

Ontario Energy Board
P.O. Box 2319
27th. Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

Commission de l'énergie de l'Ontario
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone: 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273



BY E-MAIL

October 30, 2018

Peter Vercouteren
General Manager
Enercan Energy Management - Division of 373948 Ontario Inc.
111 Teal Drive
Blenheim ON N0P 1A0

Dear Mr. Vercouteren:

**Re: Enercan Energy Management - Division of 373948 Ontario Inc. (Enercan)
Application for Unit Sub-Metering Licence Renewal
OEB File Number EB-2018-0291**

The OEB has preliminary reviewed your application for a unit sub-metering licence renewal. Your application is currently incomplete and cannot be processed until the following has been filed:

1. Section 7. Intended Services

In this section you are required to describe unit sub-metering services that you currently provide or intend to provide. You have stated that you intend to provide full scope of services that licence enables. This is a very high level response that is not satisfactory for the purpose of this licence application.

Please describe all unit sub-metering services that you currently provide or intend to provide.

2. Section 10– Technical Resources

In the application, Enercan described qualifications of its General Manager, which are mostly related to the retail energy market and regulatory matters. While in section 7- Intended Services, Enercan has not itemized its intended services, it is assumed that these services would include installation and maintenance of unit sub-

meters, billing, collections and call centre activities.

Describe qualifications and experience of Enercan's personnel responsible for each unit sub-metering service that Enercan is currently providing or intends to provide.

3. Compliance with Unit Sub-metering Code (Code)

As a condition of its licence, Enercan has to comply with provisions of the Unit Sub-metering Code.

- a. As per section 2.3.1 of the Code, metering data collected by a unit sub-meter provider shall be subjected to a validating, estimating and editing (VEE) process if it is to be used for billing purposes. As per section 2.3.4 of the Code, a unit sub-metering provider shall document and make available its VEE process and criteria, and allow scrutiny of its process by consumers, retailers, the OEB and Measurement Canada.
 - i. Describe what processes and procedures are in place or would be put in place by Enercan to ensure that correct and validated data is used for the billing process.
 - ii. Describe how Enercan ensures that errors resulted from potential hardware/software malfunctions are detected and fixed before issuance of the invoices to the customers.
- b. As per section 3.3.3 of the Code, if any consumer makes a complaint to a unit sub-meter provider regarding its services, the unit sub-meter provider shall expeditiously investigate the complaint and take all appropriate and necessary steps to resolve the complaint.
 - i. Describe how Enercan ensures compliance with its legal and regulatory obligations in Ontario. In your response, describe the staff, policies, processes and procedures in place or to be put in place to ensure compliance.
 - ii. Provide the names and titles of all individuals that are or will be accountable for compliance, complaint handling and quality assurance, and describe fully their expertise in each applicable area.

The OEB will resume processing your application once the above information has been

filed. If the above information is not filed within 30 days of the date of this letter, the OEB may close the file for this application.

Please file two paper copies of the additional material and an electronic version in Word and in searchable Adobe Acrobat (if available) with the Board Secretary. Electronic copies may be submitted by e-mail to boardsec@oeb.ca.

Please direct any questions relating to this application to Irina Kuznetsova, Advisor at +1 (416) 440-8138 or e-mail, Irina.Kuznetsova@oeb.ca.

Yours truly,

Original signed by

John Pickernell
Manager, Applications Administration