



Burlingtonhydro inc.

Board Secretary  
Ontario Energy Board  
27<sup>th</sup> Floor  
2300 Yonge Street  
Toronto, ON  
M4P 1E4  
January 10, 2020

Dear Ms. Walli,

**Re: Burlington Hydro Inc.**

**Application for License Amendment and Temporary Exemption from the Customer Service Rule Changes effective March 1, 2020**  
**Board File Number: EB-2017-0183**

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On March 14, 2019 the Ontario Energy Board ("Board") issued a *Notice of Amendments to Codes and a Rule Amendments to the Distribution System Code, Standard Supply Service Code, Unit Sub-Metering Code, and Gas Distribution Access Rule (and Associated Rate Order)* under Board File Number EB-2017-0183 ("Customer Service Rule Amendments"). Among these Customer Service Rule Amendments were rule changes to Security Deposits, Billing and Payment, and Disconnection for Non-Payment, which become effective March 1, 2020.

Burlington Hydro Inc. ("BHI") is in the process of implementing a new Customer Information System ("CIS"), which will be configured to incorporate the Customer Service Rule Amendments.

On October 25, 2019, BHI requested a license amendment under Section 74(1) of the OEB Act and a temporary exemption from implementing the Customer Service Rule Amendments until Q3, 2020, after its new CIS is in service.

On November 20, 2019, the Board responded to BHI's request "seeking additional information as to the feasibility of manual workarounds that would accommodate your CC&B transition while ensuring consumer protections remain in place". BHI provided its response on December 9, 2019.

On January 10, 2020, the Board requested that BHI file a specific end date for the temporary exemption. BHI respectfully requests a license amendment under Section 74(1) of the OEB Act and a temporary exemption from section 2.6.3 of the DSC and section 2.6.2 (d) of the SSSC effective March 1, 2020 and ending August 31, 2020.

Yours truly,

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