

Mr. Randy Hann
NGUTech Inc.
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August 28, 2014

BY E-MAIL

Ontario Energy Board
P.O. Box 2319
27th. Floor
2300 Yonge Street
Toronto ON M4P 1E4

Re: Application for Unit Sub-metering Licence
Board File Number EB-2014-0270

To Whom It May Concern:

Please find below responses to each of the incomplete areas identified in your letter dated August 26, 2014.

***“1. Section 1, Page 1 of the Application Form – Name to Appear on Licence
In section 1 of the application form you have identified the legal name of the applicant as NGUTech Inc. and below requested that the name to appear on the licence be ValEnergy Company. The application form notes that if the name to appear on the licence is different from the legal name, the legal name must appear first, e.g. NGUTech Inc., doing business as ValEnergy Company. Please resubmit page 1 of the application form with the proper name to appear on the licence.”***

Response:

Attachment of Page 1 revised attached to this email.

***“2. Section 7, Page 4 of the Application Form – Intended Services:
In this section you have stated that you are currently providing unit sub-metering services. Section 57(c.1) of the Ontario Energy Board Act, 1998 states that no***

person is permitted to engage in unit sub-metering without a licence. Please explain in details what services you are currently providing and for how long. Please provide reasons for not applying for a unit sub-metering licence earlier to ensure compliance with regulatory requirements.Ontario Energy Board”

Response:

These services are being provided as a Third-Party vendor to OEB licensed companies. We provide Customer Service, Billing and Collections services respond to the OEB and Measurements Canada questions where requested. We developed the systems to support such services. We have provided these services for 3 years. Prior to this venture, we worked for other Third-Party providers servicing licensed entities providing similar services for an additional 4 years.

***“3. Section 8, Page 5 of the Application Form – Corporate Organization:
To help the Board understand your organization, please provide a brief summary of NGUTech’s business activities.”***

Response:

As indicated in the previous response NGUTech provides Third-Party services to OEB licensed companies seeking Customer Service, Billing and Collections services and software. We currently provide this services which include managing OEB registered complaints and Measurement Canada Customer related issues. These services include providing the software to support this infrastructure for managing the Billing, Customer Service and Collection activities – this software is in-house developed and includes communication with smart-meters. In addition to this line of business we provide software support to a large vehicle leasing company regarding their origination and vehicle remarketing businesses. We have performed this service for 7 years.

If there are any further questions or clarifications required, please do not hesitate to contact us. Please note that due to NDA and contractual agreements, we are unable to list those companies mentioned above without their explicit consent.

Best regards,

Randy Hann
President, NGUTech Inc.