

**IN THE MATTER OF** section 78(2) of the *Ontario Energy Board Act, 1998*, S.O. 1998, c.15 (Schedule B) of the *Energy Competition Act, 1998*; as amended.

**AND IN THE MATTER OF** an Application filed by Toronto Hydro-Electric System Limited ("Toronto Hydro") on August 15, 2018, seeking an Order of Orders for approval of changes to its electricity distribution rates and other charges, effective January 1, 2020 and ending December 31, 2024.

**AND IN THE MATTER OF** Direction #4 in the Ontario Energy Board's Letter of Direction ("LOD") dated September 28, 2018.

**AFFIDAVIT OF MATTHEW RYAN HIGGINS**  
(sworn October 5, 2018)

I, MATTHEW RYAN HIGGINS of the City of Toronto, Province of Ontario, MAKE OATH  
AND SAY:

- 1) I am the Manager of Regulatory Applications at Toronto Hydro.
- 2) Pursuant to section 1(a) of the LOD, all intervenors of record in Toronto Hydro's previous cost of service rate proceeding EB-2014-0116 were served copies of the English and French versions of the Notice of Hearing, as well as Toronto Hydro's Application and evidence by electronic mail on October 4, 2018. A print out of the electronic mail is attached to this Affidavit as Exhibit "A."
- 3) Pursuant to section 1(b) of the LOD, the Power Workers' Union, Large User class of customers and cable and telecom companies that currently pay a charge for access to Toronto Hydro's power poles were served English and French versions of the Notice of Hearing and THESL's Application by electronic mail on October 5, 2018. A print out of the electronic mail is attached to this Affidavit as Exhibit "B." For those customers Toronto Hydro does not have an email address on file, expedited mail was sent out October 5, 2018.
- 4) Pursuant to section 1(c) of the LOD, any customers for which Toronto Hydro has an email address and appropriate permissions to use the email address to send regulatory or utility information were served copies of the English and French Notice of Hearing and the prescribed email message on October 4, 2018. A print out of the electronic mail is attached to this Affidavit as Exhibit "C."

- 5) Pursuant to section 2 of the LOD, a copy of both the English and French versions of the Notice of Hearing, THESL's Application and evidence, and any amendments thereto are available for public review at Toronto Hydro's 14 Carlton location and at a prominent place on Toronto Hydro's website:  
<http://www.torontohydro.com/sites/electricsystem/Pages/2020CIRApplication>

A print out of Toronto Hydro's website where the material is posted is attached to this Affidavit as Exhibit "D."

- 6) Pursuant to section 3 of the LOD, following the posting of the English and French Notice of Hearing on Toronto Hydro's website, Toronto Hydro's twitter account tweeted the prescribed message on October 4, 2018. A print out of the tweet is attached to this Affidavit as Exhibit "E."

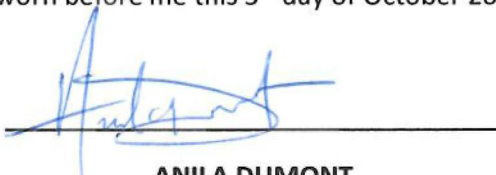
SWORN BEFORE ME in )  
the City of Toronto, this 5<sup>th</sup> )  
day of October, 2018 )

  
\_\_\_\_\_  
**MATTHEW RYAN HIGGINS**

  
\_\_\_\_\_  
**ANILA DUMONT**  
**COMMISSIONER OF OATHS IN THE**  
**PROVINCE OF ONTARIO**

This is Exhibit "A" referred to in the Affidavit of MATTHEW RYAN HIGGINS

Sworn before me this 5<sup>th</sup> day of October 2018



**ANILA DUMONT**

**COMMISSIONER OF OATHS IN THE  
PROVINCE OF ONTARIO**

FILEMESSAGE

Ignore

Junk

Delete

Reply

Reply All

Forward

Meeting

IM

More

DELETE

RESPOND

QUICK STEPS

MOVE

TAGS

EDITING

Zoom

DONE!

Team Email

Reply & Delete

To Manager

Done

Create New

Rules

Actions

Assign Policy

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Thu 04 10:2018 4:45 PM

regulatoryaffairs

Notice of Hearing / l'avis d'audience

To regulatoryaffairs

Toronto Hydro-Electric System Limited has applied to the Ontario Energy Board to change our 2020-2024 electricity distribution rates. Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing. [Notice of Hearing](#).

