of St. Clements	Grand Marais Sunset Bay Sewer Utility – Interim Sewer Rates

25/15	City of Selkirk	Water and Sewer Utility – Final Water and Sewer Rates 2014, 2015 and 2016
26/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of March 2 to March 8, 2015 of the Surplus Energy Program Rate
27/15	City of Dauphin	Water and Sewer Utility – Actual Deficit 2013
28/15	Manitoba Keewatinowi Okimakanak Inc. (MKO)	Order addressing Manitoba Keewatinowi Okimakanak Inc.'s (MKO's) application to Review and Vary Board Order 18/15 dated February 9, 2015 in respect of the scope of MKO's intervention into Manitoba Hydro's General Rate Application
29/15	Rural Municipality of St. Clements	Grand Marais and Sunset Bay-Sewer Utility Interim Sewer Rates
30/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of March 9 to March 15, 2015 of the Surplus Energy Program Rate
31/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of March 16 to March 22, 2015 of the Surplus Energy Program Rate
32/15	Village of Dunnottar	To Declare the Sewer Utility a Public Utility and Interim Initial Sewer Rates
33/15	Manitoba Hydro	Procedural Order in Respect of Challenged Round 1 Information Requests in Manitoba Hydro's 2014/15 and 2015/16 General Rate Application Hearing
34/15	Manitoba Hydro	An Application for Interim Ex Parte Approval for the Week of March 23 to March 29, 2015 of the Surplus Energy Program Rate
35/15	Village of Dunnottar	Order Varying Board Order No. 32/15 for Village of Dunnottar Interim Initial Sewer Rates
36/15	Manitoba Hydro	An Application of Interim Ex Parte Approval of the Week of March 30 to April 5, 2015 of the Surplus Energy Program Rate

**Public Utilities Board
Statement of Revenues and Expenditures
As of March 31, 2015**

	<u>2014-15</u> (\$000's)	<u>2013-14</u> (\$000's)
Sources of funding		
Appropriation	\$ 1,350	\$ 1,350
	\$ 1,350	\$ 1,350
Expenditures		
Salaries & per diems	\$ 903	\$ 827
Rate regulation and safety related costs	\$ 35	\$ 55
General overheads (rent, technology, utilities, etc.)	\$ 400	\$ 469
	\$ 1,338	\$ 1,351
Excess (shortfall) of revenues over expenses	\$ 12	\$ (1)

Net Government Funding of the PUB

Appropriation spent by PUB	\$ 1,338	\$ 1,351
Fees collected by the PUB ¹	\$ 1,110	\$ 1,142
Net government funding to the PUB	\$ 228	\$ 209

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. Unspent appropriated funds are not accumulated in PUB reserves.

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

	<u>2014-15</u> (\$000's)		<u>2013-14</u> (\$000's)	
<u>Manitoba Hydro</u>				
PUB Fees: ¹				
electricity	\$	313	\$	313
gas operations		<u>423</u>	736	<u>445</u> 758
Cost of PUB advisors, paid by Manitoba Hydro:				
electricity		1,514		2,900
NFAT		1,855		5,117
gas operations		<u>320</u>	3,689	<u>374</u> 8,391
Costs of interveners, paid by Manitoba Hydro: ²				
electricity		2		445
NFAT		1,708		507
gas operations		<u>18</u>	<u>1,728</u>	<u>258</u> <u>1,210</u>
<i>Aggregate Manitoba Hydro</i>			6,153	10,359
<u>Manitoba Public Insurance (MPI)</u>				
Fees - MPI ¹		316		312
Cost of PUB advisors, paid by MPI		490		386
Cost of Intervenors, paid by MPI		<u>357</u>		<u>152</u>
<i>Aggregate MPI</i>			1,163	850
		-		-
<u>Other Fees</u>				
Stittco Utilities Man Ltd. ¹		3		2
Swan Valley Gas Corporation ¹				2
Water & Sewer Utilities - All others ^{1 2 3}		39		42
Cemetery and funeral related activities ^{1 3}		9		18
Natural Gas Brokers ³		<u>10</u>		6
<i>Aggregate Other</i>			61	70
Consolidated fees and costs		<u><u>\$ 7,377</u></u>		<u><u>\$ 11,279</u></u>

¹ Fees payable to the PUB by utilities 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 to pay the costs of PUB advisors and pay, upon a Board Order awarding costs, all or a portion of the costs incurred by intervenors in its hearings. The costs are billed directly to the utilities.

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

Aggregate Cost of PUB Operations

As of March 31, 2015

	<u>2014-15</u> (\$000's)	<u>2013-14</u> (\$000's)
PUB expenditures funded by appropriation	\$ 1,338	\$ 1,351
Total PUB Advisor costs billed to regulated entities*	4,182	8,776
Total Intervener costs billed to regulated entities*	2,085	1,361
Aggregate Cost of PUB Operations	<u>\$ 7,605</u>	<u>\$ 11,488</u>

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

