

NORTHERN RIDGE UTILITIES CORP.

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Toronto, Ontario

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January 13, 2016

Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street
Toronto, ON M4P 1E4

Dear Ms. Walli,

Re: Northern Ridge Utilities Corp. ("Northern Ridge")
Application for Unit Sub-metering Licence
Board File No.: EB-2015-0293

We write further to the three letters of comment received by the Board regarding the above-referenced application. We received copies of the letters on January 6, 2016 and were invited to respond.

Northern Ridge disagrees with the characterization of the issues raised in the letters and notes that many of these issues are not relevant for the purposes of this application. We note that while the commenters raise a number of concerns, none of them object to Northern Ridge's application for a unit sub-metering licence. Where we believe that a matter raised by a commenter may be relevant to the Board's consideration of our application, we have provided a response below. If the Board requires any further information in respect of any of the specific issues raised in the letters of comment, please advise so that we may provide the same.

Maintenance

Northern Ridge provides services to Sun Park Beaver Ridge ("Sun Park"), a land-lease community in Gravenhurst, Ontario. Electricity meters are read monthly by on-site staff employed by the property owner. Readings are submitted to Northern Ridge for billing. In the course of conducting the monthly meter readings, staff check for any damage to the meters, meter supports and wiring. If any issues are found, staff ensure that the matter is corrected and, if so required, that a qualified electrician is brought in to conduct any necessary repairs.

Invoicing

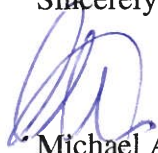
Northern Ridge denies the allegation that persistent complaints by residents regarding electricity billing practices have resulted in hundreds of dollars being returned to them. Northern Ridge is aware of only one complaint to the Board regarding a billing dispute, that of one of the commenters, Ms. Ross. While Northern Ridge disputes the complaint made by Ms. Ross, we continue to co-operate with Chris Marijan, OEB Policy Advisor, Consumer Protection and Consumer Services, to resolve this matter.

Northern Ridge is currently reviewing its invoice format and will be implementing a new design very shortly and in accordance with the provisions of the Unit Sub-Metering Code and all other applicable regulations. We note that the new invoice format was reviewed and accepted by Ms. Marijan in the course of addressing Ms. Ross' complaint

Northern Ridge disputes the allegation that residents are not provided with a copy of the bulk electricity bill. The bulk electricity bill is displayed each month on a bulletin board in the Sun Park office in an area to which the residents have access. Further, Sun Park staff are available to answer any questions that the residents have regarding their electricity charges.

We trust the above is of assistance. Please advise us should you require any further information regarding the matters discussed herein, or in respect of any issues raised in the letters of concern which were not specifically addressed.

Sincerely,



Michael A. Warner
President and Secretary