



London Hydro
111 Horton Street
P.O. Box 2700
London, ON
N6A 4H6

March 8, 2019

Ms. Kirstin Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Re: Energy Retailer Service Charges EB-2015-0304

Dear Ms. Walli:

London Hydro Inc. ("London Hydro") averaged 200 switch letters a year during each of 2017 and 2018. Programming costs are estimated at a minimum of \$5,000. The Notice of Switch Letter Charge of \$2.00 per letter or \$400 a year will not cover the costs of programming let alone sending the letters. The costs far exceed the benefit, which is not a favourable outcome for London Hydro's customers.

Therefore, in accordance with the Ontario Energy Board's February 14, 2019 Decision and Order EB-2015-0304, London Hydro has elected to opt out of applying the new \$2.00 Notice of Switch Letter Charge to energy retailers.

Yours Truly,

A handwritten signature in black ink, appearing to read "M Benum".

Martin Benum
Director of Regulatory Affairs
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