

BY EMAIL

July 20, 2020

Albert P. Singh
Vice-President Finance and CFO
Waterloo North Hydro Inc.
526 Country Squire Road
Waterloo ON N2J 4G8
asingh@wnhydro.com

LETTER OF DIRECTION

Dear Mr. Singh:

**Re: Waterloo North Hydro Inc. (Waterloo North)
2021 Cost of Service Rate Application
Ontario Energy Board File Number: EB-2020-0059**

The Ontario Energy Board (OEB) has now issued its Notice of Hearing for Waterloo North's application for 2021 Distribution Rates (Notice). The Notice will be published by the OEB, in accordance with directions to the OEB's media agent which were copied to you. Please note that you must comply with the directions in paragraphs 1 through 3 below **prior to July 30, 2020**. If you are unable to comply with the directions within this timeframe, you must inform the Registrar immediately at Registrar@oeb.ca.

You are directed:

1. No later than the date the Notice is posted on Waterloo North's website in accordance with paragraph 3, to:
 - a) arrange for the service of the enclosed Notice, in the exact form accompanying this letter and the application and the evidence, directly on intervenors in Waterloo North's last cost of service application in EB-2015-0108; namely:
 - Energy Probe Research Foundation
 - School Energy Coalition
 - University of Waterloo
 - Vulnerable Energy Consumers Coalition
 - b) arrange for the service of the Notice, in the exact form accompanying this letter by email on any customers for which Waterloo North has an email address and appropriate permissions to use the email address to send utility or regulatory information with the following email message:

- i. "Waterloo North Hydro Inc. has applied to the Ontario Energy Board to increase our electricity distribution rates. Please review the Ontario Energy Board's Notice of Hearing to learn more and to find out how you can participate in the Ontario Energy Board's hearing". The email must attach a copy of the Notice and the words "Notice of Hearing" within the email message are required to provide a live link to the Notice posted on Waterloo North's website.
2. If Waterloo North is a Host Distributor, to no later than the date the Notice is posted on Waterloo North's website in accordance with paragraph 3, serve a copy of the enclosed Notice directly on its Embedded Distributor.
3. To make a copy of the Notice, the application and evidence, and any amendments thereto, available for public review at Waterloo North's office and in a prominent place on Waterloo North's website.
4. If Waterloo North has a twitter account, once both versions of the Notice are posted on Waterloo North's website, in accordance with paragraph 2, to tweet the following message:
 - a. "We have applied to the @OntEnergyBoard to increase our electricity distribution rates. Learn more. Have your say." The tweet is required to provide a live link to the Notice posted on Waterloo North's website.
5. To file with the OEB an affidavit in electronic form proving completion of the matters in paragraphs 1 through 4 above immediately thereafter.
6. To provide a copy of the Notice, application and evidence, and any amendments thereto, to anyone requesting the material.

You are further directed not to include any documents or materials when serving the Notice other than documents or materials expressly required by this letter of direction to be served.

Yours truly,

Original signed by

Christine E. Long
Registrar and Board Secretary
Office of the Registrar

Encl.

- c: Alyson Conrad, Manager, Finance and Regulatory Affairs
Rene W. Gatien, President and CEO
John A.D. Vellone, Counsel, Borden Ladner Gervais LLP