



To,  
The OEB Enforcements Team  
File No. EB-2016-0380

Dear Sir/Madam,

We are providing here a brief explanation of the sequence of events and the facts of the matter.

Ensqr Corp. is a small submetering company with a few clients. The main client where the OESP services were necessary is [REDACTED], Toronto, ON. The company got into a sub-metering agreement with the then owner [REDACTED].

When the OESP system had to be implemented we followed the initial setup and undertook an oral survey of the expected customers in OESP system. We found that we were expecting fewer than 2 participants at all the locations. We kept working with the OESP setup and decided to process the interface manually. We started with some sample cases and since our company is very small we did not have enough resources to completely test the system in time.

When asked for the expected customers we found that most of the people who were applying for OESP rebates were also applying for LEAP program where the bills were being paid directly to us. We had verbally communicated with OEB representatives that there was a confusion in our understanding of the two opposing funding for the same customer.

The result of this confusion was later rectified by the previous notice and resolution with a fine payment of 5000\$ which was made in 2016. We restarted creating and testing the interface and administering the program from July 2016. We started working with ICF and OEB to resolve the issue and get the system updated when we started getting information that the current owner may be selling the Property and we would not be allowed to work there.

We continued our testing and activities till October 2016 when we received the termination notice for our services.

We have continued to co-operate with the new ownership [REDACTED] and are in a process of completing a new contract under which we will retest the system and proceed to bill the customers only when we have the OESP guidelines followed.



The documents being presented are

1. Termination notice from our contract in Oct 2016
2. LEAP email for assistance
3. LEAP document for Payment request

From ENSQR corp. there will be no additional witness other than me (Harshal Gunde) who is the CEO and Director of the company.

Thanks

Yours sincerely,

Harshal Gunde  
4165606903

[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Date: October 26 2016**

**TO WHOM IT MAY CONCERN**

We terminate the contract between Ensqr Corp. and [REDACTED] for providing sub-metering services from October 26<sup>th</sup>, 2016.

The Property [REDACTED] is now owned by [REDACTED]  
[REDACTED]. Ensqr Corp. should deal with the new ownership for continuing their services.

Thanks,

[REDACTED]

President

[REDACTED]

[REDACTED]

## Harshal Gunde

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**From:** [REDACTED]  
**Sent:** January 19, 2016 12:10 PM  
**To:** harshal.gunde@ensqr.com  
**Subject:** Low Income Energy Assistance Program  
**Attachments:** Scan10002.PDF

Good Afternoon,

Your client applied for LEAP grant. Client's signed consent to release information to LEAP Program is attached to this email.

Could you please place client's account on hold and provide us with following information:

- Current customer's arrears
- Current balance and due date of the new balance portion
- Security deposit (if included in the current arrears)
- Date of the last payment

Client's name: [REDACTED]

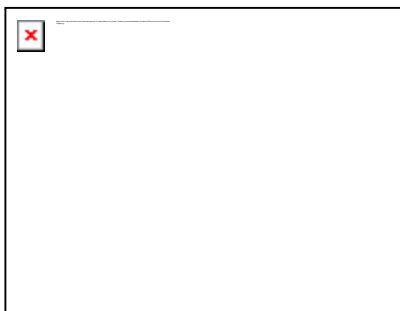
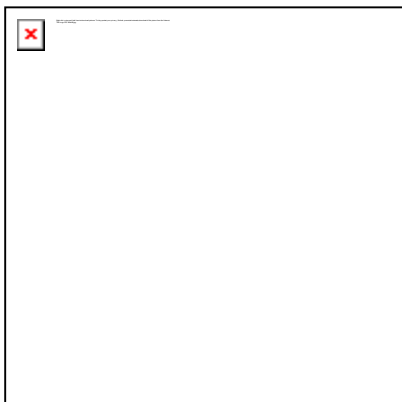
Address: [REDACTED]

Utility account number: [REDACTED]

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[REDACTED]

[REDACTED]



"This year, TNO is celebrating the 30th anniversary of our commitment to building a safe and healthy community through supporting and strengthening the quality of individual and community life in [REDACTED]"

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**TORONTO HYDRO**

**LEAP/SETTLEMENT FUNDS/HOME ASSISTANCE PROGRAM**

**CLIENT RELEASE OF INFORMATION FORM**

[REDACTED]  
Client's Name

[REDACTED]  
Co-Applicant's Name

[REDACTED]  
Client's Address

[REDACTED]  
Applicant's Phone Number

Other Phone Number

Email (optional)

Toronto Hydro (or sub-metering company) Account Number: [REDACTED]

\*\*\*\*\*

I [REDACTED]  
Client's Name

and

[REDACTED]  
Co-Applicant's Name

authorize the release of personal information pertaining to my electricity account to all Energy Assistance Program staff, Toronto Hydro-Electric System Limited (and its subcontractor, Greensaver), for the purpose of assessment and consideration for: the Low Income Energy Assistance Program (LEAP); or Home Assistance Program (HAP); or Settlement Funds Program, from following sources (only checked one):

☒ Toronto Hydro / sub-metering company Ensar Corp

☒ landlord: \_\_\_\_\_

☒ social services: \_\_\_\_\_

☒ other: \_\_\_\_\_

*This consent will continue for 6 months after my last contact with an Energy Assistance Program staff.*

[REDACTED]  
Applicant's Name

[REDACTED]  
Applicant's Signature

JUN. 17, 2016  
Date

[REDACTED]  
Co-applicant's Name

[REDACTED]  
Co-applicant's Signature

JUN. 17, 2016  
Date

[REDACTED]  
Energy Assistance Program Worker

[REDACTED]  
Energy Assistance Program Worker Signature

June 22 2016  
Date