Toronto Hydro-Electric System Limited avons déposé une requête auprès de la Commission de l'énergie de l'Ontario afin modifier nos 2020-2024 tarifs de distribution de l'électricité. Veuillez lire l'avis d'audience ci-joint pour vous mieux renseigné et pour savoir comment participer au processus d'audience du tribunal. [l'avis d'audience](#).

The Notice, Application, and Evidence can be accessed through this [link](#). To request a hard copy, please contact [RegulatoryAffairs@TorontoHydro.com](mailto:RegulatoryAffairs@TorontoHydro.com).

regulatoryaffairs FW: Notice of Hearing / l'avis d'audience



FILE

MESSAGE

Ignore

Junk

Delete

Reply

Reply All

Forward

Meeting

IM

More

DONE!

Team Email

Reply & Delete

To Manager

Done

Create New

Move

Actions

Rules

Assign Policy

Mark Unread

Categorize

Follow Up

Translate

Find

Related

Select

Zoom

Delete

Respond


Quick Steps

Move

Tags

Editing

Zoom



Thu 04/10/2018 4:53 PM

regulatoryaffairs

Notice of Hearing / l'avis d'audience

To regulatoryaffairs

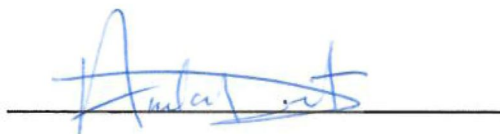
Toronto Hydro-Electric System Limited has applied to the Ontario Energy Board to change our 2020-2024 electricity distribution rates. Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing. [Notice of Hearing](#).

Toronto Hydro-Electric System Limited avons déposé une requête auprès de la Commission de l'énergie de l'Ontario afin modifier nos 2020-2024 tarifs de distribution de l'électricité. Veuillez lire l'avis d'audience ci-joint pour vous mieux renseigné et pour savoir comment participer au processus d'audience du tribunal. [l'avis d'audience](#).

The Notice, Application, and Evidence can be accessed through this [link](#). To request a hard copy, please contact [RegulatoryAffairs@TorontoHydro.com](mailto:RegulatoryAffairs@TorontoHydro.com).

This is Exhibit "B" referred to in the Affidavit of MATTHEW RYAN HIGGINS

Sworn before me this 5<sup>th</sup> day of October 2018

A handwritten signature in blue ink, appearing to read 'Anila Dumont', is written over a solid black horizontal line.

**ANILA DUMONT**

**COMMISSIONER OF OATHS IN THE  
PROVINCE OF ONTARIO**

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**From:** regulatoryaffairs  
**Sent:** October-05-18 10:35 AM  
**To:**  
**Cc:**  
**Subject:** Notice of Hearing / l'avis d'audience

Toronto Hydro-Electric System Limited has applied to the Ontario Energy Board to change our 2020-2024 electricity distribution rates. Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing. [Notice of Hearing](#).

Toronto Hydro-Electric System Limited avons déposé une requête auprès de la Commission de l'énergie de l'Ontario afin modifier nos 2020-2024 tarifs de distribution de l'électricité. Veuillez lire l'avis d'audience ci-joint pour vous mieux renseigné et pour savoir comment participer au processus d'audience du tribunal. [l'avis d'audience](#).

The Notice and Application can be accessed through this [link](#). To request a hard copy, please contact [RegulatoryAffairs@TorontoHydro.com](mailto:RegulatoryAffairs@TorontoHydro.com).

This is Exhibit "C" referred to in the Affidavit of MATTHEW RYAN HIGGINS

Sworn before me this 5<sup>th</sup> day of October 2018

A handwritten signature in blue ink, appearing to read 'Anila Dumont', is written over a solid horizontal black line. The signature is stylized with a large initial 'A' and a long horizontal stroke.

