



Ontario  
Energy  
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de l'Ontario

BY EMAIL  
ashans@edgecomenergy.ca

**March 19, 2020**

Ali Shans  
Project Manager  
Edgecom Energy Inc.  
70 East Beaver Creek Rd.  
Unit 32  
Richmond Hill ON L4B 3B2

Dear Mr. Shans:

**Re: Edgecom Energy Inc.  
Application for Unit Sub-Metering Licence  
OEB File Number EB-2020-0099**

The Ontario Energy Board (OEB) received Edgecom Energy Inc.'s (Edgecom) application for a unit sub-metering licence on March 06, 2020. The OEB has assigned file number EB-2020-0099 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 is currently incomplete and cannot be processed until the following has been filed:

1. Section 8. Corporate Organization

According to the information provided, your company was formed on September 27, 2016.

a) Please describe services your company is currently providing.

b) Please explain whether you have any previous experience in unit sub-metering. If not, please explain what resources are available to you to set up unit sub-metering business.

## 2. Section 10– Technical Resources

In the application, Edgecom listed its Metering, Networking and Software Specialist, as a person with relevant qualifications and experience. Considering intended services listed in section 7- Intended Services, although not explicitly described, Edgecom intends to provide services that would include installation and maintenance of unit sub-meters, billing, collections and call centre activities.

a) Please provide a detailed list of all unit sub-metering services Edgecom intends to provide.

b) Describe qualifications and experience of Edgecom's personnel responsible for each unit sub-metering service that Edgecom intends to provide.

## 3. Financial Viability

The financial information submitted with the application indicates that the applicant has a deficit recorded on the Balance Sheet and no profit has been generated since 2017. One of the licensing tests that is applied by the OEB in determining whether the licence can be issued is establishing that the applicant can reasonably be expected to be financially responsible in the conduct of its business.

Please provide any evidence indicating that Edgecom can meet the financial viability test.

## 4. Compliance with Unit Sub-metering Code (Code)

If licensed, Edgecom has to comply with provisions of the Unit Sub-metering Code as a condition of its licence.

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 would be put in place by Edgecom to ensure that correct and validated data is used for the billing process.
- ii. Describe how Edgecom would ensure that errors resulted from potential hardware/software malfunctions are detected and fixed before issuance of the invoices to the 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 Edgecom plans to ensure compliance with its legal and regulatory obligations in Ontario. In your response, describe the staff, policies, processes and procedures to be put in place to ensure compliance.
- ii. Provide names and titles of all individuals that are or will be accountable for compliance, complaint handling and quality assurance, and describe fully their expertise in each applicable area.

c) As a licensed unit sub-metering provider, Edgecom will be required to provide Ontario Electricity Support Program rate assistance to eligible consumers.

Please confirm that you are aware of this requirement and describe Edgecom's technical ability to meet this obligation.

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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 60-90 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 email additional material in Word or in searchable Adobe Acrobat (if available) 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 [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