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BY EMAIL

August 26, 2020

Frank Kallonen  
President and Board Chair  
CustomerFirst Inc.  
500 Regent Street  
Sudbury ON, P3E 4P1  
[FrankK@gsuinc.ca](mailto:FrankK@gsuinc.ca)

Dear Mr. Kallonen:

**Re: CustomerFirst Regulated Price Plan Pilot (Board File No. EB-2016-0201)**

I am writing to advise that the Ontario Energy Board (OEB) has accepted CustomerFirst's Final Results Report for its Regulated Price Plan pilot project, as submitted to the OEB on July 21, 2020. Further detail regarding the process and expectations associated with the OEB's review of the Final Results Reports is set out in the OEB's November 14, 2018 and July 31, 2019 letters. As set out in these letters, CustomerFirst's Final Results Report has been made public.

The payment associated with the Final Results Report (Milestone 2), as stated in Schedule B of the agreement with the Independent Electricity System Operator (IESO), is the remaining payment of actual project cost or true up of any overpayment.

To determine this payment amount CustomerFirst will submit final costs and invoices as requested by the OEB's Inspection and Enforcement Department on July 20, 2020. This process will be a continuation of the inspection initiated by the OEB's Inspection and Enforcement Department via two letters dated December 10, 2019 and January 8, 2020. Once the final payment amount is determined and approved by the OEB a letter will be sent to the IESO requesting that it settle payment with CustomerFirst for the contribution amount associated with the Final Results Report.

Sincerely,

*Original signed by*

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