**ANILA DUMONT**

**COMMISSIONER OF OATHS IN THE  
PROVINCE OF ONTARIO**



DETAILS

Delivery Type: Normal Status: Successful From: Toronto Hybrid Updates@torontohybrid.com Sent By: contact@torontohybrid.com Subject: Notice of Hearing & its outcome  
Scheduled Send: 10/04/2018 12:31:58 PM - 10/04/2018 4:31:58 PM (4 hours) Actual Sends: 10/04/2018 12:32:35 PM - 10/04/2018 4:30:52 PM (4 hours)  
List Recipients: Test List - Contact Queue - Reps and Sub Test List - Toronto Hybrid - Residential - Sales Dept Test List - 1637-088 Notice of Hearing - Reps and Sub  
Excluded: Test List - 1637-088 Notice of Hearing - Reps and Sub  
Campaign: Test List - 1637-088 Notice of Hearing

Delivery Rating: 10 / 10

SUMMARY

|         |           |             |              |        |             |                 |
|---------|-----------|-------------|--------------|--------|-------------|-----------------|
| 215,695 | 214,725   | 158,518     | 41,573       | 0      | 0           | 48              |
| Sends   | Delivered | Total Opens | Total Clicks | Orders | Conversions | Contact Updates |

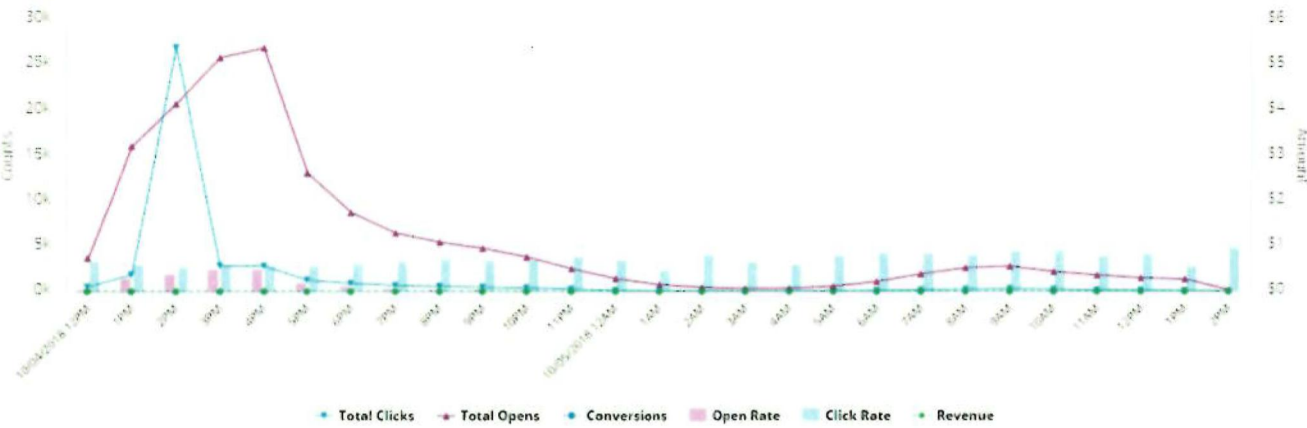
REVENUE

|               |                   |                     |
|---------------|-------------------|---------------------|
| \$0.00        | \$0.000           | \$0.00              |
| Total Revenue | Revenue Per Email | Average Order Value |

RATES



PERFORMANCE OVER TIME

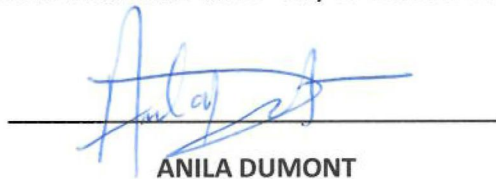


COMPARISONS



This is Exhibit "D" referred to in the Affidavit of MATTHEW RYAN HIGGINS

Sworn before me this 5<sup>th</sup> day of October 2018



ANILA DUMONT

**COMMISSIONER OF OATHS IN THE  
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We have applied to the Ontario Energy Board to change our electricity distribution rates. Learn more. **HAVE YOUR SAY.**



COMMISSION  
DE L'ÉNERGIE  
DE L'ONTARIO

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Set it and forget it! Registering for Pre-Authorized Debit makes it easy to manage your regular bill payments.

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### See Your Electricity Consumption

Register for MyTorontoHydro to view your electricity usage.

[Register Now »](#)

### Customer Announcements

Get the latest important information.

Major Event Response Reporting - July 28, 2018

[Learn More »](#)

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## Application for Electricity Distribution Rates for 2020 to 2024

On August 15, 2018, Toronto Hydro-Electric System Limited ("Toronto Hydro") filed a rate application with the OEB under the Custom Incentive Rate-setting method which sought approval of Toronto Hydro's 2020 test-year revenue requirement on a cost of service basis, and subsequent annual rate adjustments based on a custom index specific to Toronto Hydro for the period commencing on January 1, 2021 and ending on December 31, 2024. The rate application requests approvals to fund capital expenditures of approximately \$2.6 billion over the 2020-2024 period.

For any questions, please contact [regulatoryaffairs@torontohydro.com](mailto:regulatoryaffairs@torontohydro.com)

## NOTICE OF HEARING ([English](#) / [French](#)), posted 4 Oct 2018

### APPLICATION

[Customer Summary \(updated 22 Aug 2018\)](#)

(as available in Exhibit 1B, Tab 3, Schedule 3)

[Executive Summary](#)

(as available in Exhibit 1B, Tab 1, Schedule 1 and Exhibit 1B, Tab 1, Schedule 1, Appendix A)

[Filing Cover Letter \(15 Aug 2018\)](#)

[Filing Confidentiality Letter \(15 Aug 2018\)](#)

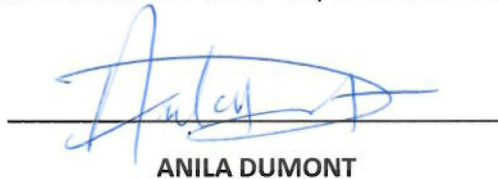
[Updates \(22 Aug 2018\)](#)

[New Evidence and Updates \(14 Sep 2018\)](#)

[Confidentiality Request \(28 Sep 2018\)](#)

This is Exhibit "E" referred to in the Affidavit of MATTHEW RYAN HIGGINS

Sworn before me this 5<sup>th</sup> day of October 2018



**ANILA DUMONT**

**COMMISSIONER OF OATHS IN THE  
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




Toronto Hydro

@TorontoHydro

torontohydro.com

Joined July 2010





Toronto Hydro


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We have applied to the @OntEnergyBoard to change our electricity distribution rates. Learn more. Have your say. [bit.ly/2IFIBKf](https://bit.ly/2IFIBKf)

12:15 PM · 4 Oct 2018

1 Retweet · 3 Likes



2 · 1 · 3





Brian Byers

@brianbyers6 · 19h

Replying to @TorontoHydro @OntEnergyBoard

The rate decrease will be welcome.






Dan Twinn

@TwinnTech · 21h

Replying to @TorontoHydro @OntEnergyBoard

change? don't you mean increase?



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Aquaman

1.7K Tweets

اللاهني الفيصل

1.5K Tweets

WorldTeachersDay

1.9K Tweets

WorldSmileDay

1.8K Tweets

Janchin

162K Tweets

#BuenViernes

26K Tweets

ショジョ


87.3K Tweets

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**Toronto Hydro**  
@TorontoHydro

[torontohydro.com](http://torontohydro.com)  
Joined July 2010



et 'em befor  
they're gone




**Toronto Hydro**  
@TorontoHydro


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Nous avons déposé une requête auprès de [@OntEnergyBoard](#) afin de modifier nos tarifs de distribution de l'électricité. Soyez mieux renseigné. Donnez votre opinion. [bit.ly/2Rua8km](http://bit.ly/2Rua8km)

1:35 PM · 4 Oct 2018

1 Like



 1





**Toronto Hydro** @TorontoHydro · 22h

We have applied to the [@OntEnergyBoard](#) to change our electricity distribution rates. Learn more. Have your say. [bit.ly/2IFBKKf](http://bit.ly/2IFBKKf)

2

1

 3




**Toronto Hydro** @TorontoHydro · 23h


We've been advised of a potential Canada Post service disruption. As a result, your bills and payments may be impacted. Here's how to keep your bill up-to-date: [bit.ly/28VDImF](http://bit.ly/28VDImF)

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50.6K Tweets

[#WorldTeachersDay](#)  
86.9K Tweets

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92.8K Tweets

[#Manchin](#)  
16.2K Tweets

[#BuenViernes](#)  
26K Tweets

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27.1K Tweets