



March 15, 2019

BY EMAIL

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

Dear Ms. Walli,

**RE: Energy Retailer Service Charges for May 1, 2019
Decision and Order EB-2015-0304**

In accordance with the *Report of the Ontario Energy Board: Energy Retailer Service Charges* (the "Board Report on Retailer Charges") issued on November 29, 2018 and the *Decision and Order* issued on May 1, 2019, Whitby Hydro is advising the OEB of its intention to opt out of applying the switch letter charge to energy retailers at this time.

Whitby Hydro understands that this opt out decision only applies to the application of the \$2.00 charge and does not negate the requirement under the Retail Settlement Code requiring electricity distributors to send a written notice to any low volume consumer who has signed a contract with an energy retailer.

The opt out decision weighs the implementation and on-going costs against the potential revenue collected and considers the fact that the service territory is experiencing low levels of retailer activity for low volume customers. In accordance with the Board Report on Retailer Charges, Whitby Hydro (or any successor company) will notify the OEB when filing an incentive rate-setting or cost based application should it decide to commence applying the charge in the future.

Regards,

A handwritten signature in black ink, appearing to read "S. Reffle".

Susan Reffle
Vice President