



To
The Ontario Energy Board
Toronto, ON

Subj: EB-2016-0380 PROCEDURAL ORDER NO. 4

Dear Sir/Madam,

With reference to the Procedural Order No. 3 the following progress has been made. From the order the actions taken to satisfy the Appendix A process are

1. A> The latest tariff tables have been received from OEB contact and after searching for past communications. The tariff tables used from Jan 1, 2016 to April 2017 are

<i>Tariff Code</i>	<i>OESP Credit Amount</i>
<i>T0</i>	<i>0</i>
<i>T1</i>	<i>30</i>
<i>T2</i>	<i>34</i>
<i>T3</i>	<i>38</i>
<i>T4</i>	<i>42</i>
<i>T5</i>	<i>45</i>
<i>T6</i>	<i>50</i>
<i>T7</i>	<i>55</i>
<i>T8</i>	<i>60</i>
<i>T9</i>	<i>75</i>



And from May 2017 the values to be used are :

Class	Tariff Value	OESP Monthly Credit Amount
A	T10	\$35
B	T11	\$40
C	T1	\$45
D	T2	\$51
E	T12	\$52
F	T3	\$57
G	T13	\$60
H	T4	\$63
I	T5	\$68
J	T6	\$75
K	T7	\$83
L	T8	\$90
M	T9	\$113

1. B ICF has not communicated back, however the above research has provided the data.
1. C. We had assumed the value as 30\$ unless the tariff code has been received through the OESP interface. The one customer for whom the value was assumed to be 75\$ based on T9 code has been issued a retroactive bill with a credit of 113 since May 2017.
2. The clarifications are
 - a. Yes we know the 9 customers who were applicants. However their eligibility and their Tariff codes are not known yet. 2 of the 9 have completed the re-applications and their Tariffs are now known.
 - b. We were providing the credit as per T1 of the first phase of OESP implementation. We will revise the bills retroactively for the customers once the Tariffs are confirmed.
 - c. All these customers have not paid their bills for the last 1 year and we are not demanding payments unless the proper bills are created with the correct Tariff Codes at which time we will have the correct arrears calculated.
 - d. If the customers are determined as not eligible for OESP then a revised bill with the correct calculation will be issued to all these customers.



3. The concerns are addressed as follows:

- a. The 9 customers have not yet been deemed eligible unless they Re-applied. Till date we have received the confirmation of only 2 of the 9 customers and the Tariff has been ascertained and the credit provided since the date of the First application. The rest 7 customers have been urged to re-apply to determine the correct tariff. At present all these customers are being given OESP credit as per a T1 code.
- b. As per the above criteria we have applied the code since the date of the First Application as per their approved Tariff Code.
- c. The two customers who have been confirmed with their Tariff Codes have been issued the correct credit as per the dates.

Thanks

Yours sincerely,

Harshal Gunde

CEO