



October 19, 2020

Christine E. Long  
Registrar and Board Secretary  
Ontario Energy Board  
27th Floor/ P.O. Box 2319  
2300 Yonge St.  
Toronto, ON M4P 1E4

Dear Ms. Long:

**Re: Customer Choice Implementation,  
Halton Hills Hydro Inc.,  
Board File no. EB-2020-0152**

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As directed by the Ontario Energy Board, Halton Hills Hydro Inc. (“HHHI”) confirms that it has complied with the amendments made to the Standard Supply Service Code in proceeding EB-2020-0152.

HHHI has completed the following:

1. Provided the customer choice form on HHHI’s website;
2. Arranged for confirmation to be sent to customers within ten (10) days;
3. Arranged for accounts to switch after the next read date after the end of October;
4. Providing a bill insert with messaging to be included with next invoice;
5. Updated the HHHI website with electricity pricing information; and
6. Provided a link for customers on the Ontario Energy Board website for comparison purposes.

Additionally, HHHI is working on an additional tool for HHHI’s website which will utilize customer’s actual consumption to provide a more detailed pricing comparison.

In the event of any additional information, questions or concerns, please contact Kate Sweetman, Customer Care Supervisor at [kates@haltonhillshydro.com](mailto:kates@haltonhillshydro.com) or (519) 853-3700 extension 207, or Tracy Rehberg-Rawlingson, Regulatory Affairs Officer, at [tracyr@haltonhillshydro.com](mailto:tracyr@haltonhillshydro.com) or (519) 853-3700 extension 257.

Sincerely,

*Tracy Rehberg-Rawlingson*

Tracy Rehberg-Rawlingson  
Regulatory Affairs Officer, HHHI

Cc: Arthur A. Skidmore, President & CEO, HHHI  
David J. Smelsky, CFO, HHHI