

Ontario Energy Board
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BY E-MAIL
ivernon@alexian.com

March 21, 2019

Ian Vernon
Alexian Energy Services Inc.
45-209 Wicksteed Ave.
Toronto ON M4G 0B1

Dear Mr Vernon:

**Re: Alexian Energy Services Inc.
Application for a Unit Sub-metering Licence
OEB File Number EB-2019-0079**

The Ontario Energy Board (OEB) received Alexian Energy Services Inc.'s (Alexian) application for a unit sub-metering licence on February 15, 2019. The OEB has assigned file number EB-2019-0079 to the application. The application will be decided by an employee of the OEB who has been delegated this authority pursuant to section 6 of the *Ontario Energy Board Act, 1998* (Delegated Authority). The Delegated Authority intends to make a decision on the application without holding a hearing.

The OEB has preliminary reviewed the application and requires the following information to continue processing your application:

1. Section 9. Finance.

Alexian has not provided any financial information required in Section 9. Finance of the application form. The OEB cannot proceed with the application unless financial statements for the last two years have been filed. If financial statements are not audited, they must be signed by the key individual.

2. Section 10. Technical Recourses.

In the application, Alexian stated that it utilizes contractors that have experience in acquiring, design, installing and repairing sum-meters. As in section 7- Intended Services, Alexian listed billing, customer service, collections and settlement services, the OEB requires Alexian to describe qualifications of its personnel responsible for the services the applicant intends to provide.

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

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

As a condition of its licence, Alexian 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 Alexian to ensure that correct and validated data is used for the billing process.
 - ii. Describe how Alexian ensures that errors resulted from potential hardware/software malfunctions are detected and fixed before issuance of the invoices to its 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 Alexian 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.

The OEB will resume processing your application once the above information has been filed. Once your application is complete, the Delegated Authority expects to issue a final decision on your application within 60-90 days.

In the event the Delegated Authority decides to deny or otherwise modify the relief you requested in your application, you will be given an opportunity to provide comments. The Delegated Authority will consider your final comments, if any, prior to issuing a decision and order.

Any questions relating to this letter or your application should be directed to Irina Kuznetsova, Advisor at +1 (416) 440-8138 or Irina.Kuznetsova@oeb.ca. Please refer to the OEB file number noted above in all future correspondence to the OEB regarding your application.

Yours truly,

Original signed by

John Pickernell
Manager, Applications Administration