



Ontario
Energy
Board | Commission
de l'énergie
de l'Ontario

BY EMAIL

February 18, 2020

Katherine Sparkes
Director, Innovation, Research and Development
Independent Electricity System Operator
120 Adelaide Street West, Suite 1600
Toronto, ON M5H 1T1

Dear Ms. Sparkes:

**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, which corresponds to Milestone 1 in Schedule B of the Contribution Agreement between the Independent Electricity System Operator (IESO) and CustomerFirst. This Milestone was completed with the submission of CustomerFirst's final Interim Results Report on February 3, 2020.

I am therefore requesting the IESO to promptly settle payment with CustomerFirst for the contribution amount associated with Milestone 1, which is \$1.2M. The IESO has assured us that funding of contribution amounts for OEB-approved RPP pilot projects under existing contracts will continue despite the revocation of the Minister of Energy's December 16, 2016 Direction to the IESO.

To support our request for payment, the table below includes the information contemplated in the OEB's letter to the IESO dated May 26, 2017, identifying roles and responsibilities of the OEB and the IESO in relation to the implementation and funding of RPP pilot projects.

The OEB has also approved a change in the target completion date for the submission of CustomerFirst's Final Results Report. The new date for the Final Results Report is also set out in the table below.

Distributor:	<ol style="list-style-type: none"> 1. Newmarket-Tay Power Distribution Ltd. 2. Greater Sudbury Hydro Inc. 3. North Bay Hydro Distribution Ltd. 4. PUC Distribution Inc. 5. Espanola Regional Hydro Distribution Corporation 6. Northern Ontario Wires Inc. 		
Distributor Contact Information:	Chris Barker President, CustomerFirst 3080 Yonge Street, Suite 6060 Toronto, ON M4N 3N1 (647) 255-8845 chris.barker@customerfirstinc.com		
Approved RPP Pilot Project Name:	CustomerFirst RPP Pilot Program		
Approved Estimated Maximum Budget:	\$3.269M		
Project Milestones & Payment Schedule:			
Milestone Number	Reporting Milestone	Target Completion Date	Contribution Amount
1.	Interim Results Report	June 30, 2019	\$1,216,241.25
2.	Final Results Report	March 30, 2020	Remaining payment of actual project cost or true up of any overpayment

Any questions related to this letter can be directed to RPP.Pilots@oeb.ca, citing "CustomerFirst" in the subject line.

Sincerely,

Original signed by

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

c. CustomerFirst