



Ontario
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de l'énergie
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BY EMAIL

February 18, 2020

Frank Kallonen
President and Board Chair
CustomerFirst Inc.
500 Regent Street
Sudbury ON, P3E 4P1

Dear Mr. Kallonen:

**Re: CustomerFirst's Regulated Price Plan Pilot
Ontario Energy Board File No. EB-2016-0201**

I am writing to advise that the Ontario Energy Board (OEB) has accepted CustomerFirst's Interim Results Report for its Regulated Price Plan (RPP) pilot project, as submitted to the OEB on February 3, 2020. As set out the November 14, 2018 letter, CustomerFirst's Interim Results Report will be made public.

As you are aware, the December 8, 2017 letter approving CustomerFirst's RPP Pilot indicated that the OEB expected CustomerFirst to deploy and run its RPP pilot on schedule. Although the target completion date for the Interim Results Report was June 30, 2019, the initial draft of the Interim Results Report was not submitted to the OEB until November 22, 2019.

A letter will be sent to the Independent Electricity System Operator (IESO) requesting that it settle payment with CustomerFirst for the contribution amount associated with the Interim Results Report, which corresponds to Milestone 1 in Schedule B of the Contribution Agreement between the IESO and CustomerFirst.

As agreed between OEB staff and CustomerFirst, the Final Results Report is to be submitted on or before March 30, 2020. The letter to the IESO will also establish March 30, 2020 as the new deadline for the provision of CustomerFirst's Final Results Report.

Further detail regarding the process and expectations associated with the OEB's review of Final Results Report is set out in the OEB's November 14, 2018 and July 31, 2019 letters.

Sincerely,

Original signed by

Mary Anne Aldred
Chief Operating Officer & General Counsel
Ontario Energy Board