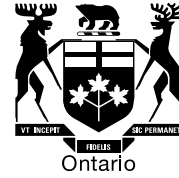


**Ontario Energy Board**  
P.O. Box 2319  
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2300 Yonge Street  
Toronto ON M4P 1E4  
Telephone: 416-481-1967  
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**Commission de l'énergie  
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**VIA EMAIL**

January 22, 2019

Katherine Sparkes  
Director, Innovation, Research and Development  
Independent Electricity System Operator  
120 Adelaide Street West, Suite 1600  
Toronto ON M5H 1T1

Dear Ms. Sparkes:

**Re: Change in Timeline and Budget of CustomerFirst's Regulated Price Plan Pilot  
(Board File No. EB-2016-0201)**

Further to my letter of January 31, 2018, notifying you of the OEB's approval of CustomerFirst's RPP pilot proposal, I am writing to advise that the OEB has approved a change in the reporting milestones and project budget.

The reporting milestones and project budget have been revised to reflect an OEB approved change in the measurement period for the RPP Pilot (October 1, 2018 to August 31, 2019), and in response to lower than expected customer enrolment in the Pilot.

The new dates and budget are set out in the table below.

<b>Distributor(s):</b>	<ol style="list-style-type: none"><li>1. Newmarket-Tay Power Distribution Ltd.</li><li>2. Greater Sudbury Hydro Inc.</li><li>3. North Bay Hydro Distribution Ltd.</li><li>4. PUC Distribution Inc.</li><li>5. Espanola Regional Hydro Distribution Corporation</li><li>6. Northern Ontario Wires Inc.</li></ol>
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<b>Contact Information:</b>		Chris Barker President, CustomerFirst 3080 Yonge Street, Suite 6060 Toronto ON M4N 3N1 (647) 255-8845 <a href="mailto:chris.barker@customerfirstinc.com">chris.barker@customerfirstinc.com</a>	
<b>Approved RPP Pilot Project(s) Name:</b>		CustomerFirst RPP Pilot Program	
<b>Approved Estimated Maximum Budget:</b>		\$3,269,941	
<b>Project Milestones &amp; Payment Schedule:</b>			
<b>Milestone Number</b>	<b>Reporting Milestone</b>	<b>Target Completion Date</b>	<b>Contribution Amount</b>
	Contract Execution	Completed	25% of approved estimated maximum budget
1.	Interim Results Report	June 30, 2019	\$1,216,241.25
2.	Final Results Report	December 31, 2019	Remaining payment of actual project cost or true up of any overpayment

The change in the contribution amount for Milestone 1 is an amount calculated to equal 75% of the revised approved estimated maximum budget, consistent with the pacing of contributions initially approved.

Any questions related to this letter can be directed to [RPP.Pilots@oeb.ca](mailto:RPP.Pilots@oeb.ca), citing "CustomerFirst" in the subject line.

Sincerely,

*Original signed by*

Mary Anne Aldred  
Chief Operating Officer & General Counsel

c: CustomerFirst