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Sean Milne, CFO

Simply Green Home Services Inc. /

Crown Crest Capital

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Attention: Kristen Walli

Dear Kristen Walli:

Re: Request for intervenor status in case number EB-2018-0319

We are external counsel to Simply Green Home Services Inc., Crown Crest Capital and their respective affiliates (collectively, the "Simply Group").

We are writing to formally notify the Ontario Energy Board (OEB) of our intention to seek intervenor status on behalf of the Simply Group in the public proceedings to be held with respect to case number EB-2018-0319. It is our understanding that the OEB will be deciding on the future and the continuity of Enbridge's Open Bill Access (OBA) program. As we demonstrate below, the Simply Group and its customers rely heavily on the OBA program to facilitate the billing and payment process. The OBA facilitates customer interaction and servicing, in a critically important way, for the Simply Group and its customers. Customers, who would be significantly and negatively impacted by any decision to terminate the OBA program. We will elaborate below on the fact that, as an organization whose customers heavily rely on the OBA program to facilitate ease and simplicity with regard to their billing and payment, our organization, customers and other stakeholders are severely impacted with respect to any decision regarding the termination of the OBA program.

The Simply Group now serves close to 100,000 consumers across Canada through the leasing, installation servicing and financing of a wide variety of energy efficient HVAC and home comfort equipment. The Simply Group's total assets under management now exceed \$700 million, with almost \$4.5 million of monthly occurring revenue. Over half of that customer base is within Enbridge's territory, where customers take advantage of the OBA program for the ease and convenience it delivers.

Every month, under the OBA program, Simply Green bills approximately 55 thousand consumer customers and collects over \$2.5 million. The OBA program allows the Simply Group to offer its customers a seamless and simple billing and payment experience, where they receive all charges on their regular, monthly Enbridge bill, necessitating only one payment each month. The OBA program automatically handles customer move-ins and move-outs, reducing hassle, inefficiency and bureaucracy for both the customers and the Simply Group. The benefits of this important customer infrastructure are even more pronounced in relation to new home construction, where staggered customer move-ins and billing can all be arranged via the builder's collective Enbridge account number. Enbridge's high standards of quality control, such as requirement of TPV (third party verification) calls, ensure there is clarity and transparency in the entire process. In the case of customer complaints and disputes a streamlined dispute resolution process protect the interests of all concerned parties.

In a market space, where continued development is essential to reduce energy consumption and improved lifestyles, the OBA program has become an central aspect of our client's operating processes. Those who benefit from the OBA program include not only for the Simply Group and customers, but also for a wide array of stakeholders, including those in the new home construction industry and the financial institutions that provide the Simply Group with capital. The Simply Group has relied heavily on the OBA program and the counter-point it offers to emerging and competitive companies in a Canadian market space which remains dominated by giants. Any discontinuation of the OBA program would not only nullify hundreds and thousands of dollars in IT investment required to sync our systems with the OBA process, but also cause chaos and confusion for our customers, who would otherwise have to deal with increase bureaucracy to handle multiple accounts, the inconvenience of having to make separate and manual payments and the unsettling of other critical administrative processes designed to assist consumers, in the context of contract dispute resolution, home refinancing and customer moves. As one of the parties that finances consumers in this market space, we are deeply concern about the impact of ending the OBA program and the enforcement of standards associated with it, not only insofar as practices which flow from undue market dominance, but also deceptive sales practices by arm's length parties which would impact not only the interest of the Simply Group, but also our competitors and their customers as well.

We hope the above considerations, which we will amply with the support of evidence and witnesses at the upcoming hearing, will be sufficient to persuade the OEB as to both the appropriateness and the prudence of continuing the OBA program as it has been developed and applied. In the proceedings, we will be presenting arguments, both of a policy and practical nature, in favour of the continuation of the OBA program given the many benefits it provides to all stakeholders and the risks associated with terminating it.

We are looking forward to participating in the proceedings.

Yours truly,



MILLER THOMSON LLP

Per:



William Alfred Apps
Partner

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