



Ontario  
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**BY EMAIL**  
[msternak@wysemeter.com](mailto:msternak@wysemeter.com)

**July 12, 2019**

Malvina Sternak  
Legal Counsel  
Wyse Meter Solutions Inc.  
2100 Matheson Blvd. E.  
Suite 201  
Mississauga ON L4W 5E1

Dear Ms. Sternak:

**Re: Wyse Meter Solutions Inc.  
Application for Unit Sub-Metering Licence  
OEB File Number EB-2019-0173**

The Ontario Energy Board (OEB) received Wyse Meter Solutions Inc.'s (Wyse) application for a Unit Sub-Metering licence on June 26, 2019. The OEB has assigned file number EB-2019-0173 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 your application. Your application cannot be processed until the following has been filed:

### **1. Section 10. Technical Resources**

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

## **2. Section 12. Key Individual Information**

This section requires information on each key individual listed in section 6. You have listed three key individuals in section 6 (b), however provided information required in section 12 only on two individuals – Mr. Ian Stewart and Mr. Peter Mills. Please provide information on remaining one key individual identified in section 6(b).

## **3. Compliance with Unit Sub-metering Code**

As a condition of its licence, Wyse has to comply with provisions of the Unit Sub-metering Code (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 Wyse to ensure that correct and validated data is used for the billing process.
  - ii. Describe how Wyse 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 Wyse 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. If the above information is not filed within 30 days of the date of this letter, the OEB may close the file for this application.

Once your application is complete, the Delegated Authority expects to issue a final decision on your application within 75-90 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.

Please file two paper copies of the additional material and an electronic version in Word and in searchable Adobe Acrobat (if available) with the Registrar. Electronic copies should be e-mailed to [registrar@oeb.ca](mailto:registrar@oeb.ca).

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](mailto: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