

Re: Customer Choice Implementation (EB 2020-0152): Waterloo North Hydro Inc.

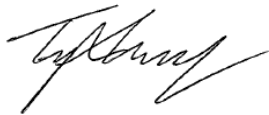
October 15, 2020

Tyler Tracey
Manager of Customer Service, Waterloo North Hydro Inc.
526 Country Squire Road,
Waterloo, ON N2J 4G8

To whom it may concern,

Waterloo North Hydro (WNH) has adapted its systems and processes to enable our customers on the Regulated Price Plans (RPP) to opt-out of Time-Of-Use (TOU) prices and to elect instead to be charged based on tiered pricing. As of October 13, 2020, Waterloo North Hydro was in compliance with all amendments made to the Standard Supply Service Code (SSSC) regarding customer choice.

Sincerely,



Tyler Tracey
Manager, Customer Service
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