



ENERGY+ INC.

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February 21, 2019

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

Filed via RESS

Dear Ms. Walli :

**Re: Energy+ Inc.
2019 Cost of Service Application EB-2018-0028**

In accordance with Procedural Order No. 8 ("PO #8"), and further to the Board's letter dated February 19, 2019, Energy+ is providing the following update on the actions taken by Energy+ with respect to communications with its "Other Large Use" customer in the above noted proceeding:

1. With respect to Order No. 1 (PO #8): On January 28, 2019, Energy+ sent an email to its Other Large Use customer, addressed to the President and CEO, Chief Financial Officer and Vice President Operations. The email notification provided copies of Procedural Order No. 7 and No. 8, as well as links to Energy+'s evidence filed on the OEB Website and the links to the Technical Conference Responses. Energy+ also provided a link to its website where information with respect to the Application is available.

As part of this email, Energy+ also advised the customer that the President and CEO of Energy+ would be in contact directly to arrange a convenient date and time for a meeting in person.

2. On February 4, 2019, Energy+ representatives met with representatives from the Other Large Use customer and reviewed a presentation. The presentation contained information with respect to the Application including: (i) update on the Application process; (ii) the Board's direction and next steps; (iii) information with respect to Cost Allocation and Rate Design; (iv) a summary of TMMC's proposed alternative approach; and (v) Decisions/options for the customer in providing feedback to the Board.

Included in the presentation was a summary of the estimated monthly distribution rates for the Other Large User case under the different scenarios (consistent with the slide that was initially provided to the Other Large Use Customer in a customer engagement presentation made in January 2018), and consistent with the format established in Response to Technical Conference SEC-11.

Energy+ has not included a copy of the presentation in this letter due to the customer specific information contained in the presentation.

3. On February 5, 2019, following the meeting with the Customer, Energy+ followed up with an email that provided additional information on the computation of the Total Bill Impacts, an electronic copy of the February 4, 2019 presentation, as well as a link to the OEB's website on participating in an OEB proceeding as an Intervenor.

Link:

[Intervenor information | Ontario Energy Board](#)

4. With respect to Order No. 3 ("PO #8"), Energy+ provided an email to the Other Large Use Customer on February 19, 2019.

The email to the customer contained a link to the TMMC Evidence on the OEB's website, as directed. Later the same day, Energy+ provided the customer, via email, an updated analysis of the estimated distribution rate and total bill impacts for the customer, based on the updated evidence and proposal submitted by TMMC. In addition, the email also contained a reminder of the February 21, 2019 date requested by the Board for Energy+ to provide the customers initial feedback.

Energy+ would note that the TMMC evidence was filed after close of business on Friday, February 15, 2019 (6:20pm). Due to the statutory holiday on Monday, February 18, 2019, the link to the materials was sent on the morning of Tuesday, February 19, 2019.

5. On February 20, 2019, Energy+ had a telephone call with the Customer to answer additional questions with respect to the information provided.

6. With respect to Order No. 4 ("PO #8), the following is a summary of the initial feedback from our Other Large User Customer:

- The customer has been advised of the developments in this proceeding, including the TMMC proposals;
- The customer has chosen not to participate directly in the proceeding;
- The customer has expressed concern with respect to the timelines set by the Board to provide feedback, particularly two days following the receipt of the TMMC evidence; and
- The customer has requested more time to provide a response.

If you require any additional information or clarification, please contact the undersigned at (519) 621-8405, ext 2340.

Yours truly,

ENERGY+ INC.

A handwritten signature in black ink, appearing to read 'SHG', is positioned above the printed name and title of the signatory.

Sarah Hughes, CPA, CA, C.Dir
Chief Financial Officer